



## ***West Lothian Integration Joint Board***

West Lothian Civic Centre  
Howden South Road  
LIVINGSTON  
EH54 6FF

25 April 2025

A meeting of the **West Lothian Integration Joint Board** will be held within the **MS Teams Virtual Meeting Room** on **Thursday 1 May 2025** at **2:00pm**.

### **BUSINESS**

#### **Public Session**

1. Apologies for Absence
2. Order of Business, including notice of urgent business and declarations of interest in any urgent business
3. Declarations of Interest - Members must declare any interests they have in the items of business for consideration at the meeting, identifying the relevant agenda items and the nature of their interests.
4. Confirm Draft Minutes of Meeting of West Lothian Integration Joint Board held on Tuesday 25 March 2025 (herewith)
5. Note Minutes of West Lothian Integration Joint Board Strategic Planning Group held on 6 February 2025 (herewith)
6. Membership & Meeting Changes -  
  
Consider any changes to be made to Board, Committee or Strategic Planning Group membership or amendments to meeting arrangements.

#### **Public Items for Information**

7. Chief Officer Report (herewith)

#### **Public Items for Decision**

8. Chief Finance Officer Report (herewith)

#### **Public Items for Information**

DATA LABEL: Public

9. Whole System Model Report - Report by Senior/General Managers (herewith)

**Public Items for Decision**

10. West Lothian Integration Joint Board Equality Mainstreaming Report and Equality Outcomes 2025 - 2029 - Report by Head of Strategic Planning and Performance (herewith)

**Public Items for Information**

11. Review of Rosemount Cafe -  
Report by Senior Manager Older People Services (herewith)

**Public Items for Decision**

12. Review of Commissioned Services - Report by Head of Strategic Planning and Performance (herewith)

**Public Items for Information**

13. West Lothian Primary Care Improvement Plan Update - Report by General Manager for Primary Care and Community Services (herewith)
14. Workplan (herewith)
15. Dates of Future Meetings:

Thursday 26 June 2025, 2pm, venue TBC

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NOTE **For further information please contact Val Johnston, tel. No.01506 281604 or email [val.johnston@westlothian.gov.uk](mailto:val.johnston@westlothian.gov.uk)**

MINUTE of MEETING of the WEST LOTHIAN INTEGRATION JOINT BOARD held within COUNCIL CHAMBERS, WEST LOTHIAN CIVIC CENTRE, LIVINGSTON, on 25 MARCH 2025.

Present

Voting Members – Tom Conn (Chair), Martin Connor, Tony Boyle, John Innes, Amjad Khan and Andrew McGuire

Non-Voting Members – Lesley Cunningham, Hamish Hamilton, David Huddleston, Jo MacPherson, Alan McCloskey, Ann Pike, Alison White and Linda Yule

Apologies – Damian Doran-Timson, George Gordon and Steven Dunn

Absent – Douglas McGown and Donald Noble

In attendance – Robin Allen (Senior Manager, Older People Services), Neil Ferguson (General Manager Primary Care and Community Services), Sharon Houston (Head of Strategic Planning and Performance), Yvonne Lawton (Head of Health), Karen Love (Senior Manager, Adult Services), Lesley Montague (Standards Officer), Mike Reid (General Manager for Mental Health and Addictions Services), Diane Stewart (NHS Health Improvement Lead) and Kerry Taylor (Project Officer)

1 DECLARATIONS OF INTEREST

There were no declarations of interest made.

2 MINUTES

The IJB approved the minute of its meeting held on 11 February 2025 as a correct record.

3 MINUTES FOR NOTING

- a The IJB noted the minutes of the West Lothian Integration Joint Board Audit, Risk and Governance Committee held on 19 December 2024.
- b The IJB noted the minutes of the West Lothian Integration Joint Board Strategic Planning Group held on 12 December 2024.
- c The IJB noted the minutes of the West Lothian Integration Joint Board ADP Executive held on 28 November 2024.

4 MEMBERSHIP & MEETING CHANGES

The Clerk advised that there were no changes to report.

## 5 TIMETABLES OF MEETINGS

A proposed timetable of meetings for IJB and a proposed timetable of meetings for the Strategic Planning Group 2025/26 session had been circulated for approval.

### Decision

1. To approve the IJB timetable of meetings for 2025/26.
2. To approve the Strategic Planning Group timetable of meetings for 2025/26.

## 6 2025/26 BUDGET AND MEDIUM-TERM FINANCIAL PLAN

The IJB considered a report (copies of which had been circulated) by the Chief Finance Officer presenting the outcome of the financial assurance process on the agreed West Lothian Council budget contribution and the proposed NHS Lothian budget contribution to the IJB for 2025/26. The report also sought approval for the 2025/26 budget plan. The report also sought approval for the issue of Directions to West Lothian Council and NHS Lothian for delivery of delegated services in 2025/26 and to implement 2025/26 savings measures.

The Chief Officer advised that she was in receipt of a petition requesting to keep the Rosewood café open.

It was recommended that the IJB:

1. Note the financial assurance undertaken on West Lothian Council and NHS Lothian budget contributions for 2025/26;
2. Agree that West Lothian Council and NHS Lothian budget contributions for 2025/26 be used to allocate funding to Partners to operationally deliver and financially manage IJB delegated services from 1 April 2025 (Appendix 1 and 2 of the report);
3. Agree that the 2025/26 Budget Directions be issued to West Lothian Council and NHS Lothian (Appendix 3 of the report);
4. Agree the 2025/26 budget plan and updated savings programme (Appendix 4 of the report) as part of a new three-year financial outlook;
5. Note the risks to deliverability of the proposed saving measures (Appendix 5 of the report);
6. Agree the amended Savings Directions be issued to West Lothian Council and NHS Lothian in respect of operational delivery of saving measures (Appendix 6 of the report);

7. Note the result of the integrated impact assessments of the proposed savings measures (Appendix 7 of the report);
8. Agree the proposals in respect of use of IJB reserves;
9. Note the update on compliance with the CIPFA Financial Management Code (Appendix 8 of the report); and
10. Agree the updated IJB Annual Financial Statement (Appendix 9 of the report).

#### Motion

To approve the terms of the report.

- Moved by the Chair and seconded by Martin Connor.

#### Amendment

To approve the terms of the report subject to also agreeing to keep the Rosemount café open for another three months to see if any expressions of interest have been received at the end of this period.

- Moved by Tony Boyle and seconded by Andrew McGuire.

After further discussion, the IJB agreed to approve the terms of the report subject to agreeing an additional recommendation to keep the Rosemount café open for two months starting 25 March 2025, with a review and update provided at the end of the first month, and to agree that the facility will be closed if no viable expressions of interest to take over the running of the café have been received at the end of this period.

#### Decision

To unanimously approve the terms of the report subject to agreeing an additional recommendation to keep the Rosemount café open for two months starting 25 March 2025, with a review and update provided at the end of the first month, and to agree that the facility will be closed if no viable expressions of interest to take over the running of the café have been received at the end of this period.

### 7 WEST LOTHIAN ALCOHOL AND DRUG PARTNERSHIP DELIVERY PLAN

The IJB considered a report (copies of which had been circulated) by the General Manager for Mental Health and Addictions Services providing information on the West Lothian Alcohol and Drug Partnership Delivery Plan 2025–2028 and seeking approval for that plan.

It was recommended that the IJB note the contents of the report and approve the plan.

Decision

To approve the terms of the report.

8 CHIEF OFFICER REPORT

The IJB considered a report (copies of which had been circulated) by the Chief Officer providing a summary of key developments relating to West Lothian IJB and updating Board members on emerging issues.

It was recommended that the IJB note and comment on the key areas of work and service developments that had been taking place within West Lothian in relation to the work of the Integration Joint Board.

Decision

To note the terms of the report.

9 WEST Lothian PRIMARY CARE STRATEGY

The IJB considered a report (copies of which had been circulated) and presentation by the General Manager for Primary Care and Community Services providing an update on the development of West Lothian HSCP's inaugural Primary Care Strategy 2025–2028.

It was recommended that the IJB:

1. Note the content of the paper and accompanying presentation and support the described direction of travel in developing a Primary Care Strategy;
2. Note the intention to implement internal and external engagement consultations to support development of the strategy; and
3. Note the intention to present a proposed strategy to the board for ratification in the Spring of 2025.

Decision

To note the terms of the report and presentation.

10 IJB INTERIM PERFORMANCE REPORT

The IJB considered a report (copies of which had been circulated) by the Chief Officer providing a performance report based on the latest published data available on the Core Suite of Integration Indicators, the latest Ministerial Strategic Group Integration Indicators and Primary Care Improvement Plan Performance. The report also contained an overview of the Directions issued to both West Lothian Council and NHS Lothian and noted the progress made in the development of the Health and Social

Care Partnership Performance Dashboard.

It was recommended that the IJB note the contents of the report.

Decision

To note the terms of the report.

11 DEBT RECOVERY (MENTAL HEALTH MORATORIUM) (SCOTLAND) REGULATIONS CONSULTATION

The IJB considered a report (copies of which had been circulated) by the General Manager for Health and Addictions Services informing members of the draft Debt Recovery (Mental Health Moratorium) (Scotland) Regulations and the submission of the draft consultation response on behalf of West Lothian Health and Social Care Partnership.

It was recommended that the IJB note the contents of the report.

Decision

To note the terms of the report.

12 WORKPLAN

A workplan had been circulated for information.

Decision

To note the workplan.

13 DATES OF FUTURE MEETINGS

A list of dates of future meetings had been circulated for information.

Decision

To note the dates of future meetings.

14 CLOSING REMARKS

At the conclusion of the meeting, the Chief Officer advised participants that two of the Health and Social Care Partnership officers – Mike Reid and Kerry Taylor – would be leaving to take up new posts within the NHS.

The Chair on behalf of the IJB thanked Mike Reid and Kerry Taylor for their work on the IJB and wished them well in the future.



**Strategic Planning Group Minutes**  
**6<sup>th</sup> February 2025 – Microsoft Teams MINUTES & ACTIONS**

<b>Present:</b>	Alison White – Chair (AW), Carol Holmes (CH), Charlotte Cuddihy (CC), Douglas Grierson (DG), Douglas McGown (DMc), Fiona Huffer (FH), Gillian Edwards (GE), Hamish Hamilton (HH), Jeanette Whiting (JW), Kerry Taylor (KT), Lesley Cunningham (LC), Linda Yule (LY), Lisa Hunter (LH), Mike Niles (MN), Mike Reid (MR), Neil Ferguson (NF), Sharon Houston (SH) & Stuart Barrie (SB)
<b>In Attendance:</b>	Danielle Stanners – Minute Note Belinda Wilson – Item 6 – Falls Strategy
<b>Apologies:</b>	Jo MacPherson, Karen Love, Marjory Mackie, Rob Allen & Yvonne Lawton

	<b>DISCUSSION/DECISION</b>	<b>By Whom</b>
1.	<b>Welcome and Apologies</b> As above.	
2.	<b>Order of Business</b> Nil	
3.	<b>Declarations of Interest</b> Nil	
4.	<b>Confirm the Draft Minutes of the Previous Meeting of the Strategic Planning Group</b> Agreed and there are no matters arising that we need to address as action items.	
5.	<p><b>Chief Officer Report – AW</b></p> <p><b>Statement by Minister (23rd January):</b></p> <ul style="list-style-type: none"> <li>A compromise could not be reached, leading to the intention to remove part one and proceed with parts two and three. A copy of the attached letter is available.</li> </ul> <p><b>Suicide Prevention Action:</b></p> <ul style="list-style-type: none"> <li>Feedback sought for suicide prevention action. The decision has been made to delay slightly until later this month. A link will be circulated when it goes live. Engagement from staff and the public is encouraged.</li> </ul> <p><b>Carers Survey:</b></p> <ul style="list-style-type: none"> <li>The last consultation was in March 2022. This is a good opportunity to understand the current situation and community work. The survey link closes on 28<sup>th</sup> February 2025. Please distribute it to staff.</li> </ul>	
6.	<p><b>Falls Strategy - BW</b></p> <ul style="list-style-type: none"> <li>Initiated in 2023, involving a wide range of stakeholders.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Early sessions included groups like the Get Involved Network and individuals who have experienced falls, generating various ideas.</li> <li>• Impact assessment to gain feedback from staff and the public.</li> <li>• Keen to establish an implementation group for falls within West Lothian including both health and social care.</li> <li>• Ongoing work for the Lothian-wide implementation group and plan and there is a dashboard in place to monitor various areas.</li> <li>• WLL is working with the Primary Care Team for a pilot release in April.</li> <li>• Contact BW directly by the end of February with comments or suggestions</li> <li>• The plan will be shared within this group once finalised.</li> </ul>	
<p><b>7.</b></p>	<p><b>Primary Care Strategy</b></p> <p><i>NF shared a presentation with the group which covered the following topics;</i></p> <ul style="list-style-type: none"> <li>○ What is Primary Care?</li> <li>○ Why do we need a Primary Care Strategy?</li> <li>○ Our Vision</li> <li>○ Key Focus Areas</li> <li>○ Key Strategic Objectives</li> <li>○ Factors that may challenge our Vision</li> <li>○ Next Steps/Timeline</li> </ul> <ul style="list-style-type: none"> <li>• This is a proposal and will come out for consultation. NF appreciates comments and encourages engagement in the consultation process. Recommendations are welcome.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>• The document will clarify primary care concepts.</li> <li>• JW suggested integrating social aspects into the first slide.</li> <li>• CC highlighted other strategies, such as the NHSL prevention framework and the national population framework, and the importance of linking local development plans.</li> <li>• Some of the delivery might be supported by understanding geographical contexts.</li> <li>• Groups available to connect within the community however we need to reach out to companies for assistance.</li> <li>• Physio is the first allied professional, with others potentially joining via a national pilot scheme.</li> <li>• Third sector groups (mental health, activity-based) to be involved. NF and SB to discuss opportunities offline.</li> </ul>	
<p><b>8.</b></p>	<p><b>ADP Delivery Plan</b></p> <ul style="list-style-type: none"> <li>• <i>MR shared a presentation with the group which covered the following topics;</i> <ul style="list-style-type: none"> <li>○ West Lothian Alcohol and Drug Partnership</li> <li>○ Alignment with SG and WL ADP</li> <li>○ Development of ADP Delivery Plan</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>○ West Lothian Profile</li> <li>○ Priority Areas</li> <li>● The plan needs to be agile and develop over the next three years.</li> <li>● Key milestones: recommissioning Children’s Services in April 2026 and Adult Services in April 2027. Funding from the Scottish Government is hoped to continue beyond this point.</li> </ul> <p><b>Discussion:</b></p> <ul style="list-style-type: none"> <li>● Staffing challenges in the ADP.</li> <li>● No dedicated funding for certain areas which is presenting challenges.</li> <li>● Practical hands-on training with third sector assistance.</li> <li>● MR/MN to discuss specific inclusions for Carers of WL offline.</li> <li>● Discussion on locality plans; DG to attend the next meeting to discuss.</li> <li>● MR to send the report to DS for circulation and comments by COP 14/02/25.</li> </ul>	
<p><b>9.</b></p>	<p><b>Self-Assessment Questionnaire Results</b></p> <ul style="list-style-type: none"> <li>● <i>KT shared a presentation with the group which covered the following topics;</i> <ul style="list-style-type: none"> <li>○ SPG Self-Assessment Results.</li> <li>○ Potential IIA session to be arranged.</li> <li>○ Discussion on making reports less overwhelming and incorporating ideas.</li> <li>○ AW/KT to organise a development session in person to develop these results further.</li> </ul> </li> </ul>	
<p><b>10.</b></p>	<p><b>Work Plan</b></p> <p>-</p>	
<p><b>11.</b></p>	<p><b>Date of Next Meeting</b></p> <p>10<sup>th</sup> April 2025</p>	





Date	01 May 2025
Agenda Item	07

**Report to: West Lothian Integration Joint Board**

**Report Title: Chief Officer’s Report**

**Report By: Chief Officer**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input checked="" type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	The report provides a summary of key developments relating to West Lothian IJB and updates Board members on emerging issues.
<b>Recommendations</b>	1. Note and comment on the key areas of work and service developments that have been taking place within West Lothian in relation to the work of the Integration Joint Board.
<b>Directions to NHS Lothian and/or West Lothian Council</b>	Not required.
<b>Resource/ Finance/ Staffing</b>	No specific matters relevant to the paper.
<b>Policy/Legal</b>	None.
<b>Risk</b>	Risks relevant to the IJB are set out in the risk register.
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	None.

<b>Strategic Planning and Commissioning</b>	The report is relevant to the IJB’s Strategic Plan 2023-2028
<b>Locality Planning</b>	No specific locality requirements.
<b>Engagement</b>	None – paper is for information.

**Terms of Report**

<p><b>1. Strategic Planning Group – April 2025 Overview</b></p> <p>1.1 The IJB Strategic Planning Group was held on 10 April 2025 via MS Teams and was attended by a variety of partners and representatives.</p> <p>1.2 The following items were discussed:</p> <ul style="list-style-type: none"> <li>• 2025/2026 Budget Update</li> <li>• Whole System MDT Locality Model</li> <li>• CPP Locality Plans Overview</li> <li>• IJB Equality Mainstreaming Outcomes 2025-2029</li> </ul> <p>1.3 These items were presented for discussion and scrutiny before being reported to Board for either decision or information.</p> <p><b>2. Governance Development Session</b></p> <p>2.1 A development session for board members is scheduled for 23<sup>rd</sup> May 2025 in which will cover a range of governance elements and will provide:</p> <ul style="list-style-type: none"> <li>• a refresh of the Board’s Standards Training to reflect the points highlighted in the Standards Commission spring update.</li> <li>• an overview of the role, function and setting of Directions and</li> <li>• an overview of the function and development of Motions.</li> </ul> <p>The session will take place via MS Teams and will be recorded for wider circulation.</p> <p><b>3. The Consumer Duty (Consumer Scotland Act 2020)</b></p> <p>3.1 The Consumer Duty is a statutory duty under the Consumer Scotland Act 2020. It aims to put consumer interests at the heart of strategic decision-making across the public sector. The duty came into place on 1 April 2025.</p> <p>3.2 Statutory guidance on meeting the duty has recently been published by Consumer Scotland. The guidance explains that when making strategic decisions relevant public authorities should have regard to:</p> <ul style="list-style-type: none"> <li>- The impact of those decisions on consumers in Scotland, and</li> <li>- The desirability of reducing harm to consumers in Scotland.</li> </ul> <p>3.3 To ensure compliance all public authorities in Scotland must ensure that where consumers are impacted by strategic decision making that they meet their obligations under the Consumer Duty This includes the requirement under the Consumer Scotland Act 2020 for public authorities to publish information on at least an annual basis on the steps it has taken to meet the Consumer Duty.</p>	
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3.4 Further information on the statutory guidance can be The Consumer Scotland website as follows:

[how-to-meet-the-consumer-duty-guidance-for-public-authorities.pdf](#)

[how-to-meet-the-consumer-duty-guidance-for-senior-decision-makers.pdf](#)

3.5 A report will be brought to a future meeting of the IJB outline the activity that has been undertaken to ensure that the Board meeting the Consumer Duty.

#### **4. The Public Records (Scotland) Act 2011 - Progress Update Review (PUR)**

4.1 The Act requires a named authority to prepare and implement a records management plan (RMP) which sets out arrangements for the management of its records.

