



Welcome

Our February newsletter continues to focus on sharing with you some of the important work that is going on across the Glasgow City Health and Social Care Partnership.

This newsletter is packed full of information you need to know including an update on the Integration Joint Board, the Strategic Plan, the Supported Employment Service and the Family Nurse Partnership programme among many more articles.

Chief Officer's Message

The Strategic Plan

Integration Joint Board

Chief Officer's Message



I'm pleased to report that we've passed two major milestones recently. Firstly, our Integration Scheme was accepted by the Scottish Government in December meaning that our Integration Joint Board is now formally in place, and took over from the Shadow Integration Joint Board on February 8.

Our Board, chaired by Councillor Archie Graham supported by Trisha McAuley OBE as vice chair, fully endorses our vision - that the number one priority for the Glasgow City Health and Social Care Partnership over the years to come is to improve the health and wellbeing of the city's population, and to reduce health and social inequalities. We have a great deal of talent, enthusiasm and commitment on the Board and we are very fortunate to have their input. You can see a list of our Integration Joint Board members [here](#), and we will be introducing them in future editions of the newsletter.

Secondly, we've completed the initial consultation on our Strategic Plan – which involved discussions and input from people and groups across the city. I'd like to personally thank everyone who took part because it's vital that our Partnership's plan is based on the widest range of opinions possible. You can read more about the Integration Joint Board and our Strategic Plan later on in this newsletter.

Our Partnership is taking on responsibility for transforming health and social care in Glasgow City at a time of unprecedented financial challenge, which will affect everything we do. This is part of the wider financial picture –lots of organisations are transforming the way they do things because they need to make efficiencies. But what's unique about our Partnership is that we would have been transforming the way we work anyway, to deliver services in the most effective and seamless ways for the people we care for, at the right place and right time for them.

Our Senior Management Team is now meeting regularly to identify where and how we can transform the way we do things, and we can only do this by listening to staff and partners who work hard to shape and deliver our services and the people who use them. That's why it's so important that you tell us what you think through any of the various feedback channels open to you.

I know times are tough, and I know we have some difficult years ahead, but I have complete confidence in

us as a partnership. I know from what we've achieved by working together already, that we are fortunate to have colleagues and partners who have exceptional talent, enthusiasm, skills and commitment, and who will work together in innovative ways to transform the way we care for the people of this city.

As we continue to work towards fully integrating our services and focussing on the scale of the transformation we have to achieve, we should take time to reflect on some of our successes: reducing delayed discharges from hospital so that more people can get back home or to a homely setting as soon as they're fit to do so, Personalisation which gives people choice and control over their own support, investment in mental health services to rationalise inpatient services to help shift the balance of care from institutional settings to community and home-based forms of care and support.

We've also seen improvements in health and wellbeing, through working in partnership with other agencies on early intervention and prevention initiatives; we've invested in new health and care centres across the city; we're seeing our addictions recovery work making an impact, with three new Recovery Hubs in the city - a first in Scotland - and our Recovery Housing Pilot winning the 2015 NHS Chairman's Award for best use of resources. Our investment in Children's Services is helping more families to help themselves, with the support they need where and when they need it. And all of this is backed up by more efficient mobile and agile ways of working for staff.

We make a difference to people every day and, no matter what contribution you make within our Partnership, I want you to regularly take time to reflect on that and feel some real pride in a job well done.

Glasgow City Integration Joint Board Strategic Plan

The consultation on Glasgow City Integration Joint Board's draft Strategic Plan closed at the end of December, and a large number of responses were received giving us a lot of valuable input.

This feedback has now been analysed and every comment read and considered. With such a large number of responses, inevitably there is a variety of opinions expressed. This means that while it would not be possible to incorporate every suggestion, we have attempted to take on board as many suggestions as possible when revising the plan and they will inform the action plans for the Strategic Planning Groups.

The Strategic Plan will be presented to Glasgow City's Integration Joint Board in March for approval. Assuming the Integration Joint Board approves the plan, it will take effect on April 1.

To help gather views from local people and groups during the consultation (which ran from October 9 to December 31 last year), a series of local engagement events took place in the three Glasgow City Health and Social Care Partnership Localities in November and December.

