

East Dunbartonshire Health and Social Care Partnership

Local Area Co-ordination for Older People

Issue 4



Annual Newsletter 2025-26



Who are the Local Area Co-ordinators for Older People?

East Dunbartonshire Health and Social Care Partnership (HSCP) has a team of Local Area Co-ordinators specifically employed to work with older people. There is one full time co-ordinator and two part-time co-ordinators. The Older People Local Area Co-ordinators (OPLAC) Team has been in place since March 2019.



Carol

Carol is a full-time Local Area Co-ordinator who works Tuesday to Friday and centres her work on the West locality, which includes Bearsden, Milngavie, Balmore, and, from 2025-26, also Bishopbriggs.



Lynne

Lynne works on Mondays and Tuesdays, covering the East locality, which includes Kirkintilloch, Torrance, Lenzie, Lennoxton and Twechar.



Dan

Dan also covers the East locality and works on Wednesday afternoons, Thursdays and Fridays.

What do we do?

The team have a strong understanding of the challenges faced by older people and their carers. They are committed to enhancing the lives of older people and support capacity building at an individual, family and community level.

Local Area Co-ordinators identify, connect, develop and lead strong partnerships, collaborating with local communities and fostering links with voluntary organisations, statutory agencies and other stakeholders to improve connections and develop pathways within local communities. They support older people to identify issues that affect their ability to live well – working with individuals to help them access community assets, resources and services that best meet their needs.

They collaborate closely with local community groups and third sector organisations.



Who do we work with?

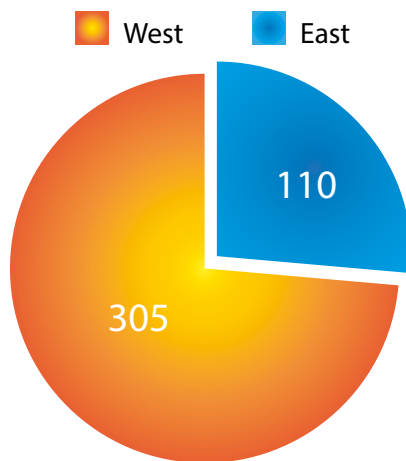
The team work with a variety of people across the area. These include third sector organisations, places of faith and community centres. However, a sizeable portion of their working week is focused on helping older people explore social support opportunities in the community and assessing the need for formal support. This can involve working in partnership with customers, unpaid carers, families and social care providers.

During 2025-2026, the team received 415 referrals. These included a mixture of requests to assess individuals for formal support, whilst others asked the team to help older people connect with their local communities.

2025 - 2026 - Referrals to the Older People Local Area Co-ordination Team:

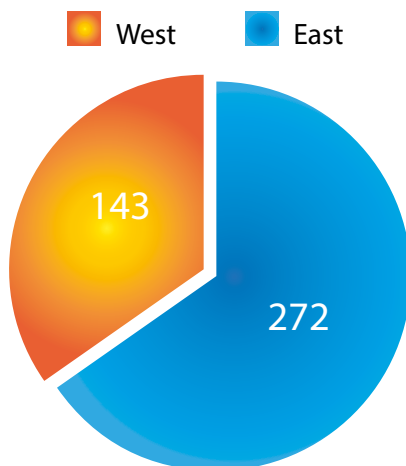


No. of Referrals to the team broken down by Locality

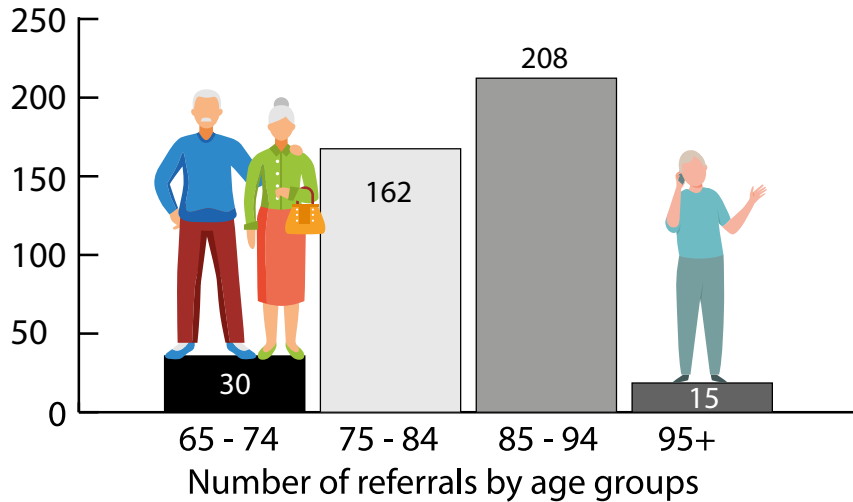


There has been a 27% increase in the number of referrals received by the team during 2025-2026, in comparison to 2024-2025.