4.2 Completion of the Progress Update Review (PUR) self-assessment aims to help authorities to comply with their statutory obligation under section 5(1)(a) of the Act to keep their RMP under review. The PUR also enables authorities to be credited for the progress they are making and to receive constructive advice concerning on-going developments

4.3 The West Lothian IJB submitted its most recent PUR on 2 October 2024, a response was received from the Assessment Team on 8 April 2025. The review noted that the IJB continues to take its records management obligations seriously and is working to maintain all elements in full compliance noting that the proper record management arrangements outlined by the various elements in the IJB'S plan continue to be properly considered.

4.4 A deadline of the 8 May 2025 has been set for any comments in response to the draft report; thereafter the report will be finalised and published on National Records Scotland (NRS) website if agreeable with the IJB.

#### **5. Public Bodies Climate Change Duties**

5.1 Correspondence from the Scottish Government has been received summarising amendments made to the climate change legislation and publication of information in relation to public bodies climate change duties as follows:

##### **5.2 Climate Change (Emissions Reduction Targets) (Scotland) Act 2024.**

In November 2024 climate change legislation was amended through the Climate Change (Emissions Reduction Targets) (Scotland) Act 2024, noting that the national net zero target of 2045 remains unchanged. The Act replaces the annual emissions targets with five-year carbon budgets. The value of these carbon budgets will be set later this year, once advice from the Climate Change Committee is received.

The first of the public bodies climate change duties is to contribute to national emissions reduction targets. In the context of the duties, 'targets' include both the final 2045 target, and the five-year carbon budgets. Bodies must, therefore, work to reduce emissions over each budget period, as well as aiming to finally achieve net zero.

##### **5.3 Statutory Guidance Consultation**

Consultation on new Statutory Guidance has recently opened; the guidance aims to support public bodies in putting the climate change duties into practice and will replace the previously published guidance. The consultation will close on 23 May 2025.

The consultation document and link to complete a response to the consultation can be found at the following links:

[Climate change duties - draft statutory guidance for public bodies: consultation - gov.scot](#)

[Climate change duties - draft statutory guidance for public bodies: consultation - Scottish Government consultations - Citizen Space](#)

#### 5.4 **Scottish National Adaption Plan 2024-29**

The Scottish National Adaption Plan 2024-29 (SNAP3) was published in September last year. Under the climate change duties, public bodies must help contribute to the delivery of SNAP3. All public bodies must identify the national adaptation objectives from SNAP3 relevant to their functions and act in a way that supports the delivery of these objectives.

#### 5.5 **Annual Reporting Duty**

Changes will be made to the way that annual reporting is managed as detailed in the link below. Further information will be provided after April 2025

<https://www.gov.scot/policies/climate-change/decarbonisation-in-the-public-sector/>

### 6. **Health and Social Care Alliance Scotland (the ALLIANCE)**

6.1 Correspondence was circulated to all IJBs and HSCPs from Alliance Scotland outlining concerns on proposed funding cuts to third sector grants and services. The letter highlighted concerns about how funding decisions are developed, scrutinised, justified and communicated, the impacts they have on the sector and the people employed within it, and also on the people supported by services that are under threat.

### 7. **Public Sector Equality Duty (PSED) Compliance Monitoring**

7.1 The Equality and Human Rights Commission (EHRC) have been undertaking a programme of PSED improvement work with Integrated Joint Boards (IJBs) since 2022. It has recently been confirmed that the IJB has passed the compliance monitoring with all of the information required by The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 found to be in place by the EHRC, this included:

- A report on our progress on achieving our equality outcomes from within the last 2 years.
- A report on how the IJB mainstreams equality into its business and activities from within the last 2 years.
- Any equality impact assessments of new or revised policies and practices that have been published since 1 April 2023.

### 8. **Directions**

8.1 The Board approved the issuing of Directions to NHS Lothian in relation to the delivery of delegated functions and savings measures for the period 2025/26 on 25<sup>th</sup> March 2025. As noted in the Chief Finance Officer report the Savings Directions to West Lothian Council for 2025/26 were amended to reflect discussion at the Board.

8.2 The decisions made by the Board over the period 2024/25 have been reviewed to ensure that these decisions have not resulted in the requirement for the issuing of further directions to either NHS Lothian or West Lothian Council.

8.3 A further review will be undertaken following the June meeting of the Board.

### 10. **West Lothian Suicide Prevention Action Plan 2025-2028**

- 10.1 The West Lothian Suicide Prevention Leadership Group is seeking feedback from people who live and work in West Lothian to help shape the local Suicide Prevention Action Plan 2025-2028.
- 10.2 It was noted in the March Chief Officer Report that online engagement launched on 19 March 2025, for the following groups:
- 10.3 **Communities** – anyone living in West Lothian who wished to participate in the consultation and/or who have been supported by local services/organisations.  
  
**Workforce** – people who work volunteer or support others with their Mental Health and their views from this perspective.
- 10.4 The surveys were also available to access on the Health and Social Care Partnership website, social media platforms and with paper copies available from the Suicide Prevention Lead.
- 10.5 The online consultation concluded on 26<sup>th</sup> April 2025, the next stage of consultation will commence which will involve more targeted consultation engaging with statutory and third sector partners in person and online based on the findings of the consultation.
- 10.6 Once consultation is complete, the long-term action plan will be drafted and informed by both consultation stages and presented to the Chief Officers Groups at the June 2025 meeting. Following review and final approval by COG it is proposed that the action plan will be presented to the IJB for information.

**11. Complaints and Information Requests**

**11.1 Complaints**

There were no complaints received in quarter 4 of 2024/2025 or to date.

**11.2 Information Requests**

The Board is required to submit quarterly statistics on requests for information to the Office of the Scottish Information Commissioner (OSIC). Freedom of Information (Scotland) Act 2002 is an Act of the Scottish Parliament which gives everyone the right to ask for any information held by a Scottish public authority. The Environmental Information (Scotland) Regulations 2004 (the EIRs) come from a European Directive on access to environmental information. The EIRs give everyone the right to ask for environmental information held by a Scottish public authority (and some other bodies).

During quarter 4 of 2024/2025, there one information request received.

References	None
Appendices	None
Contact	Alison White Chief Officer Email: <a href="mailto:Alison.white@westlothian.gov.uk">Alison.white@westlothian.gov.uk</a>  01 May 2025





Date	1 May 2025
Agenda Item	08

**Report to West Lothian Integration Joint Board**

**Report Title: Chief Finance Officer Report**

**Report By: Chief Finance Officer**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input checked="" type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	To provide an update on IJB financial matters. To seek approval for the issue of revised Directions to West Lothian Council to implement 2025/26 savings measures.
<b>Recommendations</b>	It is recommended that the Board: <ol style="list-style-type: none"> <li>1. Considers the finance updates covered in the report.</li> <li>2. Agrees the revised Savings Directions are issued to West Lothian Council in respect of operational delivery of savings measures (Appendix 1).</li> </ol>
<b>Directions to NHS Lothian and/or West Lothian Council</b>	Revised 2025/26 Savings Directions are required to be issued to West Lothian Council (Appendix 1).
<b>Resource/ Finance/ Staffing</b>	The 2025/26 budget resources delegated to the IJB total £297.947m based on anticipated contribution values.
<b>Policy/Legal</b>	None.
<b>Risk</b>	IJB007 Inadequate budget resources to fully fund expenditure associated with the delivery of the Strategic Plan 2023/24 to 2027/28.  SPCC005 - Increasing expenditure on commissioned care services for adults and older people resulting in significant budgetary overspend.

	There are several risks associated with health and social care budgets, which require to be closely managed.
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	The report has been assessed as having little or no relevance regarding equality or the Public Sector Equality Duty. As a result, an equality impact assessment has not been conducted.
<b>Strategic Planning and Commissioning</b>	Budget resources delegated to the IJB will be used to support the delivery of the Strategic Plan and delivery plans
<b>Locality Planning</b>	Budget resources delegated to the IJB will be used to support the delivery of Locality Planning.
<b>Engagement</b>	Consultation with relevant officers.

<b>Terms of Report</b>	
<b>1.</b>	<b>Background</b>
1.1	This report provides several updates on Board financial matters.
<b>2.</b>	<b>2024/25 Forecast Outturn</b>
2.1	The latest budget forecast position was reported to the Board on 11 February 2025 and projected a year end overspend of £7.341m.
2.2	<b>Adult Social Care</b> - The Board agreed a recovery plan on 17 September 2024 which was to share the adult social care overspend on an equal basis with West Lothian Council. This proposal was agreed by West Lothian Council at the Council Executive meeting on 5 November 2024. The final amounts will not be confirmed until the financial year end but based on current projections the IJB share of the adult social care overspend is £2.669m.
2.3	<b>Health</b> – The Board agreed an update to the recovery plan on 26 November 2024 based on the NHS Lothian financial position and in keeping with the Integration Scheme, the IJB will need to draw down from reserves to achieve break-even on health services for 2024/25. Final amounts will not be confirmed until the financial year end but based on current projections the IJB will need to draw down £2.004m from reserves to balance the health budget.
2.4	The final year-end outturn position for the IJB will be presented to the Board in June as part of the unaudited annual accounts.
<b>3</b>	<b>2024/25 Annual Accounts Process</b>
3.1	Audit Scotland’s annual audit plan was presented to the Audit, Risk and Governance Committee on 17 March 2025. The audit of the West Lothian IJB annual accounts will work to the statutory deadline of 30 September for approval of the audited annual accounts for 2024/25. The draft unaudited annual accounts will be presented to the Board on 26 June 2025 for consideration.

**4. 2025/26 Budget and Medium-term Financial Plan**

4.1 Following approval of the 2025/26 budget, directions relating to the use of the £297.947m IJB resources were issued to West Lothian Council and NHS Lothian. The approved budget allocation for 2025/26 is summarised below.

<b>Table 1 - West Lothian IJB Delegated Budget 2025/26</b>	<b>2025/26 £'000</b>
Adult Social Care	115,164
Core West Lothian Health Services	126,189
Pan Lothian Hosted Services	21,469
Acute Set Aside Services	35,125
<b>Total IJB Budget</b>	<b>297,947</b>

4.2 The NHS Lothian financial plan was approved by the NHS Lothian Board on 16 April 2025. Directions have been issued based on the proposed budget contribution from NHS Lothian. There were no changes to the 2025/26 budget contribution for delegated health services.

4.3 Further allocations of funding to the IJB will be reflected in the budget and taken account of in the forecast updates throughout the year.

**5. 2025/26 Savings Directions to West Lothian Council**

5.1 At the Board meeting on 25 March 2025 the Board approved the terms of the 2025/26 Budget report subject to agreeing an additional recommendation to review the Rosemount café savings proposal two months after 25 March 2025, with a review and update provided at the end of the first month, and to agree that the facility will be closed if no viable expressions of interest have been received at the end of this period.

5.2 As a result of the amendment to the Budget report, the Board are asked to approve amended Savings Directions to West Lothian Council for 2025/26. These Directions exclude the Rosemount café saving whilst the review is being conducted.

<b>Appendices</b>	1. Revised 2025/26 Saving Directions to West Lothian Council
<b>References</b>	1. 2025/26 Budget and Medium-term Financial Plan – Report to Board on 25 March 2025
<b>Contact</b>	Hamish Hamilton, Chief Finance Officer Email: <a href="mailto:Hamish.hamilton@nhs.scot">Hamish.hamilton@nhs.scot</a>



## Appendix 1 – 2025/26 Amended Saving Directions to West Lothian Council

### West Lothian Integration Joint Board – Saving Direction to West Lothian Council

1.	Implementation date	1 <sup>st</sup> April 2025
2.	Reference number	WLIJB/WLC/SAV-04
3.	Integration Joint Board (IJB) authorisation date	1 <sup>st</sup> May 2025
4.	Direction to	West Lothian Council
5.	Purpose and strategic intent	<p>In accordance with the IJB Strategic Plan, to provide effective services to all service users and carers within the West Lothian Council area, promoting the highest standards of practice in accordance with statutory obligations, policies and procedures.</p> <p>To provide services to all service users and carers within the geographical boundaries of West Lothian which promote health, wellbeing and quality of life.</p> <p>To provide services to all service users and carers within the geographical boundaries of West Lothian which:</p> <ul style="list-style-type: none"> <li>– Maximise independent living</li> <li>– Provide specific interventions according to the needs of the service user</li> <li>– Provide an ongoing service that is regularly reviewed and modified according to need</li> <li>– Provide a clear care pathway</li> <li>– Contribute to preventing unnecessary hospital admission</li> </ul>

		<ul style="list-style-type: none"> <li>- Support timely hospital discharge</li> <li>- Prevent unnecessary admission to residential or institutional care</li> <li>- Are personalised and self-directed, putting control in the hands of the service user and their carers</li> </ul>
6.	Does this direction supersede or amend or cancel a previous Direction?	This is an amendment to Direction WLIJB/WLC/SAV-04 which reflects that savings for 2025/26 have been agreed by the Board as part of the updated IJB budget plan.
7.	Function(s) concerned	<p>All services planned and delivered by West Lothian IJB which are delivered within the geographical boundaries of the West Lothian Health and Social Care Partnership as they relate to adult social care services and defined by the Public Bodies (Joint Working) (Scotland) Act 2014. This includes additional functions West Lothian Council has chosen to delegate to the IJB as defined in West Lothian Integration Joint Board's Integration Scheme.</p> <p>All Adult social care services:</p> <ul style="list-style-type: none"> <li>- Learning Disabilities</li> <li>- Physical Disabilities</li> <li>- Mental Health</li> <li>- Older People Assessment &amp; Care</li> <li>- Care Homes &amp; Housing With Care</li> <li>- Contracts &amp; Commissioning Support</li> <li>- Other Adult social care services</li> </ul> <p>The IJB Chief Officer will be the lead operational director for these services which are to be delivered through the Chief Officer's Joint Management Team and in cooperation and partnership with West Lothian Council.</p>

8.	Required Actions / Directions	<p>West Lothian IJB directs West Lothian Council to work with the IJB Chief Officer and officers supporting the IJB to progress, implement and deliver the following saving measures agreed by the Board.</p> <table border="1" data-bbox="698 293 1581 1299"> <thead> <tr> <th data-bbox="698 293 1350 373">Measure</th> <th data-bbox="1350 293 1581 373">2025/26 £'000</th> </tr> </thead> <tbody> <tr> <td data-bbox="698 373 1350 416">SWIFT replacement review of support</td> <td data-bbox="1350 373 1581 416">20</td> </tr> <tr> <td data-bbox="698 416 1350 459">Business Support review</td> <td data-bbox="1350 416 1581 459">42</td> </tr> <tr> <td data-bbox="698 459 1350 502">Student income</td> <td data-bbox="1350 459 1581 502">10</td> </tr> <tr> <td data-bbox="698 502 1350 545">Supporting people uplift</td> <td data-bbox="1350 502 1581 545">4</td> </tr> <tr> <td data-bbox="698 545 1350 588">Commissioned Services review</td> <td data-bbox="1350 545 1581 588">136</td> </tr> <tr> <td data-bbox="698 588 1350 632">Group Manager review</td> <td data-bbox="1350 588 1581 632">88</td> </tr> <tr> <td data-bbox="698 632 1350 675">LD commissioned day services review</td> <td data-bbox="1350 632 1581 675">84</td> </tr> <tr> <td data-bbox="698 675 1350 718">Review of transport in internal day services</td> <td data-bbox="1350 675 1581 718">245</td> </tr> <tr> <td data-bbox="698 718 1350 761">Review of social care charges</td> <td data-bbox="1350 718 1581 761">150</td> </tr> <tr> <td data-bbox="698 761 1350 804">Transitional arrangements in Deans</td> <td data-bbox="1350 761 1581 804">250</td> </tr> <tr> <td data-bbox="698 804 1350 847">Review of high cost packages</td> <td data-bbox="1350 804 1581 847">500</td> </tr> <tr> <td data-bbox="698 847 1350 890">Care at Home Block contract</td> <td data-bbox="1350 847 1581 890">196</td> </tr> <tr> <td data-bbox="698 890 1350 933">Internal care homes (auxiliary staff)</td> <td data-bbox="1350 890 1581 933">150</td> </tr> <tr> <td data-bbox="698 933 1350 976">Further use of technology enabled care</td> <td data-bbox="1350 933 1581 976">580</td> </tr> <tr> <td data-bbox="698 976 1350 1019">Increasing core &amp; cluster sites</td> <td data-bbox="1350 976 1581 1019">20</td> </tr> <tr> <td data-bbox="698 1019 1350 1062">Redesign adult day care centre provision</td> <td data-bbox="1350 1019 1581 1062">439</td> </tr> <tr> <td data-bbox="698 1062 1350 1106">Review of housing with care</td> <td data-bbox="1350 1062 1581 1106">482</td> </tr> <tr> <td data-bbox="698 1106 1350 1149">Resource Allocation &amp; SDS update</td> <td data-bbox="1350 1106 1581 1149">145</td> </tr> <tr> <td data-bbox="698 1149 1350 1192">Responder Service</td> <td data-bbox="1350 1149 1581 1192">100</td> </tr> <tr> <td data-bbox="698 1192 1350 1235">Risk assessed care</td> <td data-bbox="1350 1192 1581 1235">200</td> </tr> <tr> <td data-bbox="698 1235 1350 1278">Redesign of social work teams</td> <td data-bbox="1350 1235 1581 1278">518</td> </tr> <tr> <td data-bbox="698 1278 1350 1321">Redesign of internal support at home service</td> <td data-bbox="1350 1278 1581 1321">298</td> </tr> <tr> <td data-bbox="698 1321 1350 1299"><b>Total</b></td> <td data-bbox="1350 1321 1581 1299"><b>4,657</b></td> </tr> </tbody> </table>	Measure	2025/26 £'000	SWIFT replacement review of support	20	Business Support review	42	Student income	10	Supporting people uplift	4	Commissioned Services review	136	Group Manager review	88	LD commissioned day services review	84	Review of transport in internal day services	245	Review of social care charges	150	Transitional arrangements in Deans	250	Review of high cost packages	500	Care at Home Block contract	196	Internal care homes (auxiliary staff)	150	Further use of technology enabled care	580	Increasing core & cluster sites	20	Redesign adult day care centre provision	439	Review of housing with care	482	Resource Allocation & SDS update	145	Responder Service	100	Risk assessed care	200	Redesign of social work teams	518	Redesign of internal support at home service	298	<b>Total</b>	<b>4,657</b>
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		<p>Transformational change and further integration of health and social care service delivery will be key to achieving IJB outcomes. This will require a joined-up approach to strategic and financial planning to prioritise financial resources and deliver service changes and savings that will allow the IJB to meet care demands within available resources.</p> <p><b>Medium Term Financial Strategy</b></p> <p>An informed approach to future service delivery over the medium term is critical and must take account of assumptions around available resources.</p> <p>West Lothian IJB directs West Lothian Council to continue working with the West Lothian IJB Chief Officer and Chief Finance Officer to further develop medium term financial planning and efficiency proposals.</p> <p>A robust approach to both aspects above, which take account of the revised Strategic Plan and Strategic Delivery Plans will be essential in meeting future health and social care needs for the population of West Lothian.</p>
9.	Monitoring of Delivery	<ol style="list-style-type: none"> <li>1. Budget monitoring of IJB delegated functions is undertaken by Finance teams within West Lothian Council and NHS Lothian who have responsibility for working with budget holders to prepare information on financial performance. This is in line with the approved West Lothian Integration Scheme and reflects the IJB's role as a strategic planning body who does not directly deliver services, employ staff or hold cash resources.</li> <li>2. The IJB directs West Lothian Council officers to work in partnership with officers supporting the IJB, to provide financial analysis, and monitoring reports on delivery of agreed savings as and when requested by the IJB. The reports will set out the financial and operational position in respect of delivery of service changes associated with saving measures and highlight any risks or areas where further action is required to implement approved savings.</li> </ol>




Date	1 May 2025
Agenda Item	09

**Report to: West Lothian Integration Joint Board**

**Report Title: Whole System Model Report**

**Report By: Senior/General Managers**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance. <input checked="" type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input checked="" type="checkbox"/>
	The purpose of this report is to update the Integration Joint Board's (IJB) on the progress made in testing a multi-disciplinary team (MDT) model and taking the learning from this to expand the model across East and West localities in West Lothian.
<b>Recommendations</b>	Integration Joint Board is asked to: <ul style="list-style-type: none"> <li>• Note the progress and learning from the multi-disciplinary team (MDT) Broxburn Test of Change (ToC) - new ways of integrated working.</li> <li>• Support the expansion of the MDT model to optimise community staff resourcing, enhance efficiencies and ensure service users receive timely support and care at the right time, by skilled staff in the right place.</li> </ul>
<b>Directions to NHS Lothian and/or West Lothian Council</b>	A direction(s) is not required.
<b>Resource/ Finance/ Staffing</b>	Links to IJB approved saving SJ3a review of Adults and Older People Social Work which has been achieved and the new staffing model aligned to new models of care.