Three engagement events were organised in North West Locality; the South Locality had a 'Lunchtime Conversations' event in the Citizens Theatre which 70 people attended; and North East Locality organised a community engagement event at the Reidvale Centre attended by more than 80 local people and community representatives.

A follow-up locality event for South is being held on February 18 at Gorbals Parish Church.

David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, said: "I'd like to thank everyone who took the time to contribute their views and suggestions to the consultation. This gave us a valuable insight into what staff and the public thought of the Strategic Plan and has allowed us to incorporate respondents' suggestions into a revised version.

"This is the first Strategic Plan of the new partnership and we wanted to ensure we got it right as possible in terms of wide consultation and engagement."

Anne Souter, member of the Integration Joint Board and Chair of the North East Public Partnership Forum, said: "It was fantastic to see such a wide range of participants taking part on the day."

So why is the Strategic Plan so important? Well, Glasgow City's Integration Joint Board is required by the Public Bodies (Joint Working) (Scotland) Act 2014 to produce a Strategic Plan. This plan outlines how integrated health and social care services will

be delivered within the city, describes the vision of the Integration Joint Board and how we aim to deliver the nine National Health and Wellbeing Outcomes.

David said: “It’s important that we all work closely together to deliver positive outcomes for our patients and service users, carers and the wider community.

“We recognise that we have a number of challenges ahead in terms of finance, demographics and other external factors, but together we will take these challenges on to ensure that we continue to provide the best care for the people of Glasgow.”

As part of the consultation, a number of groups were asked to put forward their views. Invitations were sent out by email, social media and post. People who took part included service users/ patients, carers, staff, community councils and groups, third and independent sector providers and other social care and health provider organisations.

In general, comments were supportive of the aims outlined in the Strategic Plan, and some people asked for more detail to be inserted. Some suggested other priorities to focus on or asked questions about finance.

Around 80% of those who responded agreed with the vision, priorities and need for partnership working as stated in the plan. Around 85% saw no potential equalities issues, however any potential equality issues have been considered in our Equality Impact Assessment of the Plan.

Integration Joint Board Goes Live



Glasgow City's Integration Joint Board has now been formally established. Replacing the Shadow Board, the Integration Joint Board will be responsible for the strategic and financial planning of a range of health and social care functions within Glasgow from April 1.

The Integration Joint Board is a distinct legal entity separate from the parent organisations (Glasgow City Council and NHS Greater Glasgow & Clyde), and the functions delegated to it are outlined in the Integration Scheme. The budgets attached to these functions are also delegated to the Board.

The Integration Joint Board consists of 16 voting members – eight Elected Members from the Council and eight Non-Executive Directors from NHS Greater Glasgow & Clyde – along with a range of professional advisors and stakeholder representatives (including service user, patient and carer representatives, third and independent sector representatives and the Trade Union/ Staffside). You can see a list of our Integration Joint Board members [here](#).

It will meet approximately every two months and its first meeting took place on February 8. The agenda and papers for the first meeting are available [here](#).

Focusing on Integration and Transformational Change



In January, around 125 managers from across the Partnership took part in an information and engagement session focusing on Integration and transformational change.

The session was hosted by David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, who provided an update on the Integration Scheme and the Strategic Plan and a further discussion of the transformation agenda, which included:

- the financial context
- the corporate approaches to transformation
- the impact on the Partnership and its services
- the successes and achievements within the Partnership in delivering transformational change and
- the role of the Partnership's Leadership Team.

As part of the event, facilitated group discussions took place to discuss how they can take on a leadership role to support and deliver transformational change within the Partnership and the potential opportunities and barriers that this presented with potential solutions to addressing barriers.

A panel discussion also took place with some key questions posed to the Executive Management Team.

Key messages from the session were:

- asking all managers to look at how we transform how services are delivered for people using Health and Social Care Services in Glasgow

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- work has begun at Senior Management Level but achieving this will require all of us to work together to transform our services in a more comprehensive way than ever before
- impact of financial changes to be set in place over the next few years
- we need to look at a corporate approach using various methods and strategies to support this approach and
- this will see an individual and collective leadership response where we will work together and jointly with all stakeholders to implement transformation, deliver the integration agenda, meet national outcomes and deliver a balanced budget

All feedback will be collated from the session and shared with participants to discuss within their teams.