No. of Referrals to the team broken down by Gender by locality



Like previous years, the team received more referrals for older females - an increase of 26% increase compared to last year. However, the number of referrals for older males living in East Dunbartonshire continues to increase faster than female referrals, with a 29% increase.

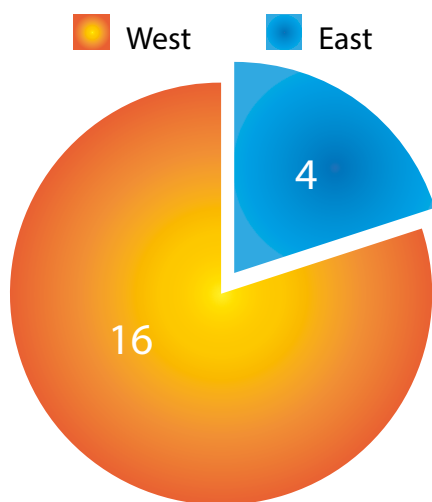


Like last year, the largest percentage of referrals involved those aged 85 to 94 years old– 50% of the total number received. All age groups (except for ages 65 to 74) have seen an increase, but the largest was among the 85 to 94 age group – a 38% increase on last year.

The team also work in partnership with unpaid carers, supporting them to identify their own needs and outcomes. The Carers (Scotland) Act 2016 extends and enhances the rights of carers in Scotland to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring. One of the legislative duties within the act requires the HSCP to ensure that unpaid carers’ needs and outcomes are recorded in an Adult Carer Support Plan, where this is the wish of the carer.

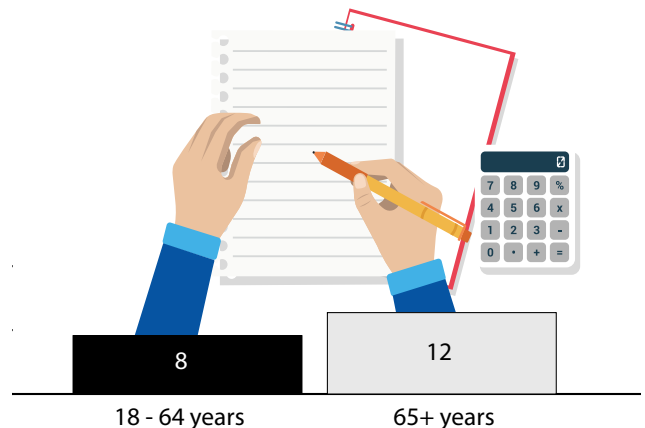
The HSCP’s Carers Strategy and Eligibility Criteria Policy can be read on our website, please visit <https://health.eastdunbarton.gov.uk/services/a-z-of-services/carers> and <https://health.eastdunbarton.gov.uk/services/a-z-of-services/carers/eligibility-criteria-policy-for-adults-and-young-carers-for-social-care-support/>

During 2025-2026, the Older People Local Area Co-ordination Team supported 20 unpaid carers through the completion of Adult Carer Support Plans and Reviews of Adult Carer Support Plans.



No. of Adult Carer Support Plans completed by the Team - broken down by Locality

No. of Adult Carer Support Plans completed by the Team - broken down by age range



No. of Adult Carer Support Plans completed by the Team

Supporting the carer - Mr and Mrs X

Mrs X was provided with a walking aid to support her mobility, but due to her declining memory, she would often forget to use it. This meant that Mr X always had to be present to ensure that his wife was safe when moving around the house. Following an incident at home whereby Mrs X could not call for help following a fall, Mr X felt that she could not be left alone.

A member of the OPLAC team visited Mr and Mrs X to explore socialisation opportunities for both Mr X, as an unpaid carer, and for Mrs X. He was provided with information regarding support services that could help him to maintain his caring role.

Following application of eligibility and fair access policies, support was commissioned which would provide opportunities for Mrs X to socialise with her peers and retain a sense of community, and Mr X was able to resume his hobbies and leisure interests.

The support provided not only sustained Mr X's caring role, but also enabled him to enjoy a better quality of life with his wife.

The OPLAC team, and their colleagues in the other social work and health teams, encourage main carers to consider taking some time for themselves whilst maintaining their caring role. Through the completion of Adult Carer Support Plans, the teams can offer advice and guidance, provide information on community support and signpost unpaid carers to sources of support, for example, Carers Link. For more information, please visit <https://carerslink.org.uk>



What have customers and carers told us?

Throughout the year, the team received comments from customers and carers about work undertaken with individual older people. This included assessing customers, planning support and introducing customers to local clubs and groups.