<p><b>Policy/Legal</b></p>	<ul style="list-style-type: none"> <li>• Vision for Scotland 2020</li> <li>• Social Work (Scotland) Act 1968.</li> <li>• IJB budget directions to the council.</li> <li>• Social Care (Self-directed Support) (Scotland) Act 2013</li> <li>• Health and Social Care Standard Act</li> <li>• The Public Bodies (Joint Working) (Scotland) Act 2014</li> </ul>
<p><b>Risk</b></p>	<p>Increased pressure on operational teams to deliver whole system change.</p> <p>Future financial savings impacting on ability to deliver the proposed models</p>
<p><b>Equality, Health Inequalities, Environmental and Sustainability Issues</b></p>	<p>Integrated Impact Assessment attached and will continually be reviewed.</p>  <p>IIA - Locality Model 25.10.2024.docx</p>
<p><b>Strategic Planning and Commissioning</b></p>	<p>West Lothian IJB Strategic Plan 2023 – 2028. A Home First Approach is a key priority of the IJB’s Strategic Plan</p>
<p><b>Locality Planning</b></p>	
<p><b>Engagement</b></p>	<p>Engagement with Staff Engagement with Key Stakeholders Engagement with Service Users – Test of Change</p>

<p><b>Terms of Report</b></p>
<p><b>1. Introduction</b></p> <p>West Lothian’s Strategic Plan 2023-28 supports a ‘Home First’ approach. This ambition will support the shift to a more integrated health and social care system supporting service users, families, and carers to ‘live well,’ remain independent and where possible, self-manage their own health and wellbeing.</p> <p>This ambition is underpinned by the Scottish Government’s ‘Getting It Right For Everyone’ (GIRFE) model of health and social care which aims to support people from young adulthood to end of life.</p> <p>Over the past 18 months, West Lothian HSCP has been on a journey to integrate the way that health and social care services are delivered. The learning and outcomes from multi-disciplinary integrated delivery model test of change (ToC) in Broxburn - together with internal service reviews of both social work and occupational therapy and physiotherapy have provided valuable insights and created the conditions for accelerating the development of a Whole System multi-disciplinary team (MDT) locality model.</p> <p>The ToC evaluation evidenced improvements of</p> <ul style="list-style-type: none"> <li>• <b>Faster access:</b> 84.6% of service users received their first contact or intervention within a day of referral.</li> <li>• <b>Less Duplication:</b> Fewer unnecessary contacts within existing team.</li> <li>• <b>Improved Experience</b> 86.1% felt listened to, 89.1% felt understood and 91.5% felt involved in decisions about their care.</li> </ul>

These findings supported the move towards a more integrated, planned approach to the assessment for and provision of care across West Lothian ensuring people receive the right service, at the right time in the right place

## 2. Background

2.1 With growing demand, higher service user expectation and increasing financial constraints, it is essential that West Lothian's health and social care service are redesigned to maximise efficiency and person-centred care. The focus must be on promoting individual choice, empowering people to remain independent, and self-management of their own health and wellbeing through a Home First approach.

In recent years, significant short-term funding has supported testing new models of care and the strengthening of existing services specifically health services. The positive learning gained has been shared previously with both the Strategic Planning Group and Integration Joint Board, helping to lay the groundwork for more integrated system wide change, examples include:

- A single point of contact for professionals to access urgent support from health and social care.
- An enhanced home first community navigation at St Johns Hospital front door.
- Enhanced Hospital at Home, React Rehabilitation, and respiratory services.

To sustain these improvements, a more integrated and long-term integrated health and social care model is needed.

Social work and social care services over the past decade have experienced a number of changes in order to manage increasing financial pressures. The recently progressed review of Adults and Older People social work considered how social work teams could be better aligned ensuring statutory functions and duties continue to be maintained.

West Lothian has already embedded integrated health and social care working in a range of ways, including:

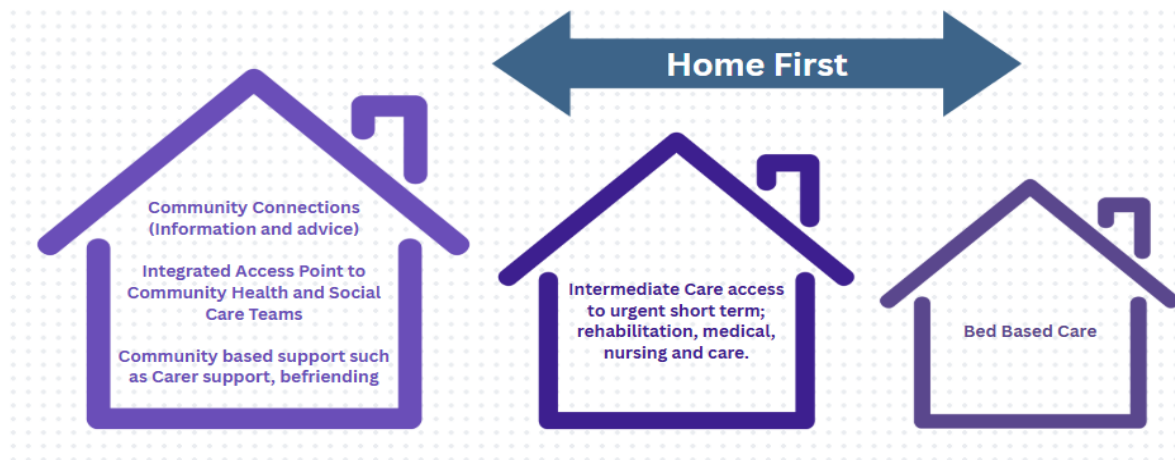
- the integrated discharge hub at St John's Hospital
- collaborative care home team with nurses and social workers proactively supporting people in care homes.
- integration of mental health and addiction services.
- single point of contact for access to urgent support and care

However, there remain opportunities for improved integrated working to address challenges such as:

- Repeated assessments requiring service users to share their story and circumstances multiple times.
- Multiple access points to community teams, making navigation of the health and social care system complex for individuals, carers, and professionals.
- Internal transfers of referrals between health and social care teams that can cause unnecessary delays.
- Separate waiting lists for individual teams, leading to unnecessary waits and multiple waiting lists for service users.

Building on these opportunities, there is a need to bring all parts of health and social care system together, from supporting a person at home in the community to care in community beds under a single, joined-up Home First approach.

This approach means shifting the focus to investing in care closer to home, so people can stay healthy and independent in their own homes with their families and carers and familiar community networks, for as long as possible. This includes strengthening our community connection hubs within the community to provide timely access to information and advice to help people manage their health and well-being, as well as short term support to prevent problems from getting worse and requiring more intense/longer interventions via our Integrated Access Point.



### 3 Internal Service Reviews

3.1 As part of IJB budget setting in March 2023, saving measure SJ3a review and redesign of adults and older people social work services was agreed. Subsequently a review of social work services was progressed.

At the same time an Occupational Therapy & Physiotherapy Review was commissioned by the West Lothian H&SCP Senior Management Team and chaired by the Chief AHP in light of OT/PT services' challenges such as workforce and operational alignment to Home First functions experienced over the previous eighteen months: to be in the right place at the right time utilising their budget and workforce.

Both these service reviews progressed a range of engagement with staff, key stakeholders and service users, parents and carers.

There were a number of common themes articulated throughout these engagement sessions which included:

- Strengthen opportunities for improved partnership working across the partnership.
- Reduce waiting times for social work assessments.

### 4 Testing a new multi-disciplinary model of care in Broxburn (EH52 postcode)

4.1 Following early and continued staff engagement, a project board was set up to design and test a new integrated multi- professional (MDT) team mode. This small Test of Change (ToC) ran in Broxburn from 29 January to 14 April 2024. Benchmarking activity was progressed with other Health and Social Care partnerships nationally to assist in understanding other service structures.

Data analysis indicated that the Broxburn area was a “typical” area for referral in West Lothian and the project oversight board considered this to be an appropriate area to carry out the Test of

Change so as to ensure enough demand to fully test the model but not so much demand that the team would be immediately overwhelmed whilst running two delivery models simultaneously.

The Test of Change brought together health and social care professionals including social workers, district nursing, occupational therapy, and physiotherapy staff to work in an integrated way, under a single point of access in Broxburn.

The role of the team was to screen referrals jointly, prioritise the need (urgent/non urgent) and formulate a plan in ‘real time’ and where possible prevent a person transferred to the wider teams for ongoing longer term case management.

The aims of the MDT locality ToC were:

- **Supporting people to stay well and independent for longer** - using a strength & human rights-based approach that prioritises **prevention, self-care, and early intervention** – *Intended Impact for service user to receive the least invasive support closer to home enabling them to remain independent at home for longer.*
- **Providing multi-disciplinary proactive, timely, integrated personalised care** across organisational boundaries to meet the urgent and routine needs of a local adult population - *Intended Impact for service user; improved person-centred coordinated care, reducing unnecessary duplication ( telling their story more than once)*
- **Tackle inequalities in outcomes, experience and access** *Intended impact for service users; improved access and waiting times – using targeted locally delivered support that meets an individual’s needs and reduces inequalities.*
- **Getting the best from collective resources** to ensure ‘**getting it right for everyone**’ *Intended impact for service users; support provided by the right skill, at the right time in the right place.*
- The ToC in Broxburn evaluation key findings either fully or partially met six intended impact outcomes for service users and wider system, detailed below.

ID	Outcome	Rag Status
1	Reduce the number of referrals into formal support routes by increasing the signposting to alternative support (third sector/self-management) where appropriate	Partially Achieved
2	Improve efficiency in processing referrals	Fully Achieved
3	Improve efficiency in waiting times	Partially Achieved
4	Embed MDT working by arranging regular MDT meetings to co-ordinate work and share information	Partially Achieved
5	Improve Service User experience	Fully Achieved
6	Improve Staff experience	Partially Achieved

The evaluation also acknowledged the challenges of delivering an alternative service model whilst maintaining service provision in areas out with the Broxburn area which meant that it was difficult to separate the results due to running two operational delivery models at the same time.

The outcomes and evaluation of the MDT locality model Test of change has previously been shared with members of the Integration Joint Board, Strategic Planning Group, GP Cluster groups, provider forums such as Disability, care at home, senior peoples,’ and wider provider forums of commissioned services. Staff and stakeholders within Broxburn have received feedback and presentations following the ToC.

## 5 Proposed Scaling Up of MDT Locality Model Across West Lothian

- 5.1 The following section sets out the proposed model for delivering more integrated health and social care across West Lothian from the end of April 2025. This model is expanding on the learning of the ToC and the internal service reviews and meets the ambition to deliver person centred support that helps people to 'stay and live well' and responding to both urgent and routine health and care needs.

The model comprises of 3 key elements and is illustrated in appendix 2.

- Integrated Access Point
- Locality teams in the East and West aligned to IJB geographical areas.
- Intermediate Care

## **6 West Lothian Community Integrated Access Point (IAP)**

- 6.1 The Integrated Access Point (IAP) brings together the existing social work and social care enquiry team and health single point of contact into an integrated access point for people aged 16 yrs+ supporting professional referrers and individuals to access community health and social work urgent and routine services.

The IAP will be supported by a MDT comprising of social workers, community care officers occupational therapists, physiotherapists, and district nurses who will screen, triage (prioritise) and determine plans to support people to remain at home where this is appropriate and provides better outcome for the person.

Referrals to the IAP from the public will be through the West Lothian Health and Social Care Website, which will offer a self-refer online form to access information, advice and to a social care assessment to determine eligibility of need. This form also has an element of self-assessment providing people the opportunities to consider alternatives to formal intervention throughout the referral process.

For all referrers and service users, key information will be gathered, and a home visit arranged if necessary. The aim will be to support an individual's presenting needs wherever possible to avoid the need for onward referrals. It is anticipated that a referral will remain open for up to 72 hours or by exception longer, to enable additional information to be gathered, support home visits as needed, to assess the best pathway for a person, and prevent unnecessary onward transfer to locality teams.

Access to urgent and routine health care needs will continue through 'professional to professional' referral pathways. The IAP will take live calls from professionals like GPs and Scottish Ambulance Service for people with urgent health and social needs.

The IAP team will have direct access to intermediate care (short term rehabilitation intervention to avoid unnecessary hospital presentation/admission) and can link to the existing Hospital at Home services for appropriate medical assessment and treatment in the community. The current rapid response time, within 2-4 hours or same day for people at imminent high risk of further deterioration that is likely to result in unnecessary hospital care is expected to continue and is available across 7 days a week.

This access point will be based in Livingston and will operate Monday to Friday in core hours 8:30am-4:30pm. Evenings and weekend urgent care will be handled by the intermediate care team and current duty systems.

Having an integrated access point will reduce the multiple access points into health and social work services thus reduce delays, waits, service users telling their story multiple times and allow staff and service users to better navigate the full system.

## 7 East and West Localities

- 7.1 There will be 2 integrated locality teams covering all of West Lothian; one based in the East in Broxburn and one in the West, in Armadale. Teams will comprise of a range of professional groups including Social Workers and community care officers, occupational therapists, physiotherapists, and district nursing.

Each team will receive appropriate transfers from IAP and wider community partners and where appropriate will be jointly managed. The model is focused on empowering individuals to self-manage their health and well-being using a strength-based approach, with choice and joint decision with service users, families and carers being paramount to good service experience and outcomes.

Each team will strengthen its community engagement and knowledge of local populations. This improved local knowledge will benefit service users, families and carers as well as target resources to support communities in reducing health inequalities. It is anticipated that the new arrangements will reduce duplication across multiple teams, minimise waiting times, improve individual outcomes and maximise resources at a time of significant financial challenge.

The revised model will also see the establishment of a specialist learning disability service and mental health service that will look to provide those with long term and enduring conditions with consistent support.

### 7.2 Integrated Access Point and Locality Outcome Measures

The IAP and locality teams bring together health and social policy resources to deliver a more integrated MDT model. It is anticipated that this model will improve service user experience, minimise the need for a person to tell their story more than once, and deliver person centred care around one plan thus reduce multiple team referrals and minimise unnecessary waiting times and lists.

Appendix 1 outlines areas of anticipated impact that emerged from the ToC model which will be refined for both the IAP and Locality functions as the team develops a working standard operating procedure (SOP).

## 8 Intermediate Care

- 8.1 Intermediate Care is categorised in the Scottish Government's Intermediate Care Framework as "*providing a set of 'bridges' at key points of transition in a person's life, in particular from hospital to home (and from home to hospital) and from illness or injury to recovery and independence; helping them achieve their personal outcomes*". brought in at times of crisis to complement existing services and in line with good practice.

West Lothian HSCP currently provides intermediate care functions within individual health and social care teams (below) . The ambition is to develop a pan-West Lothian integrated intermediate care delivery model to support people to remain independently at home or in a homely setting, avoiding unnecessary hospital presentation/admission and dependence on longer term care.

- The Integrated Discharge Hub (IDH)
- REACT: Discharge to Assess (D2A) and React Care
- Reablement: Management, Team Leads, Assessors, Schedulers and Care Team
- Acute Allied Health Professionals: Occupational Therapists and Physiotherapist from within the existing departments.
- Crisis Care: Management, Team Leads and Care Team

Discovery work has been progressed over the last year to understand baseline demand and activity data together with the completion of current as-is service pathway mapping.

Intermediate Care High Level Model within West Lothian

8.2

It is proposed that an Intermediate Care Service will be a pan-West Lothian team with key links and pathways into both localities, as well as the Integrated Access Point, supporting

people at imminent risk of unnecessary hospital presentation/admission and facilitate recovery and assessment at home or in a homely setting following discharge from hospital care. This intermediate care team will work closely with the Hospital at Home service which manages medical/nursing needs to treat a person, where better outcomes can be achieved in the community. The service will operate over 7 days providing care between 0700-2200 with the team based at St John’s Hospital.

The key benefit of an integrated intermediate care service is timely access to assessment and rehabilitation support at home. The integrated health and social care model will also enhance coordination, prevent deterioration in health and well-being, and support recovery at home wherever possible.

Key points of provision that will be included in the revised intermediate care model include:

- Community/Locality – To support people at imminent risk of hospital presentation/admission.
- Hospital Front Door – Home First team presence at St John’s Hospital A&E to support clinical decisions and access community care where better outcomes can be achieved for people.
- Hospital wards – To ensure joined up discharge planning to support people to transfer home to recover following an acute stay.

A project group is in place and is in the early stages of delivering an agree workplan for the first phase (up to Sep 2025), which will include: establishing an intermediate care access point, improvements in scheduling, and scrutiny of referral demand/case mix. The work will inform the required staff structure and skill mix to fully implement the model.

Intermediate Care Outcome Measures

8.3

In combining health and social policy resources, the Intermediate Care team will aim to maximise joint working, reduce duplication of effort, increase resilience, and improve the experience and outcomes for patients. Appendix 1 outlines areas of anticipated impact that emerged from the ToC model which will be refined as the team develops a working standard operating procedure (SOP). Appendix 4 provides a high-level model of intermediate care.

**9. Management Arrangements & Clinical Governance for Phase 1 – Post End of April 2025**

9.1

The development of the locality model and IAP will see health and social work teams experiencing a significant change in how they operate. To support with this transition, it has been agreed that management arrangements will remain as the currently are with clear line management and clinical professional supervision, practice, and operational cover in place. However, each of the line managers will work together flexibility to respond to changing demand within the operational model.

Social Policy Group Managers will assume responsibility for the day-to-day management and oversight of each locality and IAP, as well as a range of other social policy “hosted services” such as Learning Disability specialist service, Community Equipment Store and Care Homes. Health managers will also support those functions and lead the occupational therapy and physiotherapy work within the IAP, intermediate care, and community rehabilitation. District Nursing will retain its

existing leadership model which is aligned to locality-based ways of working and retain links with primary care colleagues and in particular, GP practices.

As the model develops and embeds, they will be further opportunities to review and develop the management structure.

## 10. Implementation Plan and Project Governance

- 10.1 The Implementation plan outlined in appendix 5 combines the project plans of each of the elements of the model.