Supported Employment Service and Project Search



Young people with learning disabilities and/or autism are among our most vulnerable people in today's labour market. They not only struggle to get a foothold in the job market, but also to stay in employment. Glasgow City Health and Social Care Partnership's Supported Employment Service is working to change this.

The service, which was established in 2009, supports people with learning disabilities and/or autism to access and sustain full-time paid employment. Delivered by a service manager and five job coaches, the service has helped more than 150 people find a job with 76% still in employment after six months. These figures compare favourably with other mainstream employability services across the city.

For the last three years, the Supported Employment Service has been one of the main partners delivering and driving forward the development of Project Search in Glasgow. The other partners are: NHS Greater Glasgow & Clyde; the University of Strathclyde; Glasgow Clyde College and City of Glasgow College.

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Project Search is an intensive transition work experience model aimed specifically at improving job outcome rates for young people aged 18-26 who have a learning disability and/or autism. There are more than 300 Project Search sites across the world with eight in Scotland, two in Glasgow.

Although the model is only in its third year in Glasgow, Project Search has already achieved the following: 34 young people have started the programme; 31 young people have graduated to date, with 26 now employed full time (nearly 80% of these with living wage employers); 22 young people are currently undertaking the programmes based either at the Royal Infirmary or the University of Strathclyde and will be applying for jobs soon; and a network of supportive employers has been created to provide additional input to the programme to ensure the young people are prepared for the demands of the world of work.

The success of Project Search in Glasgow is due to the partnership working required to pool resources, collaborative working, adapting existing practices and learning from each other. The project highlights that by making best use of our resources and partnering with other organisations we can help to look after our vulnerable citizens and help enable them to develop better skills in order to create a more confident and competitive workforce.

The success of the team was also recognised when the team recently won:

- Scottish Urban Regeneration Award for Best Practice and
- Outstanding Achievement Award for the job outcome rates at the Project Search European Conference.

For more information on the Supported Employment Service

visit: www.glasgow.gov.uk/supportedemployment



New Face Joins the Senior Management Team



The Glasgow City Health and Social Care Partnership welcomes a new face to its Senior Management Team, CarolAnne Keogh who is the Acting Head of People and Change (Health).

CarolAnne is seconded into the post, covering for Sybil Canavan who has taken on a secondment as Depute Director of Human Resources and Organisational Development for NHS Greater Glasgow & Clyde's Board. CarolAnne, who came from the post of People and Change Manager, Corporate Services, will be in the post until end of September 2016.

She said: "I'm really pleased to be joining the team at the Glasgow City Health and Social Care Partnership at this particular time. I see this role as an excellent opportunity for further learning within the organisation and personal development and welcome the prospect of being able to work collaboratively with colleagues across the Partnership as we progress with integration to support the delivery of high quality, effective patient and service user care."

CarolAnne has worked in HR with NHS Greater Glasgow & Clyde for a number of years, working in Acute (Western Infirmary, Stobhill, Glasgow Royal Infirmary) and Corporate Services at Headquarters (Dalian House and latterly J B Russell House).

Mums Receive Recognition for Completing Programme



“The programme was very good. It gave great support and good advice.”

FNP Mum

A special graduation event held in December at the Glasgow Science Centre saw young mums rewarded for completing a tailored programme designed to help them in the early days of parenthood. The event saw mums graduating from the Family Nurse Partnership programme.

Aimed at women aged 19 and under expecting their first child, this intensive, structured home visiting programme is delivered by specially trained nurses to pregnant women from under 28 weeks gestation through to their child’s second birthday.

The young mums start the Family Nurse Partnership programme, which is based around the future health and wellbeing of their child, in early pregnancy and take part in a schedule of regular home visits that continue until their child is two years old.

Those using the service decide along with their Family Nurse what they want to cover in each visit. Nurses will share a range of information on pregnancy, giving birth and looking after babies and toddlers.

The Programme is voluntary, with more than 75% of clients who are offered the programme enrolling. Those who choose not to are supported by the Health Visitor programme.