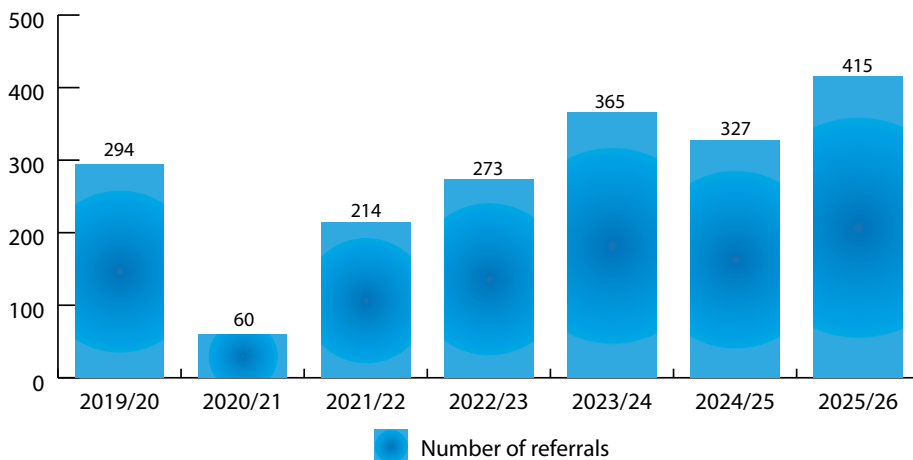


What have we learned?



Over the last year (2025-2026) the service has seen a significant increase in the number of referrals for older people.

No. of Referrals to the Service each year



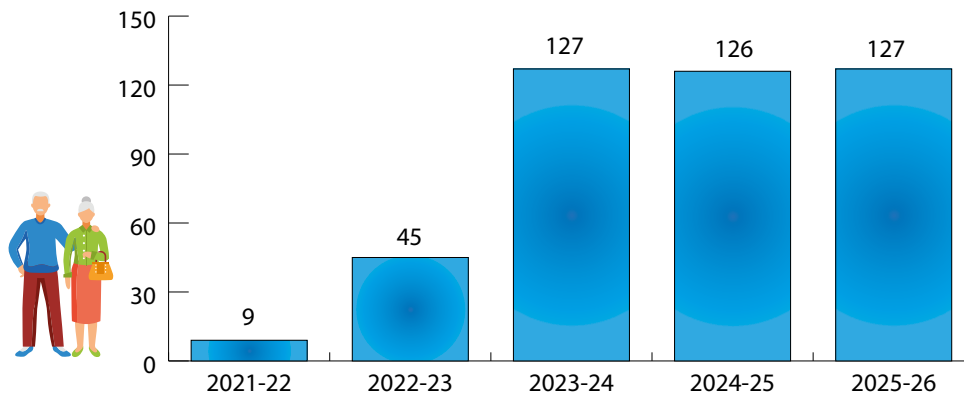
Please note, 2019/2020 included referrals from 2018/2019 which were awaiting the establishment of the Local Area Co-ordinators Team. The years 2020/2021 and 2021/2022 were affected by the COVID-19 pandemic.

What difference has the Local Area Co-ordination for Older People made?

Over the year (2025-2026) the team received referrals for older people who wanted to reconnect with their communities. They helped 127 older people to access local community assets by providing information, signposting, making a referral or introducing individuals to different clubs.

Whilst the number of older people referred to the team for the purpose of accessing local clubs and groups only slightly increased during 2025- 2026 (+1%), the team – along with third sector partners – promote the East Dunbartonshire Community Assets Map at awareness sessions which may be impacting the number of referrals to the team, with older people able to self-refer to local community assets.

No of customers referred for Community Asset support



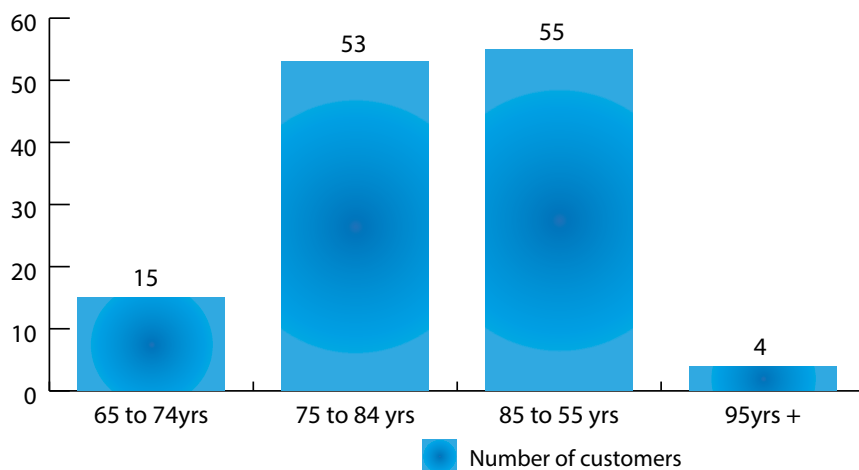
The significant increase in the number of referrals received during 2025-2026 would indicate that most of the older people visited by the OPLAC team required assessment and met eligibility for formal social support services.