The project governance for development and implementation of the Locality MDT model sits in workstream 1 'community access and delivery model' within the establish Home First Programme within appendix 6.

## 11. Risks

- 11.1 Each project working group within the model development maintains documented risk logs, which are regularly reviewed and updated to ensure that all mitigating actions reflect any changes or enhancement to the model. These logs will continue to be monitored and reviewed as part of the ongoing governance process overseen by the MDT Locality Oversight Board for managing changes to the new ways of working within the model.

## 12. Conclusion

- 12.1 Over the past 2 years services have embarked on a significant period of change and transformation to consider how services can evolve to provide a more efficient and responsive service whilst also addressing increasing demands for health and social care services.

Learning from the Broxburn test of change demonstrates that bringing together health and social care teams can support the delivery of connected ensuring individuals receive the right level and type of support when they require it.

Development of an improved Health and Social Care website including access to online referral forms will support members of the public to consider timely alternatives to formal care and support.

Challenges remain, particularly in relation to the operation of two separate IT Systems for Health (TRaK) and Social Work services (Mosiack). While data sharing impact, assessments are currently being worked on to reflect proposed pathways, processes, and data to be shared, having separate systems makes it challenging for reporting performance indicators and lack of common activity currencies. This challenge will be amplified as we move to whole system MDT working across West Lothian.

As the model is rolled out across West Lothian, it will further enable the HSCP to achieve operational efficiencies, reduce duplication, and manage a greater number of people at home, ultimately improving service delivery, partnership working and outcomes for the people it serves. This new health and social MDT integrated model supports a positive impact on individuals and reduces inequalities by introducing a health and social care **integrated access point**, as assessed within integrated impact assessment document (embedded at the start of this report) This locality impact assessment has been considered in the context of the national policy 'Planning with People and the transformation change and was assessed as being a 'minor service impact' but a positive impact for individuals

## 13 Recommendations and key stages for Implementations

- 13.1
- Note the progress in developing a whole system integrated multi-disciplinary locality delivery model for community health and social care.

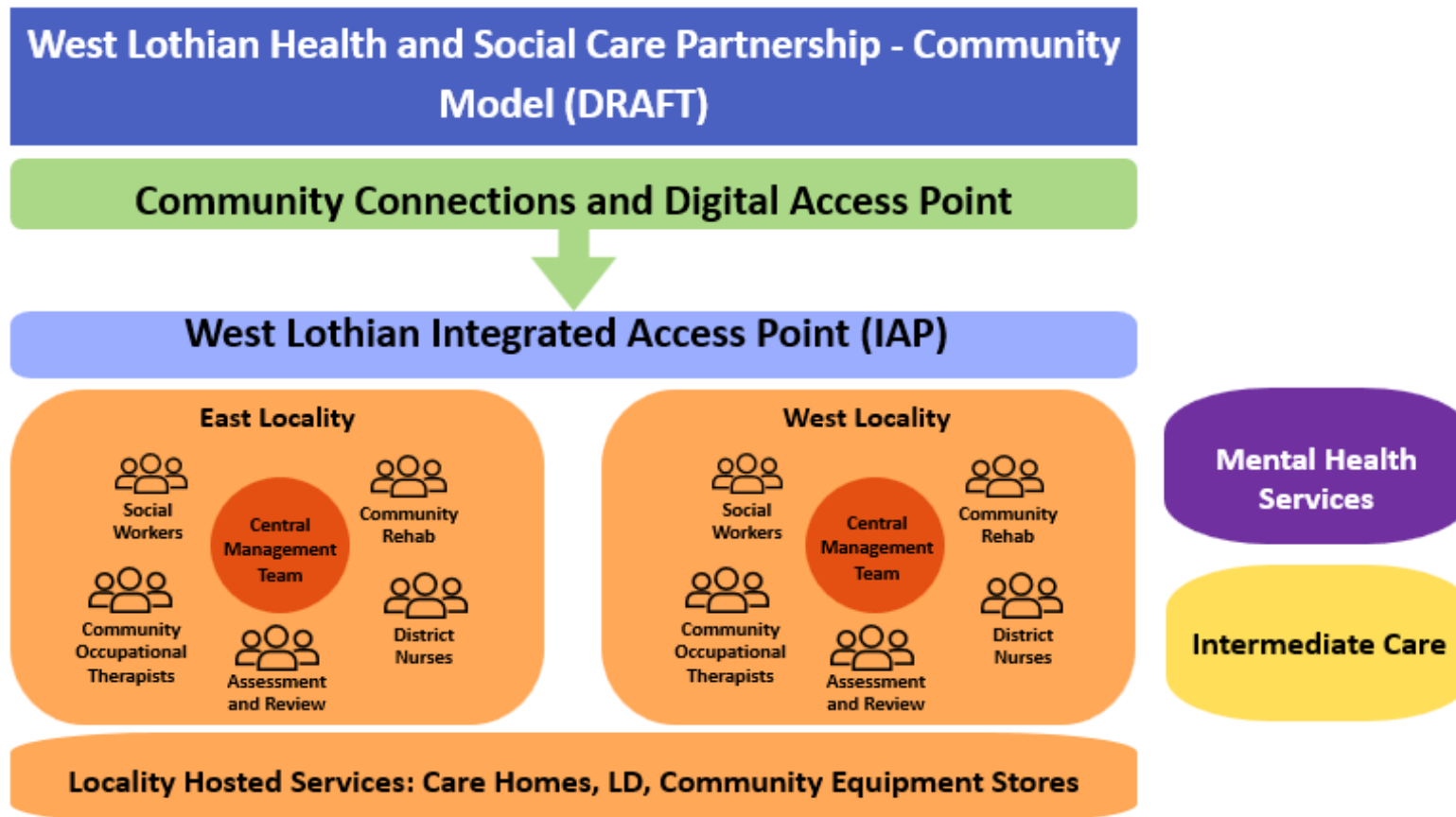
- Note that the social worker financial measures SJ3a has been achieved by withholding post vacancies in readiness for the full implementation of the whole system MDT locality Model, this has been delivered without existing staff reduction.

<b>Appendices</b>	<p>Anticipated Impact – Benefits and Outcomes (Appendix 1)</p> <p>High Level MDT Locality Model (Appendix 2)</p> <p>Locality Team – Key Functions (Appendix 3)</p> <p>Intermediate Care Model (Appendix 4)</p> <p>Combined Project Implementation Plan (Appendix 5)</p> <p>Project Governance (Appendix 6)</p>
<b>Reference</b>	
<b>Contact</b>	Jeanette Whiting, Strategic Programme Manager - Home First

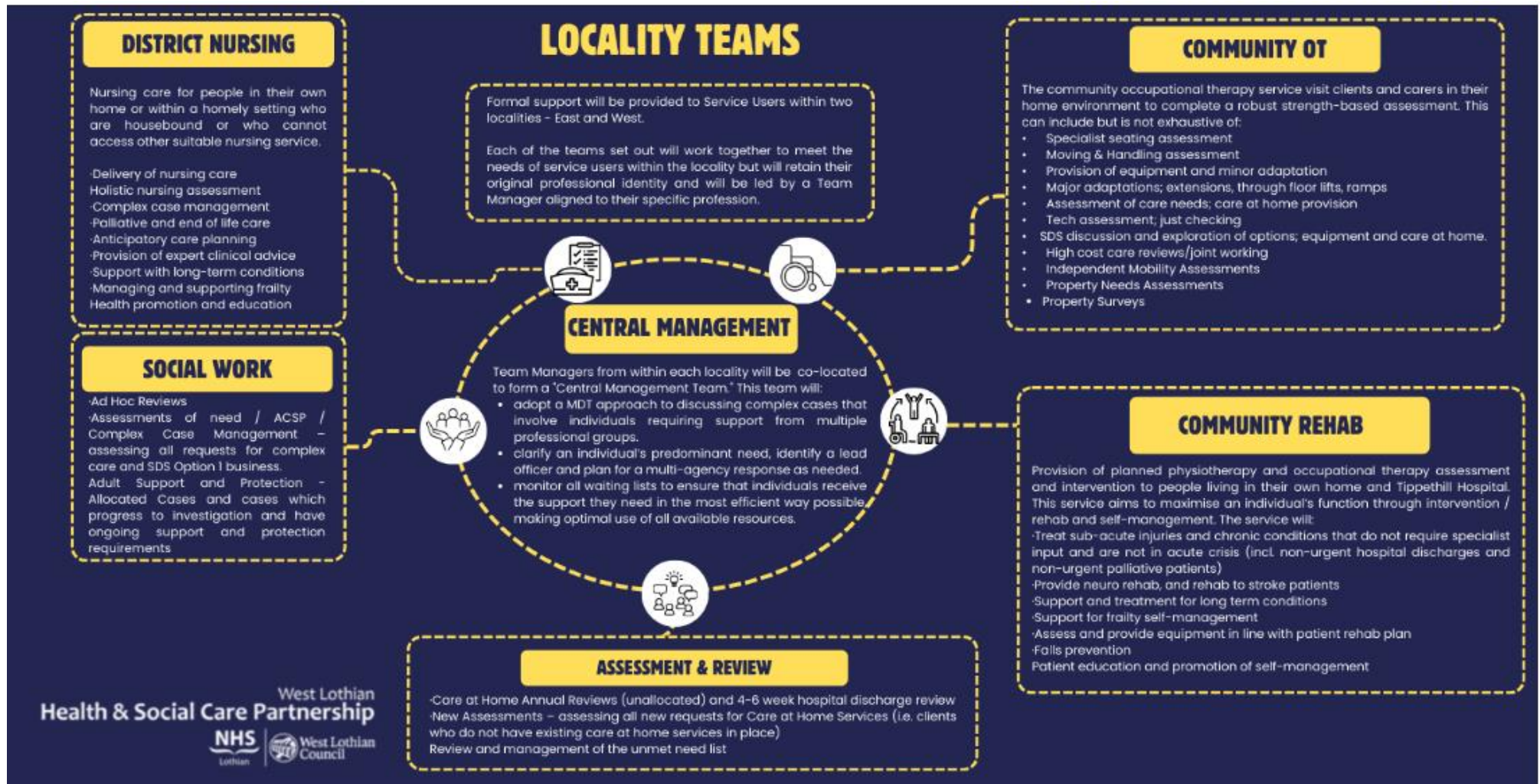
## Appendix 1 – Anticipated Benefits/ impact and Outcome Measures

Model Element	Expected Impact	Initial Measures of impact FY25/26
Integrated Access Point	<ul style="list-style-type: none"> <li>• Improve Service User Experience</li> <li>• Improved access, appropriate support for high users of health and social care – reducing reliance on A&amp;E and acute admissions.</li> <li>• Improved early intervention, reducing people becoming high users of support.</li> <li>• Increase partnership working with third/voluntary sector.</li> <li>• Reduction in care transferred to longer term case management</li> </ul>	<ol style="list-style-type: none"> <li>1. Pre and post customer experience surveys (Health and social care experience survey)</li> <li>2. Reduce the number of referrals into formal support routes by increasing signposting to alternative support.</li> <li>3. Measure time from referral to first contact</li> </ol>
East and West Localities	<ul style="list-style-type: none"> <li>• Reducing reliance on A&amp;E and acute admissions</li> <li>• Coordinated person centred needs, reducing duplication.</li> <li>• Increase partnership working with third/voluntary sector.</li> <li>• More people supported in their own homes.</li> <li>• Reduction in waiting times/list</li> </ul>	<ul style="list-style-type: none"> <li>• People on caseload for locality teams</li> <li>• Average time taken from assessment to intervention (time on the wait list) - Reducing the number of people being added to the waitlist.</li> <li>• Emergency acute presentations/ admissions from people on locality caseload</li> <li>• Rate of admissions to residential or nursing home</li> </ul>
Intermediate Care (including Home First Integrated discharge hub)	<ul style="list-style-type: none"> <li>• Avoid unnecessary presentations/ admissions avoidance (rate per 100k population)</li> <li>• Reduced delays, patients discharged from hospital with improved rehabilitation support.</li> <li>• Improved support in residential/care homes to prevent unnecessary crisis that results in transfer of care to acute or residential setting</li> </ul>	<ol style="list-style-type: none"> <li>1. Time from discharge ready to discharge from acute hospital (pathway 1 no support, and pathway 2 Discharge to assess via intermediate care)</li> <li>2. Rate of admissions to acute hospital/ residential care from intermediate care</li> <li>3. Older people (65+/75+) still at home post intermediate care intervention</li> <li>4. Emergency admission to hospital following falls.</li> </ol>

## Appendix 2 – MDT Locality Model



## Appendix 3 - Key Functions within East and West Localities



## Appendix 4 – High Level Intermediate Care Model

### Community Intermediate Care

Intermediate Care and enablement approach provided by a multi-disciplinary team in a community setting to avoid preventable hospital admission



### Home First Hub (prev. IDH)

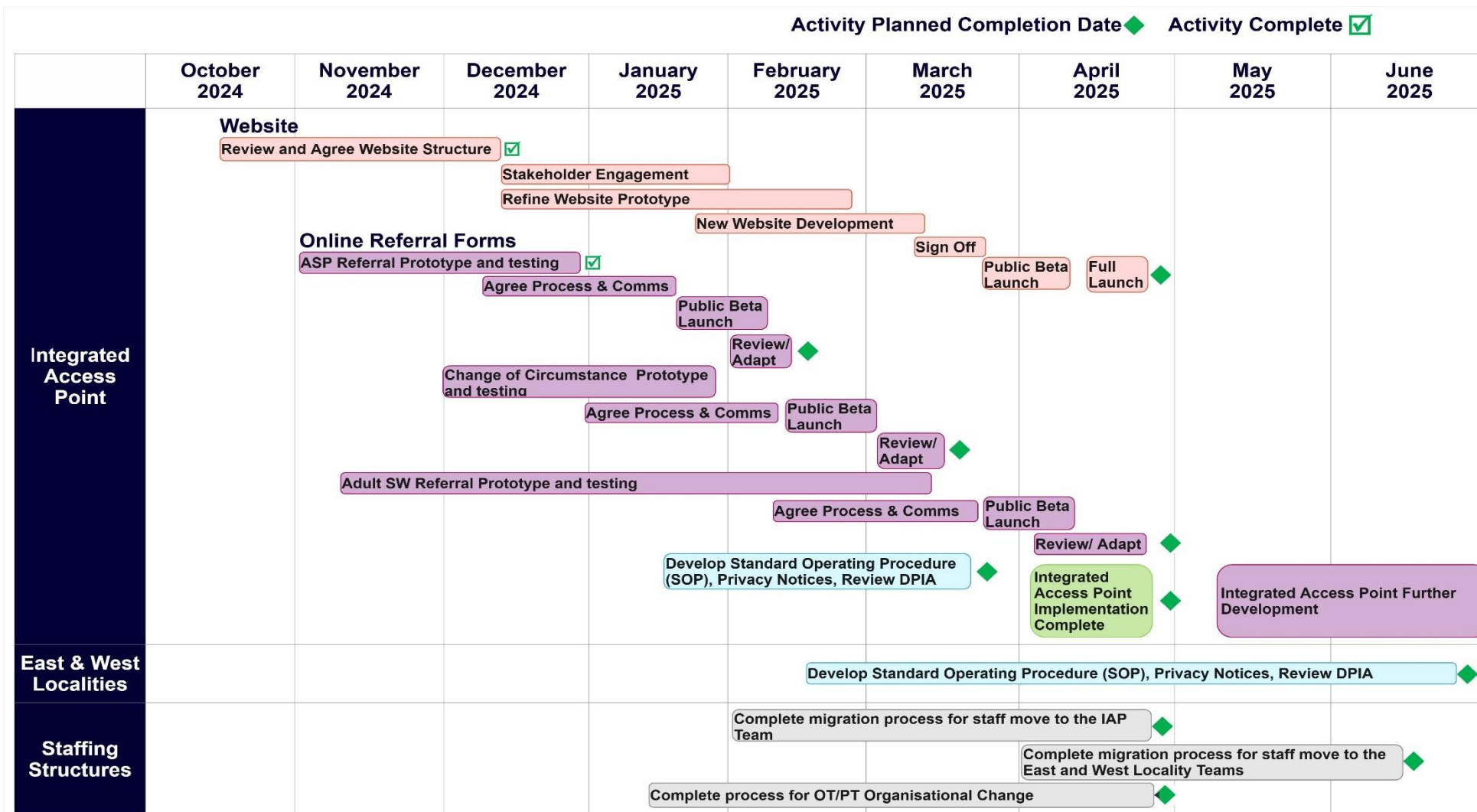
Multi-disciplinary planning and co-ordination of discharge plans in line with PDDs to ensure timely discharge to a community pathway



### Hospital Intermediate Care

Intermediate Care provided in the hospital setting to divert to a community pathway at the front door if hospital treatment is not required and work towards a minimum viable goal on hospital wards; promoting a "Discharge to Assess" methodology

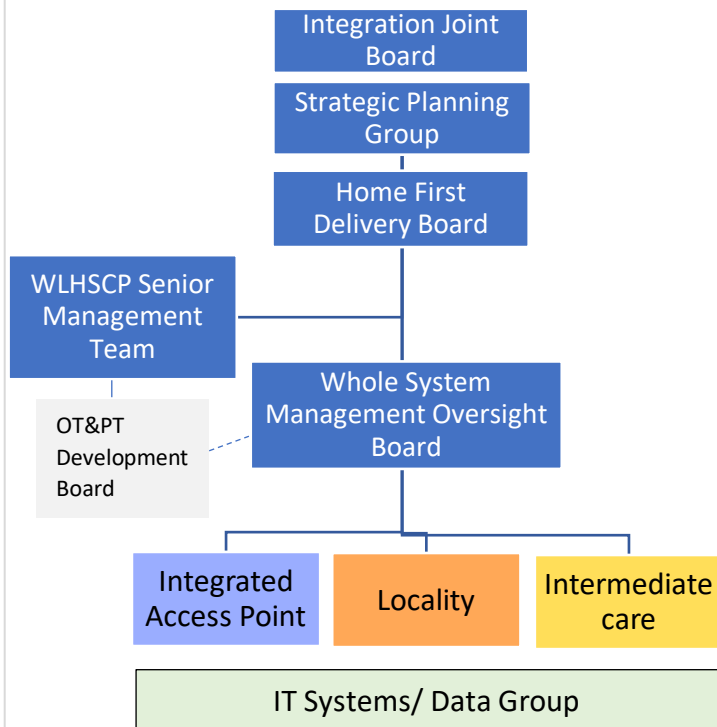
## Appendix 5 Whole System MDT Model -Combined Project



## Appendix 6 Whole System MDT Model – HF Programme Governance

Workstream 1 - Community Access and Model

Figure 1



The Home First Transformation Programme is directed and led locally in West Lothian by the Health First Delivery Board, chaired by the Chief Officer for the Health and Social Care Partnership

### Roles and Responsibilities

#### Whole System Management Oversight Board

The role of the Whole System Oversight Board is to ensure that the locality MDT model remains focused to its objectives and delivering the outputs necessary to achieve the outcomes that will enable the expected benefits to be realised for the Partnership. In addition, the board is responsible for assuring value for money of project, weighing the demands of the patient, service users, partnership, and its people.

#### Senior Operational Manager/ Programme Management

The key role responsibility is to make sure the objectives of the project and needs of the patient/service user are clearly and fully defined and approved by SMT prior committing user resources and ensuring the outcome meets the patient/service user needs and align to strategic priority actions. The identified project manager works on behalf of the Senior Manager/ programme manager to manage the project specific deliverables through the phases to complete the agreed scheme of work within scope, time period and budget. The project manager and senior manager will directly jointly manage the Core Project Team and be responsible for preparing highlight reports.

