



Integration Joint Board

24th March 2026

This report relates to
Item 6 on the agenda

Update on Proposed new Integration Joint Board Directions

Paper presented by Kirsty Bell / Donna Maxwell

For Approval

Authors:	Kirsty Bell, Programme Manager Donna Maxwell, Performance and Improvement Manager
Approved for Submission by:	Gareth Marr, Chief Officer
List of Background Papers:	<ul style="list-style-type: none"> • 4th March 2025 – Dumfries and Galloway Integration Joint Board (IJB) Workshop - Dumfries and Galloway Integration Scheme • 3rd June 2025 - IJB Paper, Review of the Dumfries and Galloway Integration Scheme • 16th December 2025 - IJB Paper, Dumfries and Galloway, Integration Scheme Revisions • 16th December 2025 – Draft Presentation on proposed new Directions

Appendices:	<p>Appendix 1 - Proposed new IJB Directions</p> <p>Appendix 2 - List of current directions that will be voided with the anticipated approval of the revised Dumfries and Galloway Integration Scheme</p> <p>Appendix 3 - List of current directions to be superseded by proposed new IJB Directions</p>
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Direction Required to Council, Health Board or Both		
	Title	Reference Number
	Direction to:	
	1. No Direction Required	X
	2. Dumfries and Galloway Council	
3. NHS Dumfries and Galloway		
4. Dumfries and Galloway Council and NHS Dumfries and Galloway		

1. Introduction

- 1.1 The purpose of this report is to provide an update on a new approach to IJB Directions with a proposed set of new IJB Directions for:
- 1.1.1 Approve the approach noting that the Strategic Planning, Finance and Commissioning recommended approval to the IJB
 - 1.1.2 Agree the timescale for finalising and issuing new IJB Directions based on the anticipated approval of the Integration Scheme.
- 1.2 It is worth noting that we have drawn on the learning and experiences of other IJBs in shaping our approach to Directions, and we believe this model represents the right fit for Dumfries and Galloway IJB.

2. Recommendations

- 2.1 **The Integration Joint Board is asked to:**
- **Approve the approach as per recommendation from SPFC Committee on the proposed new IJB Directions (Appendix 1)**
 - **Note that due to the budget setting deadlines of both parties (LA / NHS) –work will continue to allocate that budget to the proposed new IJB Directions**
 - **Note that work is continuing with responsible Officers to identify outcomes and outputs, within the anticipated delivery section, across the proposed new IJB Directions**
 - **Agree to receive a finalised set of new IJB Directions for approval on 23rd June 2026**
 - **Note that all extant Directions relating to NHS Services (Appendix 2) will be revoked and retained by the NHS Board.**

3. Background and Main Report

Background

- 3.1 In accordance with the requirements of the Public Bodies (Joint Working) (Scotland) Act 2014 (the Act), the Parties, undertook a review of the Dumfries and Galloway Integration Scheme in response to changes proposed in relation to integration arrangements.
- 3.2 The IJB, at its meeting on 16th December 2025, discussed the outcome of the review and agreed the subsequent changes to the Dumfries and Galloway Integration Scheme.

3.3 The revised Integration Scheme has been submitted to Scottish Government for Ministerial approval, where it is anticipated this will be implemented from 1st April 2026.

Directions

3.4 The review of the Integration Scheme has provided the opportunity to ensure compliance with the Statutory Guidance on Directions from the Health and Social Care Integration - Statutory Guidance - Directions from Integration Authorities to Health Boards and Local Authorities (January 2020), as outlined below:

3.4.1 A direction must be given in respect of every function that has been delegated to the IJB

3.4.2 A direction must set out how each integrated function is to be exercised, and identify the budget associated with that.

3.5 A proposed suite of new IJB Directions is provided in **Appendix 1**, promoting and enabling integration of health and social care across Dumfries and Galloway, with detail on:

3.5.1 the activity and functions covered by the direction, as detailed in the Integration Scheme.

3.5.2 responsible Delivery Partners, Directorates and Lead Officers

3.5.3 anticipated delivery arrangements (where available at this stage)

3.5.4 impact and monitoring arrangements

3.6 The budget setting process differs for both parties to the IJB, the NHS are working through submission of their financial plan to Scottish Government on 4th April 2026. In addition to this the integration scheme is expected to change with the IJB budget from the NHS materially impacted. The details of this are not expected to be known until Mid-April.