There are lots of ways people can improve their social support opportunities and various organisations that can provide information and advice.

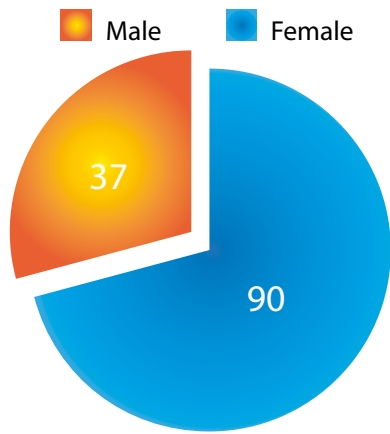
Individuals can improve their own social support opportunities by:

- Exploring the use of technology
- Following interests
- Being pro-active, seeking out people or groups
- Getting together a group of like-minded people with similar interests
- Improving strengths and skills.

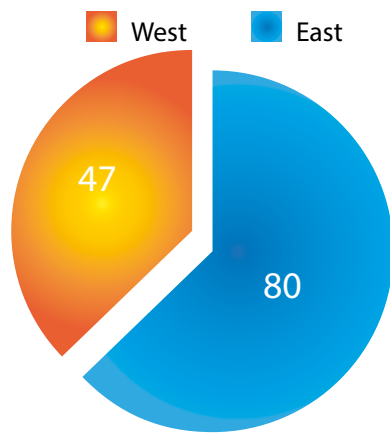
No of Customers the team supported to access community groups - by age range



No of customers the team supported to access community groups - by gender



No of customers the team supported to access community groups - by locality



Community Assets for Older People

East Dunbartonshire HSCP, in partnership with third sector partners, has provided an online community assets directory – East Dunbartonshire Assets Map – which is available online. Please visit www.eastdunassets.org.uk

If you run or attend a local club or group, and it is not advertised on the Community Assets Map, please complete the online form and let us know about your community assets – visit www.eastdunassets.org.uk

Working in partnership with community groups

Included below is an example of the local community assets the team have helped to support this year – encouraging membership and signposting funding opportunities.

Dementia Heroes

Dementia Heroes hosts a free dementia cafe every Monday morning, from 10.30am until noon within the community room at Waitrose in Milngavie. The setting offers tea, coffee, conversation, support, and information for unpaid carers, as well as providing activities like music, singing, chair yoga, and dementia-friendly activities for the carer and cared-for person.

Dementia Heroes is a registered charity supported by a network of national and local partners. You can follow Dementia Heroes on their Facebook, Instagram and YouTube pages.

Dementia Heroes has been awarded a Commonwealth Games Festival Fund award to help support the health and wellbeing of older people and those impacted by dementia, and their unpaid carers.

The Dementia Heroes café can support attendees with befriending and to explore issues in relation to dementia.

No one in Glasgow should face dementia alone.

Dementia Heroes Community Cafe
Waitrose Milngavie
Every Monday 10.30-12pm

Come along for a cuppa and a chat, fun activities, music and singing, and plenty of helpful information and advice. With support from the Age Scotland Dementia Friendly Communities team.

You're very welcome to come along. To find out more call Arvind Salwan on 07854 887719.



There are a wide range of social groups waiting to welcome you across East Dunbartonshire. The OPLAC team can help to connect and introduce you.

Further details can be found via the East Dunbartonshire Community Assets Map, please visit www.eastdunassets.org.uk/



What difference has the Local Area Co-ordination Team made for individuals?

Helping older people to access local community resources

Customer A:

The OPLAC team play a crucial role in ensuring everyone can participate in the community, regardless of physical ability. Their aim is to build an inclusive environment where older people feel supported and valued within their community. Mrs A's experience is an example of how small interventions can significantly improve an individual's quality of life.

Mrs A is an older woman experiencing declining mobility. She was reluctant to leave her home as she was unaware of the social opportunities available and believed there was nothing in the community that could meet her needs. The OPLAC team member visited Mrs A at home and helped to match her with a local club that suited her interests. During the visit, they learned that Mrs A is interested in improving her physical health and wellbeing.

The OPLAC team member connected Mrs A with a local social club that offers weekly exercise sessions for seniors. Since then, she has been attending regularly and has developed lasting friendships with people of a similar age.

Mrs A stated that if she had not been told about and referred to this club, she would have been spending her days in bed watching television. Mrs A says that going to the club every week gives her a sense of belonging and something to look forward to.