The three overarching goals of the Family Nurse Partnership programme are to improve: antenatal health and birth outcomes; child health and development; and the economic self-sufficiency of the family.

Mhairi Cavanagh, Supervisor, Family Nurse Partnership, for Glasgow City, East Dunbartonshire and West Dunbartonshire, said: “Sometimes mums need a bit of support and the FNP programme is tailored to meet the needs of this age group. The mums who were honoured at the event have all completed the programme and the skills they have learned can be used both now and as their children grow. We are really proud of them and they should be proud of themselves for what they have achieved.”

New Stall Aims to Get Pollok Folk Eating Healthily



Pictured (left to right) : John Casey from Health Improvement South, Lesleyann Currie and a local resident.

Service users and staff lined up to buy fruit and vegetables from the new Fruit and Vegetable Stall, which opened at Pollok Health Centre last month.

Organised by Glasgow City Health and Social Care Partnership's South Health Improvement Team and run by volunteers, the stall will run weekly every Wednesday and Thursday from 12-2pm.

Lesleyann Currie, from the South Health Improvement Team, said: "The stall is open to everybody and aims to provide access to affordable fruit and vegetables locally, to promote increased intake of fruit and vegetables across all age groups and encourage people to prepare more freshly cooked meals at home.

"We are keen to signpost families to information about Healthy Start benefit and vitamins and provide easy recipes that can be cooked with ingredients from the stall. Information about cooking on a budget and signposting to other programmes and services available to people in South Glasgow is also available.

"We are fortunate to be working in partnership with Greater Pollok Integration Network who will be providing volunteers to run the stall and Pollok Credit Union who will provide information on the local credit union and financial inclusion services."

South Health Improvement Team set up the programme as part of local work around the Scottish Government's Maternal and Infant Nutrition Framework. This framework aims to improve health and nutritional outcomes for women 12 months prior to conception, during pregnancy and after birth and for children from birth to 3 years.

Some of the focus of the work from the framework is around promoting healthy eating during pregnancy, increasing awareness of Healthy Start benefit/vitamins, promoting and supporting breastfeeding and promotion of healthy nutrition for children.

Raising Awareness of Antibiotic Overuse



Pictured from left: Prescribing Support Technicians Nicola Herrick, Denise Corrigan, Jen McInnes and Angela Boyce at Shandwick Shopping Centre.

The Prescribing Support Technicians from North East Glasgow Prescribing Support Service recently hosted an information stall in the Shandwick Shopping Centre, Easterhouse to raise public awareness of European Antibiotic Awareness Day.

The event was very successful, with the Prescribing Support Technicians engaging with a number of members of the public – handing out Antibiotic Guardian information leaflets and pens and speaking to people to raise awareness of the importance of not taking antibiotics for self-limiting infections.

They also encouraged people to take their 'Antibiotic Quiz' for the chance to win a £50 gift card for The Forge Shopping Centre and had over 70 entries. The winner was Marion Kane from Easterhouse who was delighted to receive her prize. There was a high level of interest from the public with many of them being reassuringly familiar with the messages around avoiding inappropriate antibiotic use.

North East Locality Smokefree Services Wins No Smoking Day Award



For help to quit smoking contact:

**North East
Smokefree Services
on 0141 201 9832**

**South Smokefree
Services on 0800
028 5208 or 0141 232
4581**

**email: SouthSector.
Smokefree@ggc.
scot.nhs.uk**

**North West
Smokefree Services
on 0141 232 2110 or
text: Quit to 60002**

**email: NWSector.
Smokefree@ggc.
scot.nhs.uk**

**You can also text:
'QUIT' to 60002.**

The North East Locality of Glasgow City Health and Social Care Partnership's Smokefree Services has won the Best Use of Big Cig Costume in the British Heart Foundation's No Smoking Day Organiser of the Year competition.

For No Smoking Day 2015, North East Locality hosted a quiz around the theme, 'Proud to be a Quitter'. One round of the quiz had the Big Cig representing celebrities who have allegedly quit smoking, one being Sir Paul McCartney, and with help from the Guitar music shop in Glasgow, the Big Cig is playing the actual guitar he played (as well as playing left handed!).