3.7 The local authority has prepared an indicative budget based on the Scottish Government settlement of the 13th of January; however, this will not be agreed by the local authority until it sets its budget on the 26th of Feb. Once this is known a financial recovery plan will need to be agreed by the IJB to set a balanced budget for FY26/27.

3.8 Once both partners budgets are known and a balanced budget agreed with the IJB, work will continue to allocate that budget to the agreed directions of the IJB

3.9 To ensure the new Directions contain the relevant information, we are currently working with Officers on the 'anticipated deliverables' for each of the new Directions. In this section, the model of care used to deliver the functions/services will be described together with the proposed outcomes and outputs. Where there are models of care or local delivery plans already in place, any outcomes and outputs already identified have been used. Members are asked to provide their feedback on these sections to ensure that these will meet assurance requirements going forward.

3.10 Due to the timing of information on available budgets, it is proposed that a full and complete set of proposed new IJB directions will be brought to the next meeting of the IJB for approval on 23rd June 2026.

3.11	From the date that the new Integration Scheme is ministerially approved, any extant directions from the IJB to the NHS in respect of health services no longer delegated are voided and should be revoked by the IJB (see appendix two for a list of, now voided, IJB Directions)
3.12	Members of IJB Strategic Planning, Finance and Commissioning Committee considered this report at its meeting of 2 nd March 2026. Members were supportive of the new approach and recognised the work undertaken to date, noting that the identification of budgets and anticipated delivery sections will continue to be developed over time.
4.	Conclusions
4.1	The changes proposed to the Integration Scheme will affect the IJB Directions, creating a timely opportunity to review our processes and ensure full compliance with statutory obligations.
5.	Resource Implications
5.1	Changes to the Integration Scheme means that the Parties will need to ‘set aside’ amounts in respect of the proposed new IJB Directions for use by the Integration Joint Board.
6.	Impact on Integration Joint Board Outcomes, Priorities and Policy
6.1	The recently agreed changes to the Integration Scheme will impact positively on the IJBs intention to deliver against the <u>National Health and Wellbeing Outcomes for Health and Social Care</u>
6.2	The set of proposed new IJB Directions have been mapped to the <u>National Health and Wellbeing Outcomes for Health and Social Care</u> and detailed within direction documentation.
7.	Legal and Risk Implications
7.1	The integration arrangements that the Parties have laid out in the Integration Scheme are in accordance with all relevant legislation, regulations and guidance.
7.2	Furthermore, the introduction of this suite of new Directions provides assurance that we are meeting, and continue to meet, our statutory obligations.
8.	Consultation
8.1	Representatives of <ul style="list-style-type: none"> • Presentation to Integration Joint Board – December 2025 • Health and Social Care Senior Management Team • Members of IJB Strategic Planning, Finance and Commissioning Committee
9.	Equality Impact Assessment

9.1 The Integration Scheme is fully equality impact assessed. No negative impacts, 10 positive impacts and 10 neutral impacts have been identified. [Impact assessments - Dumfries and Galloway Council \(dumgal.gov.uk\)](https://www.dumgal.gov.uk)

10. Consumer Duty

10.1 The Integration Scheme is fully equality impact assessed (see above) to ensure that consumer protections such as fairness and accessibility are embedded into integration arrangements.

11. Glossary

A Party/the Parties	NHS Dumfries and Galloway and Dumfries and Galloway Council
EQIA	Equalities Impact Assessment
IJB	Integration Joint Board
The Act	Public Bodies (Joint Working) (Scotland) Act 2014
The Dumfries and Galloway Integration Scheme	The Dumfries and Galloway Integration Scheme means the Dumfries and Galloway Integration Scheme for Dumfries and Galloway approved by Scottish Ministers in August 2024
The Integration Scheme	The Revised Dumfries and Galloway Integration Scheme to which we are waiting approval.
The Regulations	Public Bodies (Joint Working) (Prescribed Health Board Functions) (Scotland) Regulations 2014

List of proposed new Directions:

Reference	Title
IJBD01*	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver mental health services across hospital and community settings.
IJBD02*	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide integrated addiction services within hospital settings and in the community.
IJBD03	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver palliative care services in hospital and community settings.
IJBD04*	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide older peoples services to people across inpatient and community settings.
IJBD05	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver integrated learning disability services in hospital and community settings.
IJBD06	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver services for adults with physical disabilities in the community.
IJBD07*	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide support for unpaid carers.
IJBD08	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver community health and care services.
IJBD09	The IJB directs Dumfries and Galloway Council to deliver adult protection and domestic abuse services.
IJBD10	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver health improvement and population health services.
IJBD11*	The IJB Directs NHS Dumfries and Galloway to deliver unscheduled care services across inpatient settings.
IJBD12	The IJB Directs NHS Dumfries and Galloway to deliver primary medical services provided under a general medical services contract.
IJBD13	The IJB Directs NHS Dumfries and Galloway to deliver the public dental service and general dental services.
IJBD14	The IJB Directs NHS Dumfries and Galloway to deliver pharmaceutical services, and General Ophthalmic Services .
IJBD15	The IJB directs Dumfries and Galloway Council to deliver a social care assessment and care management service for residents of Dumfries and Galloway.

* Worked up Direction templates provided for consideration and feedback as follows:



APPENDIX 1

Dumfries and Galloway Integration Joint Board

DIRECTION
(ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

To	DGC and NHS DG
Date issued	
Date takes effect	01/04/2026
Reference Number	IJBD01
Title	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to deliver mental health services across hospital and community settings.
Supersede, amend or cancel a previous Direction? If yes, provide direction reference number	IJBD0117 IJBD2109 IJBD2303

Detail

Activity covered by Direction	Mental health services including inpatient care, community mental health support, and social work interventions, ensuring continuity of care and improved mental wellbeing outcomes.
Functions covered by Direction	<ul style="list-style-type: none"> • Acute hospital services – unplanned specialties listed in Schedule 3 Part 2 • Primary & community care services – specified services in Schedule 3 Part 3 • National Assistance Act 1948: S. 45, 48 – property protection for hospital admissions • Adults with Incapacity (Scotland) Act 2000: S. 10, 12, 37–45 – incapacity support • Mental Health (Care & Treatment) (Scotland) Act 2003: S. 17, 25–27, 33–34, 228, 259 – mental health social care • Social Care (Self directed Support) (Scotland) Act 2013: S. 5–13, 16, 19 – direct payments & choice support
Budget allocated by IJB to carry out the Direction	Anticipated June 2026

APPENDIX 1

Responsible for delivery

Organisation/s	DGC and NHS DG
HSCP Directorate	Multiple HSCP Directorates
Lead Officer	General Manager - Mental Health Acting Head of Adult Social Care

Anticipated delivery

Model of care	Blended model of community based social supports, non-residential health and social care, local hospital and residential care.
Desired Outcomes	<ol style="list-style-type: none"> 1. People are enabled to maintain or improve their mental health, they feel safe and have positive experiences 2. People have access to support at the right time in the right place 3. Feedback received from people is used to improve the quality of support they receive
Outputs	<ol style="list-style-type: none"> 1. Mental wellbeing: Average score on Warwick-Edinburgh Mental Wellbeing scale (WEMWBS) 2. Suicide rates per 100,000 population 16+ 3. Readmission to hospital, for mental health reasons, within 28 days (per 1,000 admissions) 4. Emergency admission rate for mental health reasons (per 100,000 population) 5. Bed day rate for mental health reasons (per 100,000 population) 6. Delayed discharges (bed days) for mental health reasons 7. Following a Mental Health admission, number of people discharged to community care / GPs 8. Adult referrals to Community Mental Health Teams 9. DNA/cancellation rates (new and follow-up) for outpatient appointments 10. People waiting for care and support at home for mental health reasons 11. Uptake of each SDS Option for monitoring purposes

Impact

Impact Assessment	
National Health and Wellbeing Outcomes	<p>Outcome 1 - People are able to look after and improve their own health and wellbeing and live in good health for longer.</p> <p>Outcome 3 - People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Outcome 4 - Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p> <p>Outcome 7 - People who use health and social care services are safe from harm.</p> <p>Outcome 9 - Resources are used effectively and efficiently in the provision of health and social care services.</p>

APPENDIX 1

Monitoring Arrangements

Performance Monitoring Arrangements	This Direction will comply with the IJB Directions Performance Reporting Procedure. Updates on progress submitted quarterly and collated within a combined Directions Progress Report for consideration by: <ol style="list-style-type: none">1. HSCP Leadership Group2. IJB Finance, Performance and Quality3. Integration Joint Board NHS DG and DGC are required to ensure that this IJB Direction is embedded within current governance arrangements within each organisation.
Date Direction will be reviewed	March 2027