Customer B:

Mrs B is a lady in her early 80s who is living with dementia and increasing frailty. Mrs B was struggling with confidence and reported a feeling of hopelessness since she was diagnosed. Mrs B still retains her independence whilst living at home, but told the OPLAC team that she lacked social opportunities and community connection because her friends were all failing in health and experiencing similar issues as herself.

The OPLAC team member worked with Mrs B to build her confidence and to help her reconnect with her community. This helped to reduce her feelings of social, isolation and loneliness. She was assisted along to a local group which offers support for people experiencing memory loss and dementia.

Mrs B reports that she thoroughly enjoyed her day, which she spent chatting with others, singing, sharing experiences about her life and interests, and enjoying home baking with a cuppa.

Mrs B is supported to attend the club by the local community response team and is delighted to have this support. She had been fearful of using taxi transportation because of her physical frailty, which resulted in a fear of falling. Through the use of shared volunteer transport and building a relationship with another older lady, Mrs B was able to join another

locally-run group.

Mrs B looks forward to her social days out. She enjoys the company and appreciates the support of those who attend and the volunteers. She advised that has really has lifted her mood and makes a significant difference to her week.

Customer C:

In 1966 a young woman, Mrs C, met up every week with her mum and a few of her friends to enjoy a coffee and a catch-up, but more importantly to listen and support each other. Inevitably, over time, her friends invited other friends meaning Mrs C had to try to find a suitable venue that could accommodate the growing 'club.' She managed to secure a regular booking on a Monday afternoon at the Kirkintilloch Miners' Welfare and Social Club, thus the 'Monday Club' was established.

Members pay a small contribution for refreshments, with the club open to all – including anyone feeling lonely or those who just want to enjoy the company of their peers. There were some people who really wanted to attend and join in, but struggled to get transport to and from the venue. Not a problem for Mrs C, she arranged for MyBus to collect them, thereby enabling them to participate and feel less isolated.

As the numbers increased Mrs C enlisted the help of volunteers. She raised funds and arranged parties for Easter, Christmas and other celebrations. She made sure she had details to provide every member with a birthday card on their special day and read out the numbers every week for the popular bingo games!

The Monday Club was, and still is, a valuable community asset. Mrs C's daughter has now taken over the reins and it is still one of the most attended and popular social support clubs in the Kirkintilloch area.

At the grand old age of 88, Mrs C herself is now a valuable member. Her daughter takes her along every week, and she is never short of people coming to chat to her and passing on their good wishes. She is a very well-known and respected lady within her community. Mrs C's daughter says she could never fill her mother's shoes, but is incredibly happy that the group is still providing support for people – especially older members. There are usually up to 50 or 60 members who come along every week to support each other and she is delighted to help facilitate..

Customer D:

Mrs D is a 93-year-old lady who was referred to the OPLAC team last year. She lives alone and although she had poor mobility and short-term memory issues, she still managed to remain independent in her daily living activities and was able to undertake light household chores. However, Mrs D was no longer able to go out without the support from her daughter, who visited often.

All her life Mrs D had been a very sociable lady – involved with church activities and a talented pianist. However, Mrs D had lost her husband and close friends, and this had significantly impacted on her mood and mental wellbeing. Mrs D became very isolated and

Who are we providing formal support to?

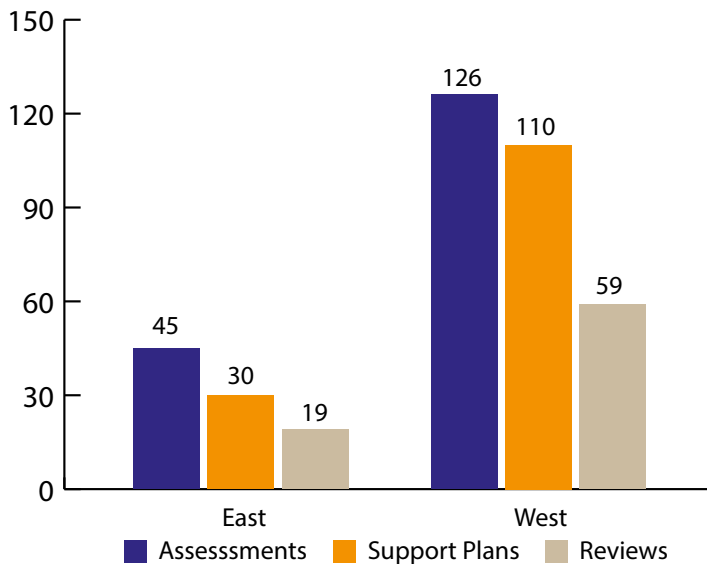
Older customers, who have been assessed as being eligible for social care support and have had the Eligibility Criteria and Fair Access policies applied.