The programme manager continues to shape the programme and provide advice to the programme board, lead on co-ordinate projects and identify synergies and overlaps and work with senior project leads to achieve identified benefits.

#### Project Working groups.

Each Project group is led by a Group/Health Mgr. or above, for each of the project groups; IAP, Locality, Intermediate Care and Systems group and comprises of a representative group of Staff with knowledge and practical experience of the service/functional areas, how things work, and common problems experienced. Dedicated part-time support from HR, Finance, ICT and Estates as accessed needed. The systems group spans around all aspects of the work and is being reinvigorated following the Test of change with a revised terms of reference to prepare our systems for go live position.



Date	01 May 2025
Agenda Item	10

**Report to Integration Joint Board**

**Report Title: West Lothian Integration Joint Board Equality Mainstreaming Report and Equality Outcomes 2025 – 2029**

**Report By: Head of Strategic Planning and Performance (interim)**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input checked="" type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input type="checkbox"/>
	- is for discussion <input checked="" type="checkbox"/>
	The purpose of the paper is to provide the Integration Joint Board (IJB) with an update on the progress that has been made against the IJB Equality Outcomes for 2021 – 2025 and also to provide an overview of the approach that has been taken in developing the Equality Mainstreaming Report for 2025-2029.
<b>Recommendations</b>	<p>It is recommended that IJB members:</p> <ul style="list-style-type: none"> <li>• note the requirement for public bodies to develop and publish equality outcomes and report on them biennial alongside an equality mainstreaming report;</li> <li>• note progress that has been made against the 2021-2025 Equality Outcomes</li> <li>• note that the IJB must set new Equality Outcomes for the period 2025-2029;</li> <li>• note the approach that has been taken to develop the draft equality outcomes;</li> <li>• agree the outcomes and actions detailed in the report (Appendix 1) for 2025-2029.</li> </ul>



<b>Directions to NHS Lothian and/or West Lothian Council</b>	A direction(s) is not required.
<b>Resource/ Finance/ Staffing</b>	Equality Outcomes will be delivered within existing resources.
<b>Policy/Legal</b>	Public Bodies (Joint Working) (Scotland) Act 2014 and related statutory instructions and guidance.  The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 requires public bodies to develop and publish an equality mainstreaming report and equality outcomes and to report on progress every two years.
<b>Risk</b>	
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	The report has been assessed as relevant to equality and the Public Sector Equality Duty but does not propose a change in policy or resources.
<b>Strategic Planning and Commissioning</b>	Outcomes have been closely aligned to the IJB Strategic Plan – Delivery Plans, as well as to the Communication and Engagement Strategy.
<b>Locality Planning</b>	N/A
<b>Engagement</b>	Working in partnership, Midlothian, East Lothian and West Lothian Councils (including their education authorities and licensing boards), NHS Lothian, and Midlothian, East Lothian and West Lothian Health and Social Care Partnerships launched an online consultation to seek views of people with a variety of life and personal experiences to share their thoughts on the draft themes and outcomes.

<b>Terms of Report</b>	
<b>1.</b>	<b>Legislative Context</b>
1.1	The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 requires public bodies, including the West Lothian IJB, to develop and publish an equality mainstreaming report. This report must outline what the IJB is currently doing and plans to do to mainstream equality across its functions. The IJB must also propose a set of equality outcomes and report on progress against these outcomes every two years.



1.2 The Board set its Equality Outcomes in April 2021 for the period of April 2021 to April 2025, bringing the IJB into the same reporting cycle as its parent bodies, NHS Lothian and West Lothian Council.

## 2. Equality Outcomes

2.1 An equality outcome is a result which a public body aims to achieve in order to further one or more of the three needs of the general equality duty which are:

- to eliminate discrimination,
- to advance equality of opportunity and
- to foster good relations.

2.2 By focussing on outcomes rather than objectives, this specific duty aims to achieve practical improvements for those who experience discrimination and disadvantage, in particular those who share a protected characteristic. In practice, it is helpful to think of equality outcomes as results intended to achieve specific and identifiable improvements in people's life chances.

2.3 Progress against each of the IJB's Equality Outcomes for the duration of 2021-2025 will be incorporated in the 2025-2029 report. The outcomes and their associated activities and outputs were developed through evidence gathering and engagement work as part of the development of the strategic plan.

## 3. Equality Outcomes 2021 – 2025

3.1 The equality outcomes for the duration of 2021 – 2025 were:

- Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community;
- People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered;
- IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics;
- Awareness and understanding of the challenges and needs faced by those with protected characteristics is raised;
- Adults with a disability are supported and empowered to access their community safely;
- Older People are supported and empowered to keep well and live in a homely setting for as long as possible.

## 4. Equality Outcomes 2025 - 2029

4.1 Three of the outcomes from 2021 to 2025 will be carried forward to 2025 – 2029 alongside one new outcome:



	<ul style="list-style-type: none"> <li>• Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community;</li> <li>• People with protected characteristics are able to influence the way in which IJB commissioned services are planned and delivered;</li> <li>• IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics and socio-economic disadvantages;</li> <li>• Information and communications about our services and how to access them are inclusive and accessible to everyone. In particular, those who may face barriers through disability, language and digital exclusion.</li> </ul>
<b>5.</b>	<b>Strategic Planning Group Discussion</b>
5.1	This report was presented to the Strategic Planning Group (SPG) on 10 <sup>th</sup> April 2025 for discussion. Members of SPG were supportive of the proposed new equality outcomes and of the approach taken to develop these.
<b>6.</b>	<b>Conclusion</b>
6.1	The IJB has made significant progress in mainstreaming equality through the approach it has taken when developing the Strategic Plan, Communication and Engagement strategy, the approach taken to the ongoing work on localities and the close alignment of all its activities to the National Health and Wellbeing Outcomes.
6.2	This report seeks approval from the IJB of the outcomes and actions detailed in the report and for the Equality Mainstreaming Report and Equality Outcomes 2025-2029 to be published in line with statutory requirements.

<b>Appendices</b>	West Lothian Integration Joint Board Equality Mainstreaming Report and Equality Outcomes 2025 – 2029 (Appendix 1)
<b>References</b>	Joint Working (Scotland) Act 2014 The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012
<b>Contact</b>	Sharon Houston, Head of Strategic Planning and Performance (interim) <a href="mailto:Sharon.Houston@westlothian.gov.uk">Sharon.Houston@westlothian.gov.uk</a>  Diane Stewart, IJB Project Officer <a href="mailto:diane.stewart3@nhs.scot">diane.stewart3@nhs.scot</a>  01 May 2025





**DRAFT West Lothian Integration Joint Board Equality  
Mainstreaming Report and Equality Outcomes 2025 – 2029**

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## Introduction

The Equality Mainstreaming and Equality Outcomes 2025–2029 Report outlines the progress made by the West Lothian Integration Joint Board (WLIJB) in meeting the requirements of the General Equality Duty by embedding equality considerations across all Board functions.

This report has been produced in accordance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

The Equality Act 2010 is legislation designed to ensure that everyone is treated fairly and with respect. It places a legal duty on public authorities, including the WLIJB, to take proactive steps to eliminate discrimination, advance equality of opportunity, and foster good relations, particularly for individuals who share one or more protected characteristics.

There are nine protected characteristics under the Equality Act:

- age
- disability
- sex
- gender reassignment
- pregnancy and maternity
- sexual orientation
- marriage and civil partnership
- religion and belief or lack of religion/belief
- race.

## Health and Social Care Integration Context

The Public Bodies (Joint Working) (Scotland) Act 2014 established a legal framework for the integration of health and social care services in Scotland. The Act requires health boards and local authorities to integrate the governance of, planning and resourcing for, and delivery of, certain adult health and social care services through integration authorities. In addition, the Act places a requirement on NHS boards and local authorities to integrate health and social care budgets.

## The West Integration Joint Board

The West Lothian an Integration Joint Board (IJB) was established on 1st April 2016 and is responsible for planning and setting direction for the majority of integrated health and social care services for adults in the area.

The Integration Joint Board's role is to set the strategic direction for functions delegated to it and to deliver the priorities set out in its Strategic Plan. It receives payments from West Lothian Council and NHS Lothian to enable delivery of local strategic outcomes for health and social care. The Board gives Directions to the council and health board as to how they must carry out their business to secure delivery of the Strategic Plan and to deliver the nine national health and wellbeing outcomes through the delivery of the strategic priorities and

transformational change programmes against a background of demographic and financial challenges.

The functions that are delegated to the West Lothian IJB are set out in an Integration Scheme and are detailed below:

<b>Delegated Functions</b>
<ul style="list-style-type: none"><li>• Primary Care</li><li>• Adult Social Care</li><li>• Mental Health Services</li><li>• Learning Disability Services</li><li>• Physical Disability Services</li><li>• Community Health Services</li><li>• Community Pharmacy Services</li><li>• Health Improvement</li><li>• Unscheduled Care for Adults</li><li>• Housing Support/Aids and Adaptations</li></ul>
<b>Lothian-Wide Services</b>
<ul style="list-style-type: none"><li>• Podiatry Services</li></ul>

## Legislative Context

The Public Sector Equality Duty set out in s149 of the Equality Act 2010 places an obligation on public authorities, in the exercise of their functions, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups and
- foster good relations between different groups.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 place specific equality duties on public authorities, including the Integration Joint Board.

Not all of the duties are relevant as the Integration Joint Board is not an employer. The specific duties which are relevant to the Board include:

- reporting on the mainstreaming of the equality duty;
- agreeing and publishing equality outcomes and
- assessing and reviewing policies and practices.

The Specific Duties require all Scottish public authorities to publish a report on mainstreaming equality and to identify a set of equality outcomes. These must be reviewed every two years within a four-year reporting cycle.

The West Lothian Integration Joint Board's (IJB) equality reporting schedule is aligned with that of West Lothian Council and NHS Lothian, ensuring consistency and coordination across local public sector partners.

The Fairer Scotland Duty, which forms part of the Equality Act 2010, requires public bodies to give due regard to reducing inequalities of outcome caused by socio-economic disadvantage when making strategic decisions.

This means that people affected by poverty and poor social circumstances must be given the same level of consideration as those with protected characteristics. These individuals are often at greater risk of poor health and wellbeing, and addressing their needs is essential to ensuring fair and equitable outcomes across all communities.

## **What are Equality Outcomes?**

The West Lothian Integration Joint Board (IJB) is legally required to develop and publish information outlining how it will meet its obligations under the Public Sector Equality Duty.

Equality Outcomes define the ambitions of the IJB to fulfil the general aims of the Equality Duty. These outcomes are designed to improve life chances, experiences, and health and social outcomes for:

- The communities we serve,
- Our staff, and
- The partners and organisations we work with to deliver services.

## **Benefits of Mainstreaming Equality and Diversity**

The Equality and Human Rights Mainstreaming Guidance highlights several key benefits of embedding equality across public bodies:

- Equality becomes part of everything we do, influencing our structures, behaviours, and organisational culture.
- We become more transparent and accountable, able to demonstrate how we are actively promoting and embedding equality in our decision-making and service delivery.
- Mainstreaming equality supports continuous improvement and leads to better organisational performance.

Mainstreaming is a specific legal requirement under the Equality Duty 2010. It involves integrating equality into day-to-day operations and ensuring it is considered in how public bodies exercise their functions.

The West Lothian Integration Joint Board (IJB) has fully recognised its equality responsibilities in the development of its Strategic Plan 2023–2028, which was shaped by a strategic needs assessment. This assessment provided a clearer understanding of the demographic profile and needs of the local population.

The IJB will continue to build on this foundation through the implementation of Strategic Delivery Plans, which outline how services will be developed to deliver on Board's strategic priorities, and improve outcomes for the people of West Lothian.

## **Mainstreaming Equality**

Mainstreaming equality means considering equality in the day-to-day working of the West Lothian Integration Joint Board. This is promoted through staff training, impact assessments, the decision- making process, partnership working and various strategy documents.

## West Lothian IJB Strategic Plan

The Strategic Plan for 2023–2028 was formally approved by the West Lothian Integration Joint Board (IJB) on 21 March 2023.

This plan sets out the Board's ambition for the continued development and improvement of health and social care services in West Lothian over the five-year period. It also outlines how the IJB will work to deliver the nine national health and wellbeing outcomes by progressing its strategic priorities and transformational change programmes, while navigating ongoing demographic and financial challenges.

The plan sets out the IJB's vision of: **"Working in partnership to improve wellbeing and reduce health inequalities across all communities in West Lothian"**



To achieve this, the IJB has set the following strategic priorities for the duration of this Plan:



## Strategic Delivery Plans

A separate Delivery Plan has been developed for each strategic priority, covering all adult care groups. Each plan includes a clear set of actions and outlines how services will be developed and adapted to support the IJB's strategic planning priorities.

## Improving Health Inequalities in Partnership

Health inequalities are recognised as systematic and unfair differences in health outcomes that occur across social classes or population groups. In West Lothian, significant disparities remain between those who are socially and economically advantaged and those who are socially disadvantaged.

For instance there is an 8-year difference in life expectancy depending on where people live. People living in the most deprived communities can also have poorer physical and mental health throughout their lives with almost every health indicator showing progressively poorer health as indicators of deprivation increase. Research highlights the importance of addressing fundamental determinants of health inequalities such as poverty, income, employment, wealth, and housing to effect change.

The causes of inequalities in health are complex and therefore can only be improved by working in partnership.

To progress the strategic priority of 'Improving Health Inequalities in Partnership', partners are working together:

- To focus on prevention and supporting people to self-manage
- To support people to make informed choices
- With communities in partnership with others to maximise impact
- To align with Local Outcomes Improvement Plan and locality priorities
- To consider the wider determinants

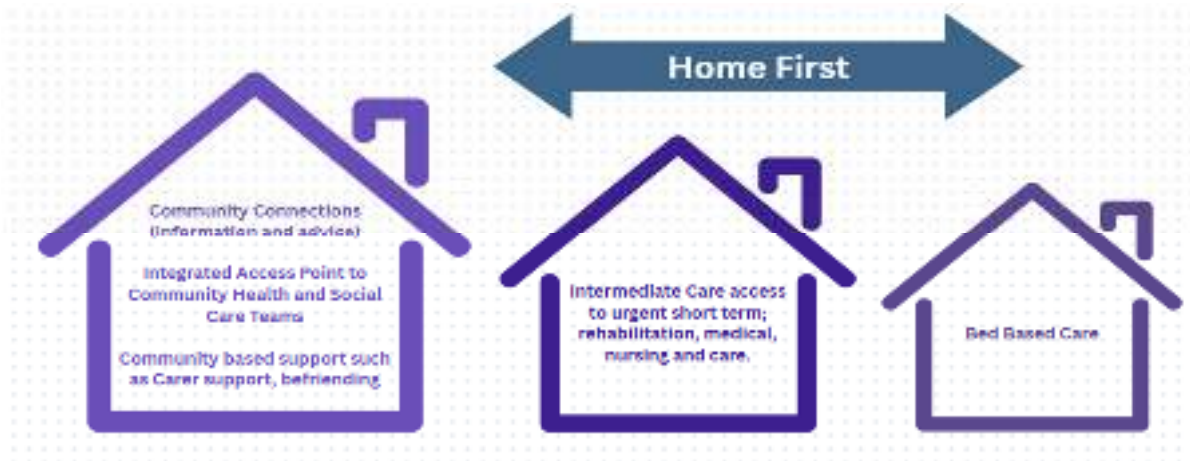
## Home First Approach

The Home First Programme focuses on developing new ways of working and models of care to support people within the community, with admission to an acute hospital only where there is clinical need for this to happen.

Where hospital admission is necessary for clinical reasons, we are working to ensure that responsive support is available to enable discharge from hospital and allow people to return to community settings without delay. This is the right thing to do as we know that staying in hospital longer than is necessary can result in poorer outcomes for some people, especially those who are frail.

It is essential that a whole-system, integrated approach is taken to transformation to ensure that the Home First ethos is reflected and promoted in all areas of the HSCP





## Enabling High Quality Care, Support and Treatment

To deliver on the IJB's priorities of Improving Health Inequalities in Partnership and A Home First Approach it is essential we create an environment that enables the development and delivery of good care and treatment. To ensure that our plan will deliver on this we are working to:

- Support and develop the Health and Social Care Workforce
- Progress our technology and work around Digital Transformation
- Support our unpaid carers
- Manage our financial resources effectively
- Develop and deliver sustainable service delivery



## Integrated Impact Assessment (IIA)

The Equality Act 2010 (specific Duties) (Scotland) Regulations 2012, requires public bodies to assess and review policies and practices. Assessing impact is a vital part of the public sector's decision-making process, ensuring that outcomes are equitable and inclusive.

Integrated Impact Assessment (IIA) is the mechanism that allows us to critically assess whether a 'policy' has wider impacts beyond its intended outcomes and if it impacts differentially on different groups in our communities.

Since 2021, the West Lothian Integration Joint Board has worked collaboratively with other Integration Joint Boards, West Lothian Council, City of Edinburgh, Midlothian and East Lothian Councils and NHS Lothian to develop a revised IIA Framework.

The revised IIA includes consideration of:

- environment impact;
- sustainability and
- socio-economic disadvantage.

This broader, integrated assessment strengthens the duties and considerations of the Climate Change Act, and the Fairer Scotland Duties in addition to those of the Equality Act and Human Rights Act. The IIA Steering Group, involving colleagues from the partners across the Lothians, lead the development of IIA, guidance, training and quality assurance of IIAs.

Reminders of the need to complete IIAs are circulated regularly to managers along with notification of IIA Facilitation Training which is delivered 5 times a year. Attendee feedback from training is positive with increased confidence to facilitate an IIA and increased recognition of the value and need for IIAs has been reported.

Along with improvements to help those conducting IIA to focus on relevant factors, a new template and guidance has been extended to include consideration of children's rights and further embed human rights commitments.

## Progress against Equality Outcomes 2021-2025

The equality outcomes for the period 2021 – 2025 are noted below and progress against these outcomes is detailed in Appendix 1:

- **Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community;**
- **People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered;**
- **IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics;**
- **Awareness and understanding of the challenges and needs faced by those with protected characteristics is raised;**
- **Adults with a disability are supported and empowered to access their community safely;**
- **Older People are supported and empowered to keep well and live in a homely setting for as long as possible.**

## Setting Equality Outcomes For 2025-2029

West Lothian IJB undertook a process of evaluation of past equality activity and a realistic assessment of its financial position and available health and social care data.

We worked with equality leads in NHS Lothian, Lothian local authorities and Health and Social Care Partnerships to identify the most important equality issues. We looked at our previous outcomes, current data and spoke to staff, people who use our services and community organisations.

An online consultation was launched to seek views of people with a variety of life and personal experiences to share their thoughts on the draft themes and outcomes. There were 225 responses overall from the online consultation, 208 being the full survey and 13 of those responses completed the shorter version.

We are working towards making equality part of our day-to-day work and our mainstreaming outcomes support everyone with each of the protected characteristics. Our 4 specific equality outcomes in this report do not cover every protected characteristic but are chosen as they link closely to the actions and ambitions in our Strategic Plan 2025-2035 and they were of high importance in our consultations.

Progress towards our equality outcomes will be monitored and reported as part of our Annual Performance Report.

Evidence used:

- IJB Strategic Needs Assessment
- 2022 Census
- Equality and Human Rights Commission (EHRC) Is Scotland Fairer?