Dumfries and Galloway Integration Joint Board

DIRECTION (ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

To	DGC and NHS DG
Date issued	
Date takes effect	01/04/2026
Reference Number	IJBD02
Title	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide integrated addiction services within hospital settings and in the community.
Supersede, amend or cancel a previous Direction? If yes, provide direction reference number	IJBD2303

Detail

Activity covered by Direction	Addiction and dependency services aligned with social care pathways to support recovery and reduce harm associated with substance misuse.
Functions covered by Direction	<ul style="list-style-type: none"> • Acute hospital services – unplanned specialties listed in Schedule 3 Part 2 (e.g., emergency medicine, general medicine, orthopaedics) • Primary & community care services – specified services in Schedule 3 Part 3 (e.g., community nursing, mental health services, allied health services) [legislation.gov.uk], [legislation.gov.uk] • National Assistance Act 1948: S. 45, 48 – property protection for hospital admissions • Social Care (Self directed Support) (Scotland) Act 2013: S. 5–13, 16, 19 – direct payments & choice support • Drug & alcohol, carer support, occupational therapy, re-ablement, telecare, respite, day services, adult placements, etc., limited to adult Social Care contexts [legislation.gov.uk], [legislation.gov.uk]
Budget allocated by IJB to carry out the Direction	Anticipated June 2026

Responsible for delivery

Organisation/s	DGC and NHS DG
HSCP Directorate	Multiple HSCP Directorates
Lead Officer	General Manager - Acute and Diagnostics General Manager - Mental Health General Manager - Community Health and Social Care Acting Head of Adult Social Care General Manager - Community Health and Social Care

Anticipated delivery

Model of care	Blended model of community based social supports, non-residential health and social care, local hospital and residential care.
Desired Outcomes	1. Fewer people develop problem alcohol and drug use 2. Risk is reduced for people who take harmful drugs 3. People at most risk have access to treatment and recovery & people receive high quality treatment and recovery services 4. Quality of life is improved to address multiple disadvantages 5. Children, families and communities affected by drug and alcohol use are supported
Outputs	1. Percentage of people seen in <1 day (Engagement to MAT Assessment) 2. Percentage of caseload prescribed pharmaceutical drugs 3. Percentage of people seen in <1 day (High risk event to MA Team Notified) 4. Percentage of MAT with immediate access to pharmaceutical drugs 5. Percentage of MAT with immediate access to equipment and provisions 6. Percentage of caseload enrolled in MAT for > 6 months

Impact

Impact Assessment	
National Health and Wellbeing Outcomes	Outcome 1 - People are able to look after and improve their own health and wellbeing and live in good health for longer. Outcome 3 - People who use health and social care services have positive experiences of those services, and have their dignity respected. Outcome 4 - Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services. Outcome 7 - People who use health and social care services are safe from harm. Outcome 8 - People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide. Outcome 9 - Resources are used effectively and efficiently in the provision of health and social care services.

Monitoring Arrangements

Performance Monitoring Arrangements	This Direction will comply with the IJB Directions Performance Reporting Procedure. Updates on progress submitted quarterly and collated within a combined Directions Progress Report for consideration by: <ol style="list-style-type: none">1. HSCP Leadership Group2. IJB Finance, Performance and Quality3. Integration Joint Board NHS DG and DGC are required to ensure that this IJB Direction is embedded within current governance arrangements within each organisation.
Date Direction will be reviewed	March 2027



Dumfries and Galloway Integration Joint Board

DIRECTION (ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

To	DGC and NHS DG
Date issued	
Date takes effect	01/04/2026
Reference Number	IJBD04
Title	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide older peoples services to people across inpatient and community settings.
Supersede, amend or cancel a previous Direction? If yes, provide direction reference number	IJBD2114

Detail

Activity covered by Direction	Geriatric services across inpatient and community settings, with a focus on rehabilitation, frailty management, and proactive care planning for older adults.
Functions covered by Direction	<ul style="list-style-type: none"> • Acute hospital services – unplanned specialties listed in Schedule 3 Part 2 (e.g., emergency medicine, general medicine, orthopaedics) • Primary & community care services – specified services in Schedule 3 Part 3 (e.g., community nursing, mental health services, allied health services) [legislation.gov.uk], [legislation.gov.uk] • National Assistance Act 1948: S. 45, 48 – property protection for hospital admissions • Social Care (Self directed Support) (Scotland) Act 2013: S. 5–13, 16, 19 – direct payments & choice support
Budget allocated by IJB to carry out the Direction	Anticipated June 2026