The assessment has recognised that those individuals require formal social care support to meet socialisation needs and outcomes. Any customers who receive formal social support will have a support plan which will be reviewed at least annually. These policies can be read on our website pages:

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/adults-older-people/eligibility-criteria-for-community-care-adults-policy/>

<https://health.eastdunbarton.gov.uk/services/a-z-of-services/adults-older-people/fair-access-to-community-care-adults-policy-june-2023/>

Progression of Formal Support for Older People by OPLAC Team



One of the options that the customer can choose is to attend a Social Work-funded day centre placement (via Self-Directed Support Option 3) – for more information, please visit

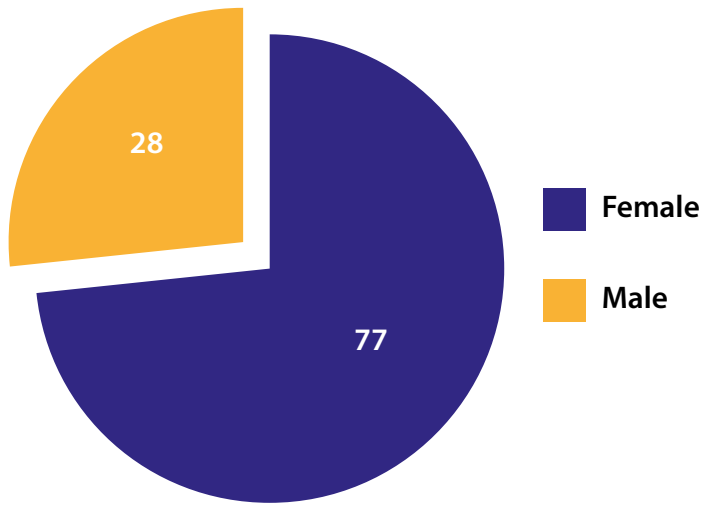
<https://health.eastdunbarton.gov.uk/self-directed-support>

As of 31 March 2026, the two day centres for older people – Oakburn Park Day Centre in Milngavie and Birdston Day Centre in Kirkintilloch – were supporting 169 older people.

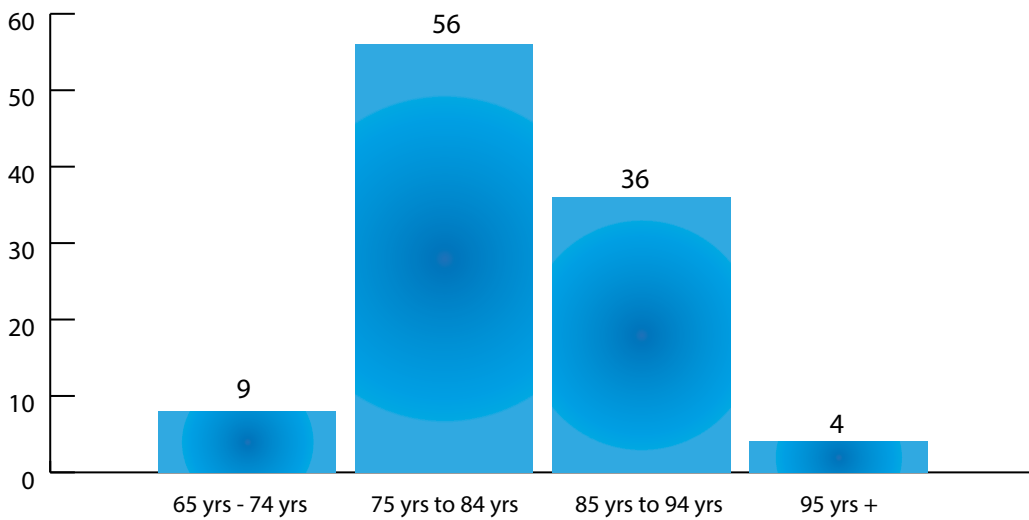
East Locality: Birdston Day Centre:

105

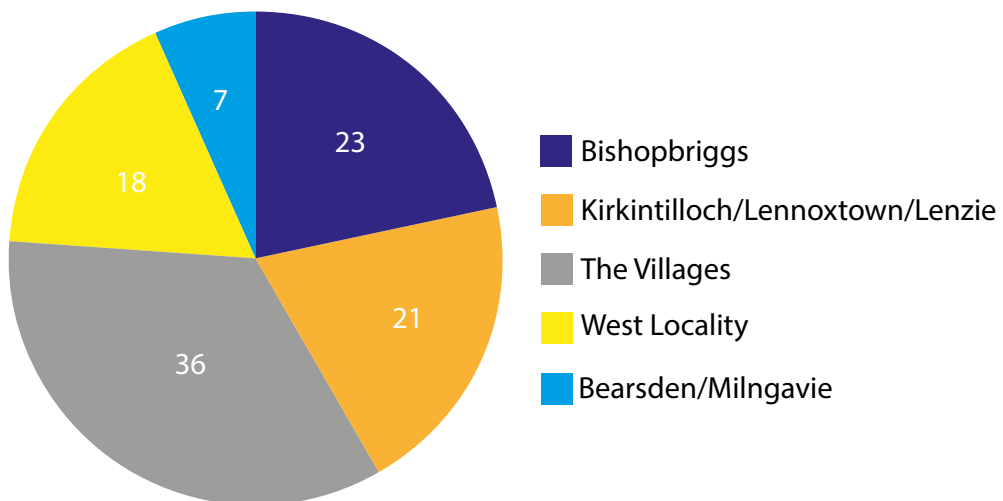
the number of Social Work-funded older people attending Birdston Day Centre (31 March 2026)