Gerry Crawley, Health Improvement Practitioner, North East Smokefree Services, said: "Receiving this recognition from the British Heart Foundation is very inspirational and motivating. I look forward to many more years contributing innovative ideas to help us achieve a smoke free society.

"Having the opportunity to take part in No Smoking Day supports our role in raising awareness of smoking, trying to prevent young people from starting smoking and ensuring we provide enough information to smokers to help them make the right decision to quit."

New statistics from the Health and Social Care Information Centre reveal that half of all people who successfully quit smoking set the date that they planned to stop. No Smoking Day 2016 will be held on March 9 and will have a 'Proud to be a Quitter' theme, which is set to inspire hundreds of thousands of smokers to believe in their ability to quit.

Raising Awareness of Violence Against Women



Above left: Rosshall Academy pupils performing their drama and right: some of the organisers of the event.

Women of all ages and backgrounds gathered at the Pearce Institute in Govan recently to raise awareness of violence against women.

Part of the 16 Days of Action (a worldwide campaign against violence against women), the Peace at Home event was opened by Baillie Fariha Thomas. It included a powerful drama by Rosshall Academy pupils, Givin' it Laldie Community Choir, a range of stalls, arts and crafts, holistic therapies, workshops and a training programme for professionals. The event was a partnership event organised by the South Locality Gender Based Violence Events group.

One of the organisers, Siobhan Boyle from Health Improvement (South Locality), said: "This is the latest in a series of events which brings women together to look at the issues surrounding violence against women including where to seek help and how to identify someone who needs help. We were delighted to see so many people turning up and feedback was really positive."

Jean Stevenson, Health, Homelessness and Housing Lead (South Locality), added: "It is important to get the message out that help is available. All of the services advertised at the event will also help men affected, with the exception of Women's Aid, but it is predominantly females who are affected by the forms of violence highlighted on the day. This is reflected throughout the world and is the reason why the Scottish Government allocates specific money to help address violence against women.

"Many people will say that, if the abuse is so bad, the person should just leave but almost 50% have already left the relationship when the abuse occurs. Others remain in abusive relationships because of fears of being homeless or not having money: the same reasons that people remain in jobs they don't like.

"The event included stalls, workshops and information on a range of subjects including personal finance, legal advice, gender-based violence support agencies, the Police, health improvement and much more."

Organisers also showed five relevant DVDs on topics such as Domestic Abuse, Female Genital Mutilation and Healthy Relationship messages for young people. These can be used by staff to raise awareness of the issue and what they can do in response. People affected by violence against women consistently report that how they are received by their housing officer, GP, health visitor, addiction worker or whoever, when they divulge the abuse, has a great impact on whether they go on to leave a situation or seek help for a past situation.

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The main forms of VAW are: childhood sexual abuse/incest; rape and sexual assault; sexual harassment and stalking; domestic abuse; commercial sexual exploitation and traditional harmful practices including so-called honour crimes, forced marriage and female genital mutilation.

Where to get help:

National Violence Against Women Helpline 0800 027 1234

Scottish Women's Aid: www.scottishwomensaid.org.uk

Shelter: they have advice about domestic abuse and homelessness: [http://](http://scotland.shelter.org.uk/get_advice/advice_topics/families_and_households/domestic_abuse)

scotland.shelter.org.uk/get_advice/advice_topics/families_and_households/domestic_abuse

Rape Crisis Centre, Glasgow: 08088 00 00 14

Men's Advice Line: 0808 801 0327

New Information Cards Can Help Explain Benefits Changes



Do you work with or know someone who receives benefits? Do they know about the recent changes the Government has made to some benefits? Do they know they can appeal decisions they are not happy with?

No? Then the Poverty Leadership Panel could help. They've produced a series of information cards and leaflets that explain the changes to benefits. This includes Universal Credits, Job Seeker's Allowance, benefits sanctions, Personal Independence Payments, Employment and Support Allowance, the Bedroom Tax, Housing Benefit, Council Tax Reductions, debt advice, reconsiderations and appeals.