## West Lothian IJB Equality Outcomes 2025 – 2029

- **Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community**
- **People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered**
- **IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics and socio-economic disadvantages**
- **Information and communications about our services and how to access them are inclusive and accessible to everyone. In particular, those who may face barriers through disability, language and digital exclusion**

### Equality Outcome 1:

Information and communications about our services and how to access them are inclusive and accessible to everyone. In particular, those who may face barriers through disability, language and digital exclusion.

#### Why is this outcome a priority for us?

People with communication support needs can face widespread exclusion and discrimination. It is estimated that over a million people in Scotland have some form of communication support need. <sup>1</sup> This means it is a concern for all of our communities and public authorities.

Inclusive communication means using the ways that people prefer and find easiest. We want to get better at using inclusive communication across all areas. We know that inclusive communication will impact positively on our ability to provide accessible services, assist in creating a sense of belonging and help meet the needs of all people and across protected characteristics.

Having an inclusive communication approach demonstrates the council's commitment to inclusive practices. Inclusive practice nurtures a sense of belonging among communities. When individuals feel valued and included, they are more likely to actively participate, contribute their unique perspectives, and form meaningful connections with others. This sense of belonging is crucial for fostering positive relationships and promoting overall well-being.

By promoting inclusivity and offering online and in person opportunities, the council play a vital role in combating discrimination, bias and barriers to accessing services. Environments where diversity is valued and celebrated are less likely to perpetuate stereotypes or engender in discriminatory behaviours. Inclusive practice fosters a culture of respect and acceptance, leading to greater social harmony and cohesion.

General Equality Duty	IJB Strategic Delivery Plans
Advance Equality of Opportunity	Improve Health Inequalities in Partnership A Home First Approach Enabling High Quality Care and Treatment

**How will we deliver this outcome?**

- Ensuring engagement activities are varied and inclusive by including a framework as part of the IJB Communication and Engagement Strategy 2023-2026 which promotes inclusive engagement and methods available to staff across the health and social care partnership.
- Ensuring a wide range of equality forums/individuals can engage with the IJB by monitoring the demographics of people who communicate with us with a view to targeting those who do not engage as much in a more focused way.
- Information and communication on our services is accessible to people who are blind or visually impaired, deaf or hard of hearing, have a learning disability or do not speak English as their first language
- Communications about participation from the IJB and its parent bodies are accessible to all by continuing to ensure all documents contact details for respondents to request them in a different format.
- Health and Social Care website ensures information is accessible by continuing to provide “Recite Me” software and being compliant to the Web Content Accessibility Guidelines (WCAG). This ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options. The roll out of easy read documents on the HSCP website will occur between the 2025-2029 period.

**Equality Outcome 2:**

**People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered**

**Why is this outcome a priority for us?**

We are committed to listening to the people who use our services and understanding the lives they want to lead. We will continue to work with our partners and stakeholders across the statutory and third sector to provide the conditions needed for communities to play an active role in shaping and delivering the services they use.

Through our engagement work, communities have reiterated how important it is for those individuals with living and lived experience to be involved and we are committed to ensuring this happens and ensuring services reflect the needs and priorities of people who use them.

General Equality Duty	IJB Strategic Delivery Plans
Foster Good Relations	Improve Health Inequalities in Partnership A Home First Approach Enabling High Quality Care and Treatment

**How will we deliver this outcome?**

- Ensuring engagement activities are varied and inclusive by including a framework as part of the IJB Communication and Engagement Strategy 2023-2026 which promotes inclusive engagement and methods available to staff across the health and social care partnership.
- Ensuring a wide range of equality forums/individuals can engage with the IJB by monitoring the demographics of people who communicate with us with a view to targeting those who do not engage as much in a more focused way
- Communications about participation from the IJB and its parent bodies are accessible to all by continuing to ensure all documents contact details for respondents to request them in a different format.
- Ensuring those who will be impacted by any service are consulted at the planning stage. Stakeholders representing carers, the third sector, and service users sit on the IJB as non-voting members. A wide range of stakeholders sit on the IJB's Strategic Planning Group and Delivery Boards, and they are encouraged to circulate information and consultation to their own networks.

**Equality Outcome 3:  
IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics and socio-economic disadvantages**

**Why is this outcome a priority for us?**

Ensuring commissioned services are accessible and inclusive is key, removing and preventing barriers faced by people with protected characteristics or for those who are more socio-economically disadvantaged ensures easier and fairer access to care. This is vital to tackle inequalities and aligns with our commitment to person centred, equitable services.

General Equality Duty	IJB Strategic Delivery Plans
Advance Equality of Opportunity	Enabling High Quality Care and Treatment

**How will we deliver this outcome?**

- Ensure services are provided in accessible buildings. NHS Lothian and West Lothian Council have a duty under the Equality Act to make their services accessible. Where

a certain need is identified, adaptations are made to accommodate the patient. Where new buildings are installed, people with disabilities are consulted to ensure access issues are taken into account. We will continue to adhere and imbed this approach through the lifespan of this strategy and beyond.

- Ensure services are accessible to asylum seekers, refugees and those who do not speak English. Both NHS Lothian and the Council provide a range of communication supports including interpreters and translations/alternative formats for communications. NHS Lothian also employ specialist staff. We will continue to promote and enable this support when required.
- Ensure the Health and Social Care website provides information on a wide range of services. The Health and Social Care Partnership website has 'Recite Me' software which offers a range of on-demand accessibility solutions. This software ensures our website is Web Content Accessibility Guidelines (WCAG) compliant and ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options. We will continue to support this as well as looking at other opportunities to improve the accessibility of the website going forward.
- Ensure services are accessible to all who need them through our transformational change programmes which aim to improve access to services and make care more joined-up and seamless whilst signposting to other services where appropriate.

## Equality Outcome 4:

**Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community**

### **Why is this outcome a priority for us?**

Ensuring that IJB governance plans and decisions reflect the diverse needs and characteristics of the community is vital. Inclusive governance strengthens our ability to plan services that are equitable, accessible and meet the needs for everyone living and working in West Lothian. Furthermore, it is important to ensure equality and diversity is connected from the strategic level through to the operational level and that all managers give clear and consistent messages on the importance of the Public Sector Equality Duty.

<b>General Equality Duty</b>	<b>IJB Strategic Delivery Plans</b>
Advance Equality of Opportunity Foster Good Relations	Enabling High Quality Care and Treatment

### **How will we deliver this outcome?**

- Ensure development sessions on equality and diversity are offered to all board members which the majority have already receiving training via their employer and/or corporate body. A session on equality and diversity is planned for a future development session of the IJB.
- Ensure all relevant policies / procedures / allocations of resources are impact assessed. All new policies, procedures and service changes should be subject to

Integrated Impact Assessment to ensure no protected group is disadvantaged by any change implemented. The standard report template for the IJB has a section that must be filled in stating whether an assessment has been carried out. The template, approved in January 2021, requires the author to summarise the outcome of an IIA. Going forward we will continue to monitor the conducting of Impact Assessments and will ensure a more consistent approach is adopted in the completion of these.

- Ensure all performance measures include all protected characteristics. The commitments within our Strategic Plan are designed to encourage a culture which promotes equality, values, diversity and protect human rights and social justice and tackles discrimination. Our Workforce Plan commits us to examining opportunities for Positive Action in recruitment to increase number of employees employed with protected characteristics in terms of the Equality Act.
- Ensure all relevant staff continue to receive equality and diversity training. Equality and Diversity training is mandatory for employees of both the council and NHS Lothian. Council employees now receive this training as part of their induction.
- Ensure all managers have an annual performance review and personal development plan that includes an equality and diversity aspect. In NHS Lothian, all posts covered by Agenda for Change will each have a Knowledge and Skills Framework Post Outline that describes the knowledge and skills required by the post-holder. Under this framework, there are six core dimensions that apply to all posts, one being Equality and Diversity. In West Lothian Council's core competencies framework, core behaviours relating to diversity are present from Team Leader/Manager level to Depute Chief Executive level and include promoting the benefits of diversity and challenge discrimination, prejudice and bias, and using the diversity within teams creatively to optimise customer outcomes.

## **NHS Lothian and West Lothian Council**

The equality outcomes for each organisation are available online:

[NHS Lothian Equality Outcomes 2023-2025](#)

[West Lothian Equality Outcomes 2021-2025](#)

## Appendix 1 - Progress Against Equality Outcomes 2021-2025

### Outcome 1:

Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community

#### Activities:

- ✓ Ensure that the emphasis on equality and diversity is connected from the strategic level through to the operational level
- ✓ Ensure that all managers give clear and consistent messages on the importance of the Public Sector Equality Duty
- ✓ Equality and rights will be incorporated into the regular performance reporting to the IJB
- ✓ The IJB integrated workforce strategy will pay due regard to equality and diversity

Outputs	Progress
Development sessions on equality and diversity offered to all board members	Outstanding, however, on consulting IJB members, a majority receive training through their employer/corporate body.  A session on equality and diversity is planned for a future development session of the IJB.
All relevant policies / procedures / allocations of resources are impact assessed	All new policies, procedures and service changes should be subject to Integrated Impact Assessment to ensure no protected group is disadvantaged by any change implemented. The standard report template for the IJB has a section that must be filled in stating whether or not an assessment has been carried out. The template, approved in January 2021, requires the author to summarise the outcome of an IIA. We are continuing to monitor the conducting of Impact Assessments and recognise that this is an area where consistency could be improved.
Performance measures include all protected characteristics	The commitments within our Strategic Plan are designed to engender a culture which promotes equality, values, diversity and protect human rights and social justice and tackles discrimination. Our Workforce Plan includes a commitment to be inclusive employers of a diverse workforce by ensuring recruitment opportunities are accessible to all groups and providing appropriate training and awareness raising of different equality areas. Our Workforce Plan commits us to examining opportunities for Positive Action in recruitment to increase number of employees employed with protected characteristics in terms of the Equality Act.
All relevant staff receive equality and diversity training	Equality and Diversity training is mandatory for employees of both the council and NHS Lothian. Council employees now receive this training as part of their induction.

<p>All managers have an annual performance review and personal development plan that includes an equality and diversity aspect</p>	<p>In NHS Lothian, all posts covered by Agenda for Change will each have a Knowledge and Skills Framework Post Outline that describes the knowledge and skills required by the post-holder. Under this framework, there are six core dimensions that apply to all posts, one being Equality and Diversity. In West Lothian Council's core competencies framework, core behaviours relating to diversity are present from Team Leader/Manager level to Depute Chief Executive level and include promoting the benefits of diversity and challenge discrimination, prejudice and bias, and using the diversity within teams creatively to optimise customer outcomes.</p>
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**Outcome 2:**

People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered

**Activities:**

- ✓ Ensure that needs assessments take account of emerging needs, such as the needs of asylum seekers and refugees
- ✓ Utilise the knowledge, experience and information held by all partners, including local people and those with protected characteristics, to ensure that all people are able to fully participate in locality planning on an equal footing and without discrimination
- ✓ Ensure that locality planning assists organisations, including those which represent people with protected characteristics, to participate

Outputs	Progress
<p>Communications about participation from the IJB and its parent bodies are accessible to all</p>	<p>All consultation documents had contact details for respondents to request them in a different format. Improvements could be made on how immediately accessible communications are, for example, Easy Read documents being produced as standard. This action will be rolled forward as part of the outcomes for 2025-29. Several staff members within West Lothian Health and Social Care Partnership completed an Easy Read training session with Disability Equality Scotland.</p>
<p>Those who will be impacted by any particular service are consulted at the planning stage</p>	<p>Stakeholders representing carers, the third-sector, and service users sit on the IJB as non-voting members. A wide range of stakeholders sit on the IJB’s Strategic Planning Group and Delivery Boards and they are encouraged to circulate information and consultation to their own networks.</p> <p>The IJB has undertaken a range of consultations during planning of potential change including the development of the New Strategic Plan and ‘Modernising Adult Social Care’ which sought the views of proposals for potential savings measures. Further consultations were undertaken in relation to ‘Bed Based Community Health and Social Care in West Lothian’ through an online survey, face to face meetings and online meetings which were open to the public to attend. The discussions and feedback received during these consultations were included within the engagement activity in reports to the Integration Joint Board. The most recent online consultation took place in February-March 2025 “Challenges to the Delivery of Adult Health and Social Care in West Lothian”, this was a short high-level online survey, with paper copies available seeking views to inform the IJB’s budget setting process for 2025/26 and beyond. Further targeted consultation is scheduled to take place throughout the next 2 year period in relation to budget setting.</p>

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<p>Engagement activities are varied and inclusive</p>	<p>The IJB has published its Communication and Engagement Strategy 2023-2026, which sets out a framework for inclusive engagement and methods available to staff across the health and social care partnership.</p>
<p>A wide range of equality forums/individuals engage with the IJB covering all protected characteristics</p>	<p>Further work is required to monitor the demographics of people who engage with us with a view to targeting those who do not engage as much in a more focused way. For those who answered the question relating to a particular characteristic as part of the IJB's consultation on its new Strategic Plan, the majority of respondents identified as female at 69.5%, Scottish (79.8%) or British (15.8%). 9.8% of respondents indicated that they considered themselves to have a disability and the majority of these indicated that this was a long-standing illness or other health condition, or a sensory impairment. Almost 39% of respondents had no caring responsibilities, 39.7% cared for children under 18 and 18.2% had other caring responsibilities.</p>

**Outcome 3:**

IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics

**Activities:**

- ✓ Ensure that needs assessments and subsequent care group commissioning plans take account of the needs of people and those with protected characteristics
- ✓ Ensure that locality plans support the needs of people with protected characteristics, to participate

Outputs	Progress
Services are provided in accessible buildings	NHS Lothian and West Lothian Council have a duty under the Equality Act to make their services accessible. Where a certain need is identified, for example, specialist equipment for bariatric patients, adaptations are made to accommodate the patient. Where new buildings are installed, people with disabilities are consulted to ensure access issues are taken into account.
Services are accessible to asylum seekers, refugees and those who do not speak English	Both NHS Lothian and the Council provide a range of communication supports including interpreters and translations/alternative formats for communications. NHS Lothian also employ specialist staff.
Communications about services from the IJB and its parent bodies are accessible to all	All consultation documents had contact details for respondents to request them in a different format. Improvements could be made on how immediately accessible communications are, for example, Easy Read documents being produced as standard. This action will be rolled forward as part of the outcomes for 2021-25. We are currently in the process of arranging a group of staff within the HSCP to participate in Easy Read training.
Health and Social Care website provides information on a wide range of services	<p>The Health and Social Care Partnership website is currently under review with the aim of making it more user friendly and ensuring that the layout of the website reflects the kind of help that people are looking for and that the information they access is specific to their individual needs and concerns.</p> <p>The Health and Social Care Partnership website has 'Recite Me' software which offers a range of on-demand accessibility solutions. This software ensures our website is Web Content Accessibility Guidelines (WCAG) compliant and ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options.</p>



<p>Services are accessible to all who need them</p>	<p>The Council, from whom the IJB commission services has an eligibility threshold for social care and carer support of substantial and critical, this is in line with the rest of Scotland. This ensures that the most vulnerable people in West Lothian can continue to be provided with the support they require. Anyone assessed as having low or moderate needs will be signposted to the most appropriate support. The transformational change programmes aim to improve access to services and make care more joined-up and seamless whilst signposting to other services where appropriate.</p>
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**Outcome 4:**

Awareness and understanding of the challenges and needs faced by those with protected characteristics is raised

**Activities:**

- ✓ Raise awareness and ensure that care group commissioning plans address particular needs such as autism, mental health, dementia, LGBT and older people services
- ✓ Ensure that all customer-facing staff are best-equipped to provide a high standard of service for a wide range of needs

Outputs	Progress
Health and Social Care website provides information on the challenges and needs of those with protected characteristics	<p>The Health and Social Care Partnership website is currently under review with the aim of making it more user friendly and ensuring that the layout of the website reflects the kind of help that people are looking for and that the information they access is specific to their individual needs and concerns.</p> <p>The Health and Social Care Partnership website has ‘Recite Me’ software which offers a range of on-demand accessibility solutions. This software ensures our website is Web Content Accessibility Guidelines (WCAG) compliant and ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options.</p>
Data on equality and all protected characteristics is shared and made available to the workforce	For those conducting impact assessment, extensive guidance is available and there are multiple public resources such as Information Services Scotland (ISD), though more effort could be made to signpost staff to these resources.
Data on equality and all protected characteristics is utilised when conducting needs assessments	The Integrated Impact Assessment tool requires data on equality and protected characteristics must be used to evidence the outcome of the assessment.
All customer-facing staff are trained in the Teach-Back method	Not progressed

**Outcome 5:**

Adults with a disability are supported and empowered to access their community safely

**Activities:**

- ✓ People living with disabilities can live independently and well wherever possible. This should include being able to enjoy living in their local community and have choices in how they spend their time, including access to peer support and social activities, without being disproportionately disadvantaged by disability.
- ✓ People living with disabilities live in homes that meet their requirements, ensuring that the increasing number of people in West Lothian living with complex care needs are providing accommodation that meets these needs.

Outputs	Progress
<p>The IJB Strategic Delivery Plans sets out actions which improve access to the wider community and information those living with a disability need, when they need it and in an appropriate format.</p>	<p>For people living with a Learning Disability there are 3 LD day services available accessed based on level of need. A mix build based service for those with more profound and multiple learning and physical disabilities, Pathways which offers a more structured combination of building based and community support and Community Inclusion Team which has a mix of support being offered in community outreach bases in community centres and facilities such as sports centres. Each person has their own personal outcomes for when they access each of the services however the overall aims / outcomes for each of the services is that individuals are supported to have meaningful community connections &amp; experiences, develop relationships and promote independence. This is done by supporting people at a level that is appropriate to the community group or project that is being accessed at the time done through risk assessment of the activity and those who will be taking part. Community support is offered in small groups and/or an individual basis – for example if a person uses a wheelchair for mobility and does not self-propel, they are required to access the community with one member of staff. Examples of activities include access to sports centres, gyms art groups and non-building-based activities such as walking groups, skill building i.e. going to the shops or cooking skills and support with traditional pursuit of hobbies.</p> <p>For people living with a Physical Disability, Ability Centre Support Services is a day support service for adults who have a physical disability or neurological condition. The service offers a centre based and outreach-based service for service users. Service users are supported to attend the service on a weekly basis. The centre-based service offers service users the opportunity to take part in a number social, recreational and educational opportunities based in the centre and also are supported to access opportunities in the community. The service utilises the use of community transport to be able to access as</p>



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	<p>many outings and community visits with service users as possible. Service users placements are reviewed on a regular basis and part of this review is to discuss what other community opportunities individuals may like to be involved in, this could be employment, volunteer, work, educational courses or community groups. Key workers will then support the person to research what is available and link the person the opportunity where available.</p> <p>As well as the centre-based service, there are outreach groups in various locations throughout West Lothian that are supported by Ability Centre Support Services staff. Currently there are five outreach groups which meet once per week. These are based in local community centres and are for service users who live in the local area. Having the groups based in the community allows service users to be involved more in their local community, as well as accessing Outreach group service users get the chance to find out about other groups that meet in the community centre and can be supported to access these as well. The groups offer a range of activities based in the community centres, access local services in the area and have outings as part of the varied programmes. Service users have to make their own travel arrangements to get to the Outreach groups which helps build confidence in self-travelling.</p> <p>The service also provides a number of sessional groups throughout the year for service users to access and in 2024 we offered new groups including Fishing Groups, Beach Buggies group and Healthy Lifestyle Courses.</p>
<p>Continue to develop a range of 'core' housing models to enable people with learning disability to live within local communities</p>	<p>Bespoke accommodation has been built for West Lothian residents LD and complex care needs. The accommodation has a range of features to support individuals who may face challenges with specific sensory needs as well as being designed to support a range of Technology Enable Care enabling individuals to live as independently as possible</p>

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**Outcome 6:**

Older People are supported and empowered to keep well and live in a homely setting for as long as possible

**Activities:**

- ✓ Reducing the higher risk of social isolation, loneliness, falls and the associated morbidity and mortality associated with this in Older People living in West Lothian
- ✓ Planning future services that focus on the preventative and proactive management of these conditions to prevent further deterioration and to ensure people living longer can do so in good health as far as is possible at home or in a homely setting.