Birdston Day Centre - Customers' Age Ranges



Birdston Day Centre - Customers' Home Areas

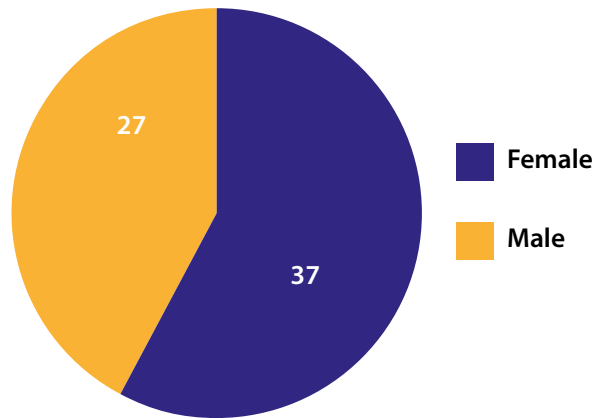


West Locality: Oakburn Park Day Centre:

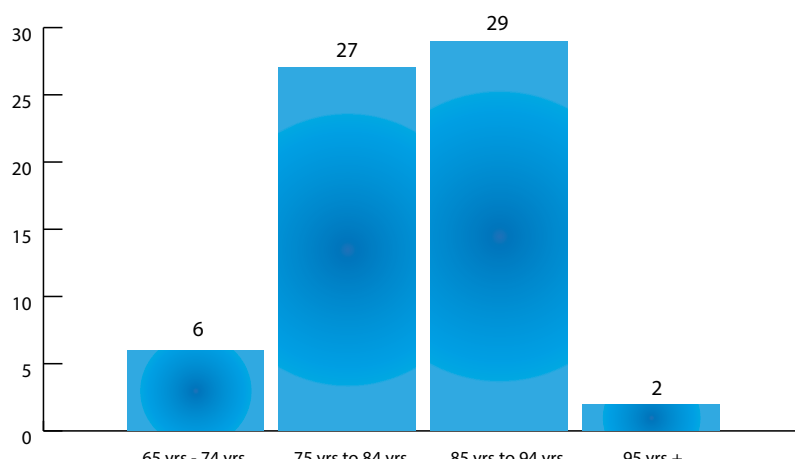
64

- the number of Social Work-funded older people attending Oakburn Park Day Centre (31 March 2026)

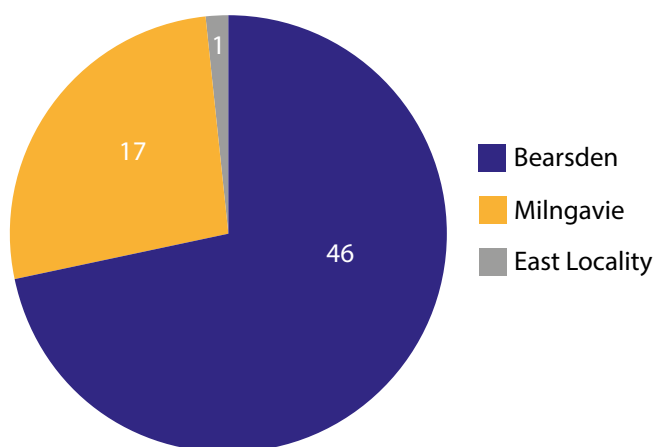
Oakburn Park Day Centre - Customers' Genders



Oakburn Park Day Centre - Customers' Age Ranges



Oakburn Park Day Centre - Customers' Home Areas



There are more options and alternative ways of delivering formal social care support to meet socialisation needs and outcomes (Self-Directed Support Options 1, 2 and 3) where the customer may choose to be supported in the community through the provision of support from a registered social care practitioner. For more information, please visit <https://health.eastdunbarton.gov.uk/self-directed-support>

What difference has the Local Area Co-ordination Team made for customers and carers?

Assessing and arranging formal social support for older people

Customer E:

Mrs E was diagnosed with dementia and her cognitive abilities progressively worsened. She found it increasingly difficult to manage day-to-day activities without support and lost the ability to remember faces, hold conversations and remember appointments. Mrs E was becoming disorientated, which meant that it was unsafe for her to go out into the community on her own. She was also diagnosed with other health conditions, making it difficult for her to use public transport to access her local community.