Responsible for delivery

Organisation/s	DGC and NHS DG
HSCP Directorate	Multiple HSCP Directorates
Lead Officer	General Manager - Acute and Diagnostics

	General Manager - Community Health and Social Care Acting Head of Adult Social Care
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Anticipated delivery

Model of care	Blended model of community based social supports, non-residential health and social care, local hospital and residential care.
Desired Outcomes	<ol style="list-style-type: none"> 1. People are enabled to maintain or improve their health and wellbeing, they feel safe and have positive experiences 2. People have access to support at the right time in the right place 3. Feedback received from people is used to improve the quality of support they receive
Outputs	<ol style="list-style-type: none"> 1. Readmission to hospital within 28 days (per 1,000 admissions) 2. Mortality rates 3. Home Team Referrals / Caseloads 4. Emergency admission rate (per 100,000 population) 5. Delayed discharges (bed days) for Non-complex reasons 6. Length of stays 7. People waiting for non-complex care and support at home 8. People receiving non-complex care and support at home 9. Use of interim care home beds for non-complex support

Impact

Impact Assessment	
National Health and Wellbeing Outcomes	<p>Outcome 1 - People are able to look after and improve their own health and wellbeing and live in good health for longer.</p> <p>Outcome 2 - People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.</p> <p>Outcome 3 - People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Outcome 4 - Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.</p> <p>Outcome 7 - People who use health and social care services are safe from harm.</p> <p>Outcome 9 - Resources are used effectively and efficiently in the provision of health and social care services.</p>

Monitoring Arrangements

Performance Monitoring Arrangements	<p>This Direction will comply with the IJB Directions Performance Reporting Procedure. Updates on progress submitted quarterly and collated within a combined Directions Progress Report for consideration by:</p> <ol style="list-style-type: none"> 1. HSCP Leadership Group 2. IJB Finance, Performance and Quality 3. Integration Joint Board <p>NHS DG and DGC are required to ensure that this IJB Direction is embedded within current governance arrangements within each organisation.</p>
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Date Direction will be reviewed	March 2027
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Dumfries and Galloway Integration Joint Board

DIRECTION (ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

To	DGC and NHS DG
Date issued	
Date takes effect	01/04/2026
Reference Number	IJBD07
Title	The IJB directs Dumfries and Galloway Council and NHS Dumfries and Galloway to provide support for unpaid carers.
Supersede, amend or cancel a previous Direction? If yes, provide direction reference number	IJBD2204 IJBD2205 IJBD2403 IJBD2501

Detail

Activity covered by Direction	Support for unpaid carers, including access to respite services, information, and advocacy, recognising their vital role in sustaining care at home
Functions covered by Direction	<ul style="list-style-type: none"> Carers (Scotland) Act 2016: S. 6, 21, 24-25, 31, 34-35 [Carers (Scotland) Act 2016]
Budget allocated by IJB to carry out the Direction	Anticipated June 2026

Responsible for delivery

Organisation/s	DGC and NHS DG
HSCP Directorate	HSCP Adult Social Care Directorate
Lead Officer	Acting Head of Adult Social Care

Anticipated delivery

Model of care	Blended model of family, friends and Carers
Desired Outcomes	<ol style="list-style-type: none"> Carers are identified early and their lived experience informs the way we plan and deliver care and support Carers are recognised and their caring role is valued People have access to short breaks to provide Carers with respite from their caring role People have access to support, advice and benefits information

Outputs	<ol style="list-style-type: none"> 1. Number of people completed training 2. Calendar of promotional events and materials 3. Number of organisations that are Carer Positive employers 4. Number of Carers identified on health and social care records and systems 5. Improved Experience reflected in Carers Survey results 6. Number of people supported with respite in intermediate bed-based care 7. Number of people accessing respite supports 8. Number of Adult Carer Support Plans
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Impact

Impact Assessment	
National Health and Wellbeing Outcomes	Outcome 6 - People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.