Outputs	Progress
<p>The IJB Strategic Delivery Plans sets out actions which improve health and social outcomes for older adults</p>	<p><b>Home First Approach</b></p> <p>Promotes a wherever possible “your own bed is the best bed” approach encouraging care closer to home. This is via integrated local proactive and early intervention community teams who support primary and selfcare to promote independence and wellbeing and teams who deliver short term coordinated interventions to support people to remain safely in the community.</p>
	<p><b>Technology Enabled Care (TEC)</b></p> <p>Embedding the use of TEC to support older people who require care or support to live independently within a community setting. The development of a TEC first approach supports assessment of individual need, avoidance of formalised care via targeted and proportionate care provision. When appropriate a TEC first approach reduces the number of individuals requiring care home support or increases the length of time individuals can remain living independently in the community.</p>
	<p><b>Care at Home</b></p> <p>Care at Home services provide personalised care and social support to enable people to continue or resume residing in their own home. The purpose of these services is to improve the quality of life for the individual, while enabling them to retain their independence. Successful delivery of these services involves putting the person at the centre of the decisions about the way they live and the support that they want to receive</p>

	<p><b>Falls Prevention</b></p> <p>A West Lothian Falls Prevention Group has been established taking forward actions including updating the HSCP webpage on Prevention of Falls and now links with NHS Lothian public facing as well as West Lothian Council sites which has now been completed. Other actions include reviewing the falls pathway within West Lothian, raising awareness of falls through public information services, developing intelligence to help inform work around falls and also developing a Lothian Falls Prevention Strategy Framework</p>

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Date	1 May 2025
Agenda Item	11

**Report to:** West Lothian Integration Joint Board

**Report Title:** Review of Rosemount Cafe

**Report By:** Senior Manager Older People Services

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	The report provides an update on any expressions of interest to deliver the Rosemount cafe function.
<b>Recommendations</b>	It is recommended the IJB <ol style="list-style-type: none"> <li>1. note the updated position detailed within the report;</li> <li>2. note a further report will be provided on 26 June 2025 confirming if an alternative provider to deliver the cafe function has been identified.</li> </ol>
<b>Directions to NHS Lothian and/or West Lothian Council</b>	Not required.
<b>Resource/ Finance/ Staffing</b>	The proposed saving measure, Review of Rosemount café totals £136,000 with an estimated staffing reduction of 4.0 FTE.
<b>Policy/Legal</b>	None.
<b>Risk</b>	The risk of deliverability of saving measure, review of Rosemount café, has been assessed as HIGH risk.
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	A full integrated impact assessment was completed and reported to IJB as part of the 2025/26 Budget and Medium-term Financial Plan - <a href="#">LINK</a>

<b>Strategic Planning and Commissioning</b>	The report is relevant to deliver of the IJB 2025/26 Budget and Medium-term Financial Plan
<b>Locality Planning</b>	No specific locality requirements.
<b>Engagement</b>	None – paper is for information.

## Terms of Report

### 1. Background

- 1.1 The Chief Finance Officer presented the 2025/26 Budget and Medium-term Financial Plan to the IJB on 25 March 2025.
- 1.2 The report provided detail on the 2025/26 budget plan and three-year financial outlook. Given the scale of the IJB recurring deficit, an unprecedented level of savings totalling £8.567m were identified to ensure the ongoing financial sustainability of the IJB.
- 1.3 The full report can be accessed here: [West Lothian Council Committee Information - View Committee Document](#)
- 1.4 The IJB considered and approved the proposed savings measures with the exception of, Review of Rosemount café, totalling £0.136m with an estimated staffing reduction of 4.0 FTE.
- 1.5 The IJB agreed to review Rosemount café two months after 25 March 2025, with a review and update provided at the end of the first month, and to agree that the facility will be closed if no viable expressions of interest have been received at the end of this period.

### 2. Current position

- 2.1 The proposed saving measure remains unchanged from the position presented to IJB on 25 March 2025, to consider options for the transfer of Rosemount Gardens café to either an internal or external provider.
- 2.2 It was reported to the IJB that if there is no option of another provider taking over running of the café, the communal areas and meeting rooms will remain available for use by tenants and members of the community. Rosemount Gardens tenants have facilities within their own homes to prepare food, and if needed, support can be provided from visiting care at home providers to meet meal preparation needs. Meals remain available to be ordered, upon request, by any tenant wishing to do so.
- 2.3 The opportunity for a local community group or local business to take over the running of the café was publicised on the West Lothian Council Facebook page and at the café site, prior to the meeting of IJB on 25 March 2025.
- 2.4 An updated advertisement was published on 14 April 2025 noting that The West Lothian Integration Joint Board (IJB) is inviting organisations/groups interested in leasing the café at Rosemount Gardens in Bathgate to come forward. Independent providers, social enterprises or voluntary organisations who would be interested in operating the café were urged to get in touch.
- 2.5 At the time of writing, there have been two requests for additional information and viewings of the café requested. The advertisement, which has been viewed over 31,000 occasions, will remain live until 27 May 2025.

- 2.6 The IJB were informed on 25 March 2025 of a Rosemount Café Petition submitted to Alison White, Chief Officer containing 635 signatories. In addition, a further petition containing 305 names was received at the engagement event on 13 March 2025. This information was detailed within the review of Rosemount Cafe Integrated Impact Assessment considered by the IJB on 25 March 2025.
- 2.7 A campaign group named, Save Rosemount Café, contacted Alison White on 22<sup>nd</sup> April expressing their concern about the proposed closure of the cafe. The group requested that the IJB remove the saving for the year 2025/26, to allow time for stakeholder consultation and development of partnership working between West Lothian Council and community organisations to find a sustainable solution to maintain this vital service. The group further requested that the IJB use the next month to fully scrutinise the financial figures of the café, consider the wider community benefits it brings.
- 2.8 A breakdown of finances was provided to the campaign group following a Freedom Of Information request. This confirmed
- The projected shortfall figure for 2024/25 is £108,265 based on the month 11 financial monitoring forecast.
  - The proposed saving measure review of Rosemount Café has an estimated staffing reduction of 4FTE and associated saving of £136,000
  - Details of the staff/supply costs and income since 2016/2017
- 2.9 As detailed within the 2025/26 Budget and Medium-term Financial Plan, communication with Community Regeneration, Operational and Human Resources Services informed the proposal. In addition, an engagement event with tenants, their families, groups and members of the community took place within Rosemount Gardens on 13th March 2025.

### 3. Conclusion

- 3.1 A range of savings measures were presented to IJB on 25 March 2025 to achieve a balanced budget position for 2025/26, totalling £8.567m. This included review of Rosemount café totalling £0.136m with an estimated staffing reduction of 4.0 FTE.
- 3.2 Expressions of interest to deliver the café function have were invited from interested parties prior to the IJB.
- 3.2 The IJB agreed that a further period of two months would be granted to establish if an alternative provider to deliver the café could be identified, with an update provided following one month.
- 3.3 A period of five weeks has passed and at the time of writing two parties have requested additional information and to visit the site. The advertisement will remain live with expressions of interest being considered until 27 May 2025.

References	None
Appendices	Correspondence from save Rosemount cafe campaign group ( <b>Appendix 1</b> )
Contact	Robin Allen Senior Manger Older People Services Email: <a href="mailto:robin.allen@westlothian.gov.uk">robin.allen@westlothian.gov.uk</a>  1st May 2025

## Appendix 1

Dear member of the IJB,

We are writing as the Save Rosemount Cafe campaign group to express our deep concern about the proposed closure of the café. We are asking the IJB to remove this saving for the year 2025/26 to allow time for proper stakeholder consultation and the development of partnership working between West Lothian Council and community organisations to find a sustainable solution to maintain this vital service.

This budget saving measure was introduced at very short notice with no prior budgetary concerns having been raised with staff or users. There has been no attempt made to engage constructively with staff or users to explore solutions which would have enabled the café to remain open. It appears that none of the council bodies have been engaged which could have offered support to refine the business model of the café or which could have advocated for the important role of the cafe within the community.

The status of the cafe is unclear:

If the assumption from the café's inception was that it was to be a commercial, profit making venture why was it not advertised and promoted as such? The residents of Rosemount Court and other vulnerable users are not of the understanding that the café was intended to operate as a fully commercial entity, advertised and publicised, with the pricing to reflect this. A change of the café's focus to a profit making venture serving the general public risks undermining its relationship with the residents and other groups. Whilst the café is open to the general public this does not entail that it operates on a fully commercial basis. The café's main intended role is to cater for residents of Rosemount Court, the many surrounding sheltered housing complexes, third sector groups serving vulnerable communities, and unpaid carers. Many users value greatly the fact that the café accounts for mobility issues and other health problems prevalent among its users. We would like to extend an open invitation to the IJB to experience first hand the invaluable work and effort that is evident daily within Rosemount Gardens.

We doubt a true cost/benefit analysis has been done which takes into account the wider community benefits the service provides. We request that the IJB takes into account the strength of local feeling about the proposed closure, demonstrated by the two paper petitions (305 and 74) and change.org petition (637) as well as letters from user groups.

The opening of Rosemount Court in 2017 was welcomed in in a motion to the Scottish Parliament highlighting the £7m investment from West Lothian Council which included the benefit of a café and restaurant. It recognised the 'significant benefits that this investment will have on health and social care in West Lothian'.

We feel this language is important; investment. Social care cannot just be about statutory services but must look to support people to live independently for as long as possible. This small budget 'saving' must be considered against the very likely impact that more intensive/costly statutory services will be required if we do not support people to age well and integrate with their community. Loneliness and isolation play a huge role in mental and physical health and the cafe's success should account for its achievements in this respect over the last 9 years.

The café is truly a valued community hub providing social contact, support, protection and care for its users. Staff and users accept changes are needed to ensure the café's long term sustainability, but adequate time must be given to allow for proper analysis of its use and the development of true partnership working with WLC and community organisations. Putting out to tender on Facebook a 'loss making' café which has never been allowed to promote or advertise itself weeks before a snap budget

decision is unacceptable. It is not in the spirit of community empowerment and risks undermining the Council's focus on Community Wealth Building.

We are asking members to use the next month to fully scrutinise the financial figures of this service and consider the wider community benefits it brings as well as the inevitable increase in pressure in statutory services which would be incurred in the event of its loss. We believe that in working with WLC a long-term solution can be found to maintain this vital hub. Footfall and income have been increasing since the pandemic as seen in figures contained in a recent FOI requested by the group.

Both the Feeley report and Christie Commission emphasise people, prevention, investment and collaboration. For the sake of a very small budget saving on a service which, by the original standards set out, has been a success we ask you to consider this decision carefully and allow more time to avoid the loss of an extremely valuable and valued asset.

I've added signatures and an invitation to visit cafe.





Date	01 May 2025
Agenda Item	12

**Report to: West Lothian Integration Joint Board**

**Report Title: Review of Commissioned Services**

**Report By: Head of Strategic Planning and Performance**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input checked="" type="checkbox"/>
	- is to provide assurance <input checked="" type="checkbox"/>
	- is for information <input type="checkbox"/>
	- is for discussion <input checked="" type="checkbox"/>
	The report provides an overview of the approach that is planned to review commissioned services for adults and older people in West Lothian.
<b>Recommendations</b>	<p>It is recommended that the Board:</p> <ol style="list-style-type: none"> <li>notes and comments on the approach that will be undertaken to review commissioned services for adults and older people in West Lothian to ensure best value and support the identification of future years savings;</li> <li>notes that the review of commissioned services will commence early in 2025/26;</li> <li>agrees that the Chief Officer be given delegated authority to make decisions in relation to specific contracts as a result of the review.</li> </ol>
<b>Directions to NHS Lothian and/or West Lothian Council</b>	Directions in relations to future year savings will be developed as required.
<b>Resource/ Finance/ Staffing</b>	In 2024/25, the total spend on commissioned services for adults and older people in West Lothian was £85,511,143.
<b>Policy/Legal</b>	None.
<b>Risk</b>	IJB007 Inadequate budget resources to fully fund expenditure associated with the delivery of the Strategic Plan 2023/24 to 2027/28.

	SPCC005 - Increasing expenditure on commissioned care services for adults and older people resulting in significant budgetary overspend.
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	The equality impact of saving measures will be assessed in compliance with the public sector equality duty requirements as set out in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and fairer Scotland Duty, Part 1 of the Equality Act.
<b>Strategic Planning and Commissioning</b>	The report is relevant to the IJB's Strategic Plan 2023-2028
<b>Locality Planning</b>	No specific locality requirements.
<b>Engagement</b>	Engagement will be undertaken with providers and relevant officers.

<b>Terms of Report</b>	
<b>1. Background</b>	
1.1	On 25 March 2025, the Board approved a balanced budget for 2025/26 to support the implementation of the IJB Strategic Plan with the aim of improving wellbeing and reducing health inequalities across all communities in West Lothian.
1.2	The 2025/26 Budget and Medium-term Financial Plan report provided a three-year financial outlook for the period 2025/26 to 2027/28 and identified an estimated budget gap of £30.4m. This indicates a significant deterioration in the IJB medium term financial position and has resulted in the requirement for the Board to make significant savings to meet this gap.
1.3	To support the planning for future years savings that will be required in 2026/27 and 2027/28, a review of commissioned adults and older people services will be undertaken in collaboration with care providers.
<b>2. Engagement</b>	
2.1	It is planned that engagement activity for the review will commence early in 2025/26 to support the planning required to ensure that those who are most vulnerable are supported in the most appropriate way whilst ensuring efficiency and the best use of resources. Ongoing communication and engagement activity will be undertaken with care providers and other key stakeholders through the wide range of communication networks and structures that already exist.
2.2	Each commissioned service has an allocated Contracts Officer who works together with the care providers, service budget holders and other professionals to commission services to support the delivery of the aims and objectives of the IJB Strategic Plan.
2.3	As part of the review Contracts Officers will work with providers to explore alternative operating models, alternative funding sources and collaborative working approaches to enhance service efficiency, cost effectiveness and long-term sustainability.
2.4	Updates on the progress made in relation to the review will be provided to the Board and discussed at Board development sessions throughout the year.

**3. Approach and Principles**

- 3.1 Effective and timely communication will be undertaken with providers to advise of the unprecedented financial pressures faced by the Board, explaining the need to manage services within the allocated budget and the need to work collaboratively to achieve this goal.
- 3.2 A blanket or across the board reductions will be avoided and a more targeted approach to contract management will be undertaken.
- 3.3 Priority will be given to maintaining support for people assessed as having critical or substantial needs, ensuring compliance with established eligibility criteria and enabling statutory duties to be fulfilled.
- 3.4 Benchmarking with other Health and Social Care Partnerships will be undertaken to identify areas of best practice and best value in relation to how commissioned services are contracted and delivered.
- 3.5 It is acknowledged that reviewing current contracted service provision to reduce or remove funding inherently involves risk, therefore a risk-based approach will be undertaken and mitigating actions identified in each case.

**4. Project Management**

- 4.1 A standard project management approach will be undertaken during the review. This will be led by the Group Manager with support from Senior Managers. Contracts Officers and Business Support Officers.
- 4.2 A detailed project plan will be developed which will include clear timescales, the approach to communication and engagement, the identification of risks, challenges and mitigating actions.

**5. Conclusion**

- 5.1 The West Lothian Integrated Joint Board faces a significant financial budget pressure over the next three-year period which is estimated to be a funding gap of £30.4 million.
- 5.2 A review of commissioned adults and older people services will be undertaken in collaboration with care providers to contribute to future years savings in 2026/27 and 2027/28.
- 5.3 Updates on the progress with future year savings measures will be reported to the Board and discussed at Board development sessions throughout the year.

References	None
Appendices	None
Contact	Sharon Houston Head of Strategic Planning and Performance (Interim) Email: Sharon.Houston@westlothian.gov.uk  01 May 2025





Date	1 <sup>st</sup> May 2025
Agenda Item	13

**Report to West Lothian Integration Joint Board**

**Report Title: West Lothian Primary Care Improvement Plan Update**

**Report By: General Manager for Primary Care and Community Services**

<b>Summary of Report and Implications</b>	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	<p>The purpose of this report is to:</p> <ul style="list-style-type: none"> <li>• Provide the Joint Integration Board (IJB) with an update on the funding and service achievements of the 2024/25 West Lothian Primary Care Improvement Plan (PCIP), which represents the PCIP version 7.0 and 7.5 submissions to the Scottish Government.</li> <li>• Outline ambitions for the 2025/26 iteration of the Plan (PCIP version 8.0).</li> </ul>
<b>Recommendations</b>	<ol style="list-style-type: none"> <li>1. The Board is asked to recognise the achievements of the 2024/25 PCIP and note the intention of 2025/26 Plan.</li> <li>2. Agree that further planning work will be progressed with future versions of the Primary Care Improvement Plan being aligned to the developing West Lothian HSCP Primary Care Strategy 2025-28.</li> </ol>
<b>Directions to NHS Lothian and/or West Lothian Council</b>	A direction is not required.
<b>Resource/ Finance/ Staffing</b>	Funding referred to in this report relates to the Scottish Government PCIP allocations. Additionally, some services impacting Primary Care delivery are funded via the West Lothian Health and Social Care Partnership (WLHSCP) from non-PCIP Funds.

	Formal PCIP Tracker submissions to the Scottish Government only refer to PCIP Funding.
<b>Policy/Legal</b>	The work referred to in this report links to GP Contract requirements to ensure that strain on GP capacity is reduced by developing multi-disciplinary support services and ensuring Primary Care Services are patient centred, safe, effective, sustainable and offer value for money.
<b>Risk</b>	Risks to the sustainability of Primary Care could lead to reduced access to services for citizens, and deterioration of the health of the local population. Collapse of an individual Practice would fall to the HSCP to provide services which poses a significant financial risk in addition to significant challenge to service delivery. The risk is reflected in the IJB's Risk Register.
<b>Equality, Health Inequalities, Environmental and Sustainability Issues</b>	Proposed service models recognise community deprivation, and differences between the East and West counties of West Lothian. The Scottish Government guidance and Memorandum of Understanding (MoU) outlines the values and principles underpinning local delivery plans.
<b>Strategic Planning and Commissioning</b>	This report links to West Lothian's ambition outlined in the IJB's Strategic Plan to reduce health inequalities across local communities. Linked organisational strategies include, Home First, Digital Rollout, Staff Wellbeing and efficient use of premises.
<b>Locality Planning</b>	Collaboration has taken place with GP Practice across all localities and has referenced ambitions of East and West Cluster GP groups.
<b>Engagement</b>	Engagement has taken place with all GP Practices with West Lothian and their associated PCIP Teams. Local Medical Committee and Primary Care Contracts Organisation representatives have been consulted, as has the GP Sub Committee who are required to jointly approve any PCIP submissions. Additionally, the NHS Lothian Primary Care Directorate facilitates learning and development of plans across partnerships.