Mrs E was referred to the OPLAC team to help her connect with local groups and activities to reduce social isolation. During the visit, Mrs E discussed what mattered most to her and explained the challenges she was facing. An assessment was completed to identify Mrs E's personalised needs and outcomes, and to help her overcome the challenges she was facing. Following application of the HSCP's eligibility and fair access policies and principles, the OPLAC team member commissioned a support worker to accompany Mrs E to social clubs each week. This ensured she was safe and cared for whilst out in the community.

The OPLAC team's involvement provided Mrs E with the necessary support and supervision during her weekly outings and helped to give her a sense of belonging in her community.

Customer F:

Mrs F is an older lady in her mid-80s. She moved into more suitable accommodation within the East Dunbartonshire area, due to failing health – experiencing an increased requirement for formal care and support. Due to failing mobility and physical frailty, Mrs F had become housebound. She missed attending activities and enjoying hobbies such as art groups, cinema, theatre, libraries, museums, shops and cafés.

The OPLAC team member commissioned, following assessment and application of eligibility and fair access criteria, the provision of a support worker for a few hours per week to assist Mrs F to access her new community. The support worker, whilst assisting Mrs F to access local activities, is also able to provide the necessary care and support that she requires to meet her physical needs.

Mrs F is delighted she is able to leave her home, meet new friends and neighbours, and visit the various local activities within her community. Her overall wellbeing and mood has improved significantly as a result.

Mrs F's daughter feels a sense of relief that her mother is being supported to go out and that the support worker will ensure that all her care needs are met whilst also providing socialisation opportunities.

Customer G:

Mrs G is a lady who in her youth and retirement was a highly active, outgoing and enthusiastic person who volunteered within her community.

Unfortunately, at the age of 70 she was diagnosed with Parkinson's disease, followed by a diagnosis of Alzheimer's dementia, and suffered significant hearing loss. Losing her independence meant Mrs G had to rely on her family and carers for assistance and support. Mrs G reports that she felt devastated at the loss of her independence, became very isolated and experienced low moods.

Mrs G was referred to the OPLAC team by the Community Psychiatric Nurse to see if there were any suitable groups or clubs that could support her.

The OPLAC team member went out to meet Mrs G and her family to assess her needs. This involved finding out about Mrs G's level of independence, her capabilities, her strengths, skills and interests, and the circles of support that she had in her life. The assessment process also considered what support Mrs G needed with her daily living activities, including her mobility. The OPLAC team member, following application of eligibility and fair access criteria, was able to determine whether Mrs G could be supported at a volunteer-led community asset or if she required more formal social care support to meet her socialisation needs.

The OPLAC team member assessed that Mrs G would not be suitable to attend any volunteer groups or clubs and discussion took place about the different formal options that could be commissioned. Mrs G was wary at first about receiving support, but decided to try the local day centre.

Following a successful initial visit, Mrs G started attending every week. She enjoyed it so much that she wanted to attend additional days, which she has funded privately. The day centre manager advised that Mrs G was "reluctant to attend initially" and thought coming to day care would "restrict" her ability to do things that she enjoyed, like going outside. However, Mrs G was happy to discover that the centre had an outside area that she could access whenever she wished.

Mrs G is now thriving at the centre, which she attends three days per week (one funded by the HSCP). She has made new friends, takes part in activities and enjoys sitting in the garden area.

Staff have noticed a significant difference in Mrs G since starting at the centre. She takes pride in her appearance, her mood has lifted, she enjoys trying new activities and looks forward to attending every week. Mrs G says that she feels she now has a purpose for "getting out of bed."



Useful Websites:

East Dunbartonshire Community Assets Map:

<https://www.eastdunassets.org.uk/>

Ceartas Advocacy:

<https://www.ceartas.org.uk/>

Carers Link:

<https://carerslink.org.uk/>

East Dunbartonshire Voluntary Action:

<https://edva.org/>

East Dunbartonshire Befriending Service:

<https://www.facebook.com/people/East-Dunbartonshire-Befriending-Service/100064372494508/>

East Dunbartonshire Citizens Advice Bureau:

<https://edcab.org/>

Age Concern:

<https://www.ageuk.org.uk/>

Scottish Older People's Assembly:

<http://www.scotopa.org.uk/>

Kirkintilloch Men's Shed:

<https://kirkintillochmensshed.wordpress.com/>

Milngavie and Bearsden Men's Shed:

<https://mandbshed.org/>



Other Formats and Translations:

This document can be provided in large print, Braille and can be translated into other community languages. Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council
12 Strathkelvin Place
Kirkintilloch
G66 1TJ
Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا در خواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।