Monitoring Arrangements

Performance Monitoring Arrangements	<p>This Direction will comply with the IJB Directions Performance Reporting Procedure. Updates on progress submitted quarterly and collated within a combined Directions Progress Report for consideration by:</p> <ol style="list-style-type: none"> 1. HSCP Leadership Group 2. IJB Finance, Performance and Quality 3. Integration Joint Board <p>NHS DG and DGC are required to ensure that this IJB Direction is embedded within current governance arrangements within each organisation.</p>
Date Direction will be reviewed	March 2027



Dumfries and Galloway Integration Joint Board

DIRECTION (ISSUED UNDER SECTIONS 26-28 OF THE PUBLIC BODIES (JOINT WORKING) (SCOTLAND) ACT 2014)

To	NHS DG
Date issued	
Date takes effect	01/04/2026
Reference Number	IJBD11
Title	The IJB Directs NHS Dumfries and Galloway to deliver unscheduled care services across inpatient settings.
Supersede, amend or cancel a previous Direction? If yes, provide direction reference number	IJBD2105

Detail

Activity covered by Direction	Unscheduled care refers to medical services that are not planned in advance and are often required due to urgent health needs, typically available 24/7. Unscheduled care encompasses healthcare services that arise unexpectedly, often due to accidents, sudd
Functions covered by Direction	<ul style="list-style-type: none"> Acute hospital services – unplanned specialties listed in Schedule 3 Part 2 (e.g., emergency medicine, general medicine, orthopaedics)
Budget allocated by IJB to carry out the Direction	Anticipated June 2026

Responsible for delivery

Organisation/s	NHS DG
HSCP Directorate	HSCP Acute and Diagnostic Directorate
Lead Officer	General Manager - Acute and Diagnostics

Anticipated delivery

Model of care	Blended model of local hospital and residential care.
Desired Outcomes	<ol style="list-style-type: none"> 1. People feel safe and have a positive experience of an unscheduled visit to their local hospital. 2. People have access to health and social care support at the right time in the right place. 3. Feedback received from people is used to improve the quality of support they receive.
Outputs	<ol style="list-style-type: none"> 1. Percentage of people seen within 4 hours at ED 2. Number of ED waits over 12 hours 3. Ambulance turnaround times 4. Time spent in Acute Medical Unit 5. Acute Medical Unit discharge destinations 6. Emergency admission rate (per 100,000 population) – Adults 7. Readmission to hospital within 28 days (per 1,000 admissions)

Impact

Impact Assessment	
National Health and Wellbeing Outcomes	<p>Outcome 3 - People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Outcome 7 - People who use health and social care services are safe from harm.</p>

Monitoring Arrangements

Performance Monitoring Arrangements	<p>This Direction will comply with the IJB Directions Performance Reporting Procedure. Updates on progress submitted quarterly and collated within a combined Directions Progress Report for consideration by:</p> <ol style="list-style-type: none"> 1. HSCP Leadership Group 2. IJB Finance, Performance and Quality 3. Integration Joint Board <p>NHS DG and DGC are required to ensure that this IJB Direction is embedded within current governance arrangements within each organisation.</p>
Date Direction will be reviewed	March 2027

List of Extant Directions Relating to Health Services Retained by the NHS Board

IJBD2107 – Ophthalmology – Shared Care Pilot

IJBD 2110 – Virtual Consultations

IJBD 2112 – My Pre-op

IJBD 2402 – Option 1 – Maternity Services

IJBD 2411 – Galloway Community Hospital

Appendix Three**List of current directions to be superseded by proposed new IJB Directions**

IJBD0117 - Strategy for Mental Health
IJBD2004 - Plan for Palliative Care
IJBD2105 - Flow Navigation
IJBD2106 - GP Out of Hours
IJBD2107 - Ophthalmology – Shared Care Pilot
IJBD2109 - Dementia Care
IJBD2110 - Virtual Consultations
IJBD2112 - My PreOp
IJBD2114 - Home Teams
IJBD2204 - Housing with care and support Strategy
IJBD2205 - Third Sector Contracts
IJBD2302 - Right Care Right Place
IJBD2303 - Complex Needs Plan
IJBD2305 - Non Registered Third Sector Contracts
IJBD2306 - CASH Older People
IJBD2402 - Option 1 Community Maternity Hub
IJBD2403 - Short Breaks Service Model
IJBD2404 - CH&SC Hub Newton Stewart
IJBD2405 - CH&SC Hub Kirkcudbright
IJBD2406 - CH&SC Hub Thornhill
IJBD2407 - CH&SC Hub Moffat
IJBD2408 - National Flexible Framework
IJBD2409 - Vision for Social Care
IJBD2410 - Garrick Site
IJBD2412 - GP Visioning
IJBD2501 - Carers Strategy Delivery Plan