<b>Terms of Report</b>	
<b>1.</b>	<b>Background Context</b>
1.1	The inception of the General Medical Services (GMS) contract in 2018 formally describes the joint working arrangements between Health and Social Care Partnerships (HSCP's) and GP Practices, as independent contractors providing expert general medical services to local communities. As part of the GMS contract, Health Boards are provided with funding to facilitate the development of multi-disciplinary teams (MDTs) to improve the capacity within Primary Care Services to reduce unnecessary demand on GP's, providing alternative care pathways where appropriate. The implementation of local plans is known as the Primary Care Improvement Plan (PCIP).

As services have progressed over time, updated versions of the local PCIP's have been submitted to the Scottish Government on a 6-monthly basis to monitor progress against the principles of the GMS contract. A national Memorandum of Understanding (MoU) was produced to guide the implantation of local PCIP's. The MoU2 is the most recent document to guide the priorities of local PCIP implementation.

1.2 Ambitions outlined in local PCIP's are developed by reviewing current services in collaboration with GP Practices and the relevant GP Sub Committees.

1.3 The funding for PCIP's is known as the Primary Care Improvement Fund (PCIF). Funding is ring-fenced and is used solely for implementation of services described in the MoU2, outlined below:

- Pharmacotherapy
- Community Treatment and Care (CTAC) and Phlebotomy
- Vaccination
- Urgent Care Services
- Mental Health Services

**2. Purpose**

2.1 The purpose of this report is to provide the Integration Joint Board (IJB) with an update on funding as well as the achievements and challenges experienced in respect of the 2024/25 West Lothian PCIP.

2.2 The West Lothian Primary Care Improvement Plan (PCIP) for 2024/25 was approved by the IJB in September 2024.<sup>1</sup>

**3. PCIF Funding 2024/25 – Income and Expenditure**

3.1 The total budget of the West Lothian PCIF in 2024/25, including pay uplift, was £6.301 million.

Funding	2024/25 £'000
SG allocation	5,579
PCIF reserve	207
Baseline pharmacy	237
<b>WL PCIF budget 2024/25</b>	<b>6,023</b>
AFC uplift	278
<b>Total budget 2024/25</b>	<b>6,301</b>

Estimated expenditure at year-end was £6.601 million.

Expenditure	2024/25 £'000
Vaccination	993
Pharmacotherapy	2,153
Community Treatment and Care	803
Community Link Workers	487
Additional-Professional Roles	2,165
<b>Totals</b>	<b>6,601</b>

3.2

In recent years, West Lothian PCIF funding had not been fully spent. Therefore, an approach to over-commit in 2024/25 was implemented to ensure that allocations were fully utilised, limiting any underspend related to vacancy or recruitment challenges.

The West Lothian PCIF overspend position in 2024/25 will be balanced by using primary care transformation money held in the IJB earmarked reserve.

Estimated Summary Position	2024/25 £'000
Total PCIF Budget	6,301
PC Transformation Budget	300
<b>Total Budget</b>	<b>6,601</b>
<b>Total PCIF Expenditure</b>	<b>6,601</b>
<b>Surplus/(Deficit) on PCIF</b>	<b>0</b>

3.3

The WLHSCP will ensure a balanced financial position against the PCIF in 2025/26. There is uncommitted recurring primary care transformation funding that can be used to offset over-recruitment against PCIF.

4.

**PCIP Achievements in 2024/25**

4.1

**Implementation**

WLHSCP continues to work closely with the 20 GP Practices in the area. Robust processes are in place to ensure that two-way communication channels remain open, to promote a culture of collaboration. This includes receiving feedback regarding PCIP services and recommendations of where to invest or disinvest in services or sessions.

Further meetings have been set-up in 2025/26 to ensure that Public Health and West Lothian Council planning colleagues are involved in the development of HSCP Primary Care services in the local area.

4.2

**Service Delivery Achievements**

4.2.1

**Pharmacotherapy**

- Recruitment maximised - 41 WTE posts in place at February 2025,
- Task responsibilities clarified / provision streamlined across 20 Practices,
- 94.5 weekly in-Practice Pharmacist sessions provided across 20 Practices,
- 93 weekly in-Practice Pharmacy Technician sessions provided across 20 Practices,
- Pharmacy Hub expanded – 17 / 20 Practices had Hub access at March 2025,
- Prescribing efficiency work continues; 2 new roles have increased the efficiency- scope of the team.

4.2.2

**Community Treatment and Care (CTAC)**

- Recruitment maximised – 18 WTE posts in place at February 2025,
- Audit of CTAC provision undertaken in January / February 2025 to standardise approach nationally and locally – results pending,
- 1,566 weekly 10-minute appointments provided across 20 Practices,
- Phlebotomy provision increased – 61 weekly sessions provided across 20 Practices (against 39 sessions in 2023/24).

4.2.3

**Vaccination Team**

- Recruitment maximised – 18 WTE posts in place at February 2025,

4.2.4	<ul style="list-style-type: none"> <li>Year-round Vaccination Programme continues to be delivered via clinics that operate across the region providing scheduled and unscheduled vaccinations</li> <li>Collaboration with District Nursing Teams has allowed more efficient vaccination for patients who are housebound, those in Care Homes, and to a cohort of people seeking asylum.</li> </ul>
4.2.5	<p><b>General Practice Advanced Practice Physiotherapy (GP APPS)</b></p> <ul style="list-style-type: none"> <li>Recruitment maximised – 10 WTE posts in place at March 2025, including 4 new GP APPs,</li> <li>19 Practices currently have 2 to 3 weekly GP APP sessions which is regarded as the target level; all 20 Practices will have support by May / June 2025,</li> <li>Specialist musculo-skeletal educational sessions provided to Practices in 2024/25 by GP APP Leads to raise awareness of the support that can be offered and correct referral pathway,</li> <li>GP APP steroid injection pilot proposed.</li> </ul>
5.	<p><b>Primary Care Mental Health Services</b></p> <p><u>Practice Mental Health Nurse (PMHN) Service</u></p> <ul style="list-style-type: none"> <li>Service continues to provide first-contact appointments for patients over 18-years,</li> <li>Recruitment maximised – 14 WTE posts in place at March 2025,</li> <li>102 weekly in-Practice sessions provided across 20 Practices at March 2025,</li> <li>15,176 patients received a PMHN consultation in 2024/25.</li> </ul> <p><u>Community Wellbeing Hubs Service</u></p> <ul style="list-style-type: none"> <li>Service continues to provide treatment of mild to moderate mental health conditions, excluding dementia, those requiring secondary care treatment, or those already active within specialist services,</li> <li>1:1 sessions and group work continue to be provided; an estimated 3,800 assessments were completed in 2024/25</li> <li>Recruitment maximised - service includes a multi-disciplinary team consisting of Psychology, Occupational Therapy, Community Psychiatric Nursing, and Third Sector Link Workers (employed via contract),</li> <li>Link Worker tender undertaken in 2024/25, and contract successfully transferred to Scottish Action for Mental Health (SAMH) for a period of 3 years with the extension to extend this by a further 2 years.</li> </ul>
5.1	<p><b>Wider Primary Care Achievements in 2024/25</b></p> <p>A draft West Lothian Primary Care Strategy for 2025-28 is being developed. A presentation to the IJB on 25<sup>th</sup> March 2025 outlined the intended consultation due to commence in May 2025, with a final version submitted to the IJB for approval at the end of June 2025. The Primary Care Strategy builds on progress with the delivery of the 2018 GMS contract and supports ambitions outlined in the West Lothian Integration Joint Board (IJB) Strategic Plan for 2023-28, which focuses on 'Home First' principles for service delivery, reducing inequalities for vulnerable member of the community, and developing a skilled and engaged workforce. <sup>2</sup></p>
5.2	<p>To ensure that the Primary Care Service Model is reflective, the WLHSCP Primary Care Team has engaged with the development of the workplan associated with the Tackling Health Inequalities priority in the IJBs Strategic Plan.</p>
5.3	

	<p>A culture of staff development continues to be progressed to ensure sustainability and job satisfaction within our GP Practices and associated HSCP Teams. Further Time to Learn (TTL) Sessions were facilitated in June and December 2024 with and more planned for 2025. The GP Mentoring Programme has also been developed to help expediate the transition from salaried GP to Practice Partner. 9 GPs have been supported via the Mentoring Programme in the last year.</p>
5.4	<p>The Distress Brief Intervention (DBI) Service was fully implemented in 2024/25 following a successful pilot, and in collaboration with mental health colleagues. Funding derives from Primary Care and Mental Health Funds, complements the existing Wellbeing Hub and Practice Mental Health Nursing teams, and improves access to mental health services for West Lothian communities.</p>
5.5	<p>Technological advances continue to be supported and promoted, especially the use of Tableau and ArcGIS dashboard applications for demographic, population growth, and housebuilding data as well as the development of a Power BI for operational management purposes.</p>
5.6	<p>Through regular scheduled meetings and sharing of appropriate information, the WLHSCP Primary Care Team has improved relationships with:</p> <ul style="list-style-type: none"> <li>• Public Health colleagues to develop deprivation data,</li> <li>• NHS Lothian Estates, West Lothian Council’s Planning Teams, and Local Developers to raise awareness of and address healthcare infrastructure and premise capacity concerns,</li> <li>• Health Visiting colleagues to streamline processes for 6-week Infant Checks,</li> <li>• West Lothian Leisure colleagues to deliver targeted wellbeing, exercise, and falls education and prevention projects locally.</li> </ul>
5.7	<p>The WLHSCP Primary Care Team has continued to manage governance and audit risk within Primary Care Services through the development of recording documents, surveys and registers.</p>
<b>6.0</b>	<p><b>Primary Care Challenges</b></p>
6.1	<p>Sustainability of Primary Care in general remains a high risk and is included in the West Lothian HSCP Risk Register. A significant matrix of formal and informal interactions with GP Practices remains in place and will continue to do so into 2025/26 and beyond.</p> <p>In 2024/25, West Lothian had no 2C Practices, and all Practices had an open list.</p> <p>It is recognised however that the rising cost of living and wider financial restrictions will continue to challenge the operational sustainability of some Practices. Significant joint working is underway between GP Practices and NHS Lothian in relation to the recharge of costs of Estates and Facilities services, which are likely to increase operational costs for many Practices. While negotiations are between the Practices and NHS Lothian, West Lothian HSCP maintains close links with both parties to monitor risk and provide support and guidance where possible.</p>
6.2	<p>The Scottish Government pause on Capital Projects continues to impact local contingency planning work, especially the Outline Business Case for a new healthcare premise in East Calder (but also planning arrangements for Winchburgh) as growing population demands continue to place pressure on existing facilities. Ongoing joint working with the noted Practices and NHS Lothian Estates colleagues continues to maximise available capacity, and progress relevant maintenance and repairs to improve the state of the existing accommodation.</p>
6.3	<p>In recognising improved ‘in-post’ staffing levels for the PCIP workforce, innovative and efficient working arrangements will continue to be developed to ensure that services continue to evolve to meet population demands, especially in a context of limited accommodation and operational budgets.</p>

<p>6.4</p>	<p>National Agenda for Change (AfC) arrangements, which have reduced working hours for NHS-employed staff, has impacted GP Practices, who are now receiving less support from multi-disciplinary teams. Mitigations against this have been implemented where possible.</p>
<p>7.0</p>	<p><b>West Lothian PCIP 2025/26 Intentions</b></p>
<p>7.1</p>	<p>The 2025/26 West Lothian PCIP will look to embed and strengthen the achievements to date in working with GP Practices to promote multi-disciplinary working, reducing practice workload, and improving the experience and outcomes of service users.</p>
<p>7.2</p>	<p>The 2025/26 West Lothian PCIP will:</p> <ul style="list-style-type: none"> <li>• Review and optimise existing multi-disciplinary provision, as outlined in the MoU2, for quality improvement and risk purposes,</li> <li>• Continue to support Pharmacotherapy efficiency work, as well as the expansion of the Pharmacy Hub to incorporate all 20 Practices in the region,</li> <li>• Evidence alignment with West Lothian HSCP Strategy, in particular Home First principles and its contribution to providing community-based alternatives to hospital care.</li> </ul>
<p>7.3</p>	<p>In addition to the above, the WLHSCP Primary Care Team will:</p> <ul style="list-style-type: none"> <li>• Review and develop existing Primary Care Key Performance Indicators (KPIs) in alignment with the emerging West Lothian Primary Care Strategy (2025-28),</li> <li>• Continue to contribute to the development of the Tacking Health Inequalities workplan and the Children’s Health Oversight Group to ensure that the local Primary Care Model remains reflective,</li> <li>• Assist in the development of a local Primary Care Prescribing Dashboard,</li> <li>• Continue to liaise with Public Health Scotland about West Lothian deprivation data,</li> <li>• Ensure that Frailty developments align with GP Practice LES arrangements.</li> </ul>
<p>8.</p>	<p><b>Conclusion</b></p>
<p>8.1</p>	<p>By adopting a model of engagement and joint working with GP Practice, NHS Lothian, West Lothian Council and Third Sector colleagues, the West Lothian HSCP Primary Care Team has made a number of achievements against the 2024/25 Primary Care Improvement Plan.</p>
<p>8.2</p>	<p>West Lothian HSCP will continue to work collaboratively with GP Practice colleagues in order to deliver and develop Primary Care Services that respond to the needs of local communities.</p>
<p>8.2</p>	<p>Despite the emergence of significant challenges, the overall sustainability of Primary Care Services within West Lothian remains viable due to the robust matrix of operational measures in place to monitor changes, react to challenges, and to develop longer-term ambitions for the service model and for the communities that access Primary Care services.</p>
<p>8.3</p>	<p>An updated Primary Care Improvement Plan for 2025/26, as well as an updated West Lothian Primary Care Strategy for 2025-28 will be presented to the Board in Summer 2025.</p>

<p><b>Appendices</b></p>	
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<p><b>References</b></p>	<p>(1) West Lothian Primary Care Improvement Plan, September 2024, report to West Lothian IJB, 17<sup>th</sup> September 2024 <a href="#">viewSelectedDocument.asp</a></p> <p>(2) West Lothian Integration Joint Board Strategic Plan, 2023 <a href="#">Copy of West Lothian Integration Joint Board Strategic Plan 2023-28</a></p>
<p><b>Contact</b></p>	<p>Name and title: Neil Ferguson, General Manager for Primary Care and Community Services          Email: Neil.Ferguson4@nhslothian.scot.nhs.uk          Phone number: 01506 282810</p>

# WEST LOTHIAN INTEGRATION JOINT BOARD WORKPLAN

Item	Lead Officer	Meeting Date	Recurrence	Reason / Notes
<b>Thursday 1 May 2025</b>				
Chief Officer Report	Chief Officer	1 May 2025	Standing Item	
Chief Finance Report	Chief Finance Officer	1 May 2025	Standing Item	N/A
Equality Mainstreaming Outcomes	Head of Strategic Planning and Performance	1 May 2025	Biennial	
Whole Systems Model Report	HSCP Senior Mangers	1 May 2025	Update requested	
Rosemount Café Update	Senior Manager, Older People Services	1 May 2025	Update required – further update to be provided at June 2025 meeting.	
Review of Commissioned Services	Head of Strategic Planning and Performance	1 May 2025	Annually	
Primary Care Improvement Plan	General Manager, Primary Care	1 May 2025	Annually	
<b>Monday 30 June 2025</b>				
Chief Officer Report	Chief Officer	26 June 2025	Standing Item	
Complaints and Freedom of Information Requests	Project Officer	26 June 2025	Quarterly (Feb, Jun, Sept, Dec)	To be included in the Chief Officer Report.  Quarterly reporting submitted to Scottish Information Commissioner (ISO)
IJB Strategic Delivery Plans (including interim performance)	Head of Strategic Planning and Performance	26 June 2025	Biannual (Dec / Jun)	.
IJB Annual Performance Report	Head of Strategic Planning and Performance	26 June 2025	Annual	To be published before 31 July 2025

# WEST LOTHIAN INTEGRATION JOINT BOARD WORKPLAN

Item	Lead Officer	Meeting Date	Recurrence	Reason / Notes
Unaudited Annual Accounts	Chief Finance Officer	26 June 2025	Annual	
Carers Strategy Annual Update	Senior Manager, Adult Services	26 June 2025	Annual	
ADP Annual Survey	General Manager	26 June 2025	Annual	
Standing Orders/Scheme of Delegation	Governance Manager/Monitoring Officer	26 June 2025	Update Requested	
<b>Wednesday 13 August 2025</b>				
Chief Officer Report	Chief Officer	13 August 2025	Standing Item	
2024/2024 Forecast Outturn	Chief Finance Officer	13 August 2025	Standing Item (Feb / Mar / Aug / Sept / Dec)	
<b>Wednesday 24 September 2025</b>				
Chief Officer Report	Chief Officer	24 September 2025	Standing Item	
Complaints and Freedom of Information Requests	Project Officer	24 September 2025	Quarterly (Feb, Jun, Sept, Dec)	To be included in the Chief Officer Report.  Quarterly reporting submitted to Scottish Information Commissioner (ISO)
2024/2024 Forecast Outturn	Chief Finance Officer	24 September 2025	Standing Item (Feb / Mar / Aug / Sept / Dec)	

# WEST LOTHIAN INTEGRATION JOINT BOARD WORKPLAN

Item	Lead Officer	Meeting Date	Recurrence	Reason / Notes
Interim Performance Report	Head of Strategic Planning and Performance	24 September 2025	Quarterly (Interim Performance Report Mar / Sept) Included within Delivery Plans – Dec / Jun)	
Annual Accounts	Chief Finance Officer	30 June 2025	Annually by 30 Sept each year	
Workforce				
<b>Wednesday 3 December 2025</b>				
Chief Officer Report	Chief Officer	3 December 2025	Standing Item	
Complaints and Freedom of Information Requests	Project Officer	3 December 2025	Quarterly (Feb, Jun, Sept, Dec)	To be included in the Chief Officer Report.  Quarterly reporting submitted to Scottish Information Commissioner (ISO)
2024/2024 Forecast Outturn	Chief Finance Officer	3 December 2025	Standing Item (Feb / Mar / Aug / Sept / Dec)	
IJB Strategic Delivery Plans (including interim performance)	Head of Strategic Planning and Performance	3 December 2025	Biannual (Dec / Jun)	
<b>Wednesday 4 February 2026</b>				
Chief Officer Report	Chief Officer	4 February 2026	Standing Item	

# WEST LOTHIAN INTEGRATION JOINT BOARD WORKPLAN

Item	Lead Officer	Meeting Date	Recurrence	Reason / Notes
Complaints and Freedom of Information Requests	Project Officer	4 February 2026	Quarterly (Feb, Jun, Sept, Dec)	To be included in the Chief Officer Report.  Quarterly reporting submitted to Scottish Information Commissioner (ISO)
2024/2024 Forecast Outturn	Chief Finance Officer	4 February 2026	Standing Item (Feb / Mar / Aug / Sept / Dec)	
<b>Tuesday 24 March 2026</b>				
Chief Officer Report	Chief Officer	24 March 2026	Standing Item	
Interim Performance Report	Head of Strategic Planning and Performance	24 March 2026	Quarterly (Interim Performance Report Mar / Sept) Included within Delivery Plans – Dec / Jun)	