Andy White, Senior Welfare Rights Officer within the Glasgow City Health and Social Care Partnership, said: "We've made available a series of materials explaining what changes have been made and circulated them around advice agencies, GP surgeries, pharmacies, social work offices, and libraries. There's an A5 size postcard, a smaller postcard format and a small booklet that gives you greater detail about benefits changes.

"Not only do the materials explain the benefits, but also inform people that they have a right to appeal decisions and signposts them where to find out more information.

"We've also produced an appeals pack which we've circulated to advice agencies and other staff to help them assist clients or patients with appealing decisions made about their benefits. It tells them how to challenge decisions and includes a checklist and standard letters to use when doing this. The pack is also available online."

The Poverty Leadership Panel's is a partnership of public, private and third sector organisations as well as representatives from communities with lived experience of poverty. Their vision is that poverty is made a thing of the past.

For more information, go to:

www.povertyleadershippanel.org.uk/

www.glasgow.gov.uk/whaty-ouneedtoknow

www.glasgow.gov.uk/appeal-spack

National Confidential Forum

The National Confidential Forum is here to listen to, understand and acknowledge the experiences of anyone who spent time in institutional care as a child in Scotland.

People from across Scotland and beyond have been sharing their childhood experiences of being in care with the Forum. Those who have already spoken to the Forum include people who stayed in children's homes, boarding schools and hospitals and they range in age from 20 to 80. Most people have come to the Forum offices for a hearing where they talked about positive, negative and mixed experiences, while some have chosen to share their experiences in writing.

Those who visited the Forum met with two Forum members, who in their previous work have listened to people talking about very personal experiences. People have had help in paying for and sorting out their travel arrangements and have been accompanied by up to two supporters.

It can be difficult to decide to come forward and there is help available in making that decision from a dedicated advice and guidance phone line. This is staffed by an experienced listener who discusses with individuals what sharing their experiences may mean for them personally. This can be especially helpful if it is not something that someone has spoken about before. People have been offered information about support services if they may be of help to them.

Ben Lukins, Project Manager at the Forum, said: "Being heard and acknowledged has been a powerful experience for individuals. We are very grateful to all those who have shared with us, including those who had a difficult and distressing time in their childhood. The Forum is only a small part of a bigger journey for some people in dealing with and reconciling issues that have affected them into their adult life. People have been clear about their desire to ensure that what happened to them does not happen to children in care now.

"We have also heard about positive experiences, with people telling us about the good care they received and why this worked well, which is also really valuable to our work.

"What people tell us helps us understand what it was like to be a child in care in Scotland. This is helping us to build a picture of the legacy of care in Scotland, which will form part of the national record and help policy makers provide better and safer care in Scotland for children now and in the future."

Individuals who want to take part in the Forum must be over 16 years old and no longer in care. Institutional care includes residential care or health service or boarding school and could have been run by a local authority, health board, a private provider or a charity.

Anyone interested in finding out more can call the Forum's support staff on free phone: 0800 121 4773
email: information@nationalconfidentialforum.org.uk
website: www.nationalconfidentialforum.org.uk.

What integration means to me - Mike Burns, Head of Children's Services



“As we are required to implement the new Children’s and Young Person’s Act and the aspirations of ‘Getting it Right for Every Child’ that word **every** remains critical.

“It captures both our universal aspiration to make the city of Glasgow a great place to grow up, while recognising that integration exists to do more for the most vulnerable, disadvantaged and neglected children.

“Integration for me, represents a critical opportunity to ‘break the cycle’ of poverty and poor life chances towards a cultural and transformational change to improve childhood in this city.

“We need new and revitalised partnerships across the public sector agenda which are focused on prevention, parenting, early family engagement and support.

“To date much progress has been achieved, but by combining the strengths and skills of the HSCP we can secure better outcomes for the many.”

For more information on integration...

Our people

[Health Website](#)
[Council Website](#)

Our places

[Glasgow City Health and Social Care Partnership \(GCHSCP\)](#) headquarters at Commonwealth House, 32 Albion St, Glasgow G1 1LH (phone 0141 287 0499).

Our papers

You can read our [Integration Joint Board papers](#) at Glasgow City Council or NHSGGC.

Keep up to date...

Health staff – visit [Staffnet](#)

Council staff – visit [Connect](#)