



Aileen Campbell MSP, Minister for Public Health and Sport with Young Carers and Andrew Robertson, Glasgow City Carers Champion at the South East Carers Centre. Full story on page 11.

Welcome

Welcome to the February edition of Glasgow City Health and Social Care Partnership's newsletter.

In this issue we feature the official openings of the new Maryhill Health and Care Centre and the new Glasgow Psychological Trauma Centre. An exciting new development is the consultation on the proposed development of a Health and Social Care Hub at Parkhead in April and May.

We also feature work with Young Carers and the Children and Young People Services Plan 2017-20.

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Chief Officer's Message



David Williams,
Chief Officer

Welcome to the February edition of the Partnership's newsletter.

It is hard to believe that it is the end of February already and the festive break is a distant memory for all of us! In the last newsletter in December I talked about some of the Partnership's achievements in our first year and we will continue to use the newsletter as one of our main ways of communicating with you as we move into another busy, exciting and challenging year.

In 2017 the Partnership will continue to work towards improving the lives of the city's vulnerable citizens as reflected in our vision statement:

"We believe that the City's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. We believe that stronger communities make healthier lives."

A key goal for the Partnership this year is reinforcing the vision's three key elements (Flourish, Transformation and Communities) and making sure that everything we do is linked to one of those elements. Later in this edition you can read about work we're doing to encourage staff to commit to the goals and values of the organisation and to motivate them to recognise the crucial role they play in achieving successful outcomes for the Partnership and for the people we serve. You can also read about a session our senior managers participated in to ensure we have engagement at all levels in the vision of the Partnership and the commitment required to achieve our goals.

We've also been looking for feedback from you on how you would like the Partnership to communicate with you through a survey which is now closed. We'll have the results of the survey to share with you in the next newsletter and we will use your feedback to shape what and how we communicate in the future. Don't worry if you didn't get the chance to complete the survey. We will be offering further opportunities for stakeholders to get more involved in shaping the work of the Partnership in the future.

Indeed communication generally is a key theme of the newsletter this month and you can also read about how we've been consulting with local people and with colleagues from the Greater Manchester Health & Social Care Partnership to share experiences and gather vital feedback.

And we have the usual selection of articles to showcase key achievements that we are making as a Partnership to put in place the care and support infrastructure to improve the lives of the people of the city. Recent months have seen the official opening of the new Maryhill Health and Care Centre and Glasgow Psychological Trauma Centre, which are now providing excellent supports to those in need of their assistance. In future editions of the newsletter we will be able to report on the opening in the early part of this year of more state of the art services including the Wallacewell Day Care and Riverside Residential facilities for

Chief Officer's Message

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older people. These resources are evidence of the commitment of the Partnership to transformation and in fact are fantastic positive examples of how our vision is being achieved.

So we have much to be positive about as we move into the new year and we'll keep you up to date with all the key activity and achievements of the Partnership in 2017 through the newsletter. However you can also keep up to date with what's going on via our Twitter profile (www.twitter.com/GCHSCP), by accessing the meeting papers from the Integration Joint Board and with the launch of the Partnership's new website, which is currently under development.

In Partnership with Local People - Locality Engagement Forums

Glasgow City Health and Social Care Partnership recently completed a consultation on how best to engage with people about health and social care within Glasgow City. The consultation responses were extremely valuable and helped the Partnership to understand what it needs to do to ensure that it has the very best community engagement possible. They also informed the development of the Participation and Engagement Strategy, which was approved by the Glasgow City Integration Joint Board in October 2016.

Building on the Participation and Engagement Strategy, the Integration Joint Board's Public Engagement Committee in November 2016 approved a key recommendation to strengthen our engagement activity at a local level, through establishing a Locality Engagement Forum in each of the Partnership's three localities (North West, North East and South).

These forums will act as a hub for information sharing, communication, consultation and participation in each locality, bringing together the wide range of local groups and networks already in place across the city. Local people, community groups and organisations will have an opportunity to get involved in a range of ways, with further information on Locality Engagement Forums coming soon.

You can view the Integration Joint Board's [Participation and Engagement Strategy](#) and read the [report to the Integration Joint Board's Public Engagement Committee](#) (November 2016).

To find out more about locality engagement in your area please contact:

Lisa Martin, Community Engagement Officer (South Locality), 0141 427 8300
May Simpson, Community Engagement Officer (North West Locality), 0141 314 6250
Tony Devine, Community Engagement Officer (North East Locality), 0141 553 2861

New Maryhill Health and Care Centre Officially Opened



New Maryhill Health and Care Centre.

The new £12.4 million state-of-the-art Maryhill Health and Care Centre was officially opened on 16 January by the Cabinet Secretary for Health and Sport, Shona Robison MSP. Opened to the public in September 2016, the centre provides improved access to a range of primary care services including:

- three GP Practices
- physiotherapy
- podiatry
- addiction services
- community dental services
- district nursing
- health visitors
- sexual health services
- rehabilitation team
- a large physiotherapy gym for local patients
- health improvement teams offering support to stop smoking
- youth health services and
- a ground floor dedicated wholly to an adult mental health facility.

The centre also incorporates 'Waken into Falling Light' - an arts and environment strategy. The aim is to develop opportunities that enhance both the external and internal aspects of the centre to increase wellbeing, improve visitors' experience and encourage a sense of community ownership of the building.

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During her visit, the Cabinet Secretary visited the therapeutic garden, the physiotherapy service, Gairbraid medical practice and the community mental health team/social work team.

Shona Robison MSP said:

“I’m delighted to officially open Maryhill Health and Care Centre; it’s a tremendous new facility. A key part of our vision for the health service is to enhance our community health services. We want to see GPs empowered to play an enhanced role, leading multi-disciplinary teams of health professionals. The Maryhill Health and Care Centre is the perfect place in which this vision can become a reality and I am sure it will serve the local community well for many years to come.”



Shona Robison MSP talks to staff in the therapeutic garden.

David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, took part in the event. He said, “This is a truly integrated facility for the Maryhill community, and I am particularly proud and excited about the range of services, supports and spaces that the centre offers the local community.

He said: “The new centre is a multi-profession, multi-agency, multi-service facility, and through careful design we have planned spaces where health and social care staff, along with GP and third sector colleagues, will be able to work closely together planning and co-ordinating care and support for local residents. It is a building right for now and right for the future which will help us to find new and different ways of working to enable our staff to continue to deliver and improve our services into the future.



Shona Robison MSP talks to staff in the physiotherapy gym.

“I am delighted that here in Maryhill we have invested in a health and care centre that works for people and that conveys a sense of wellbeing, through innovative design which incorporates an arts and environment strategy based on the theme of light. In fact the design is all about lightness and space - I would like to specifically thank the artists who made this possible and the many people from the local community who were involved in the design. I would also like to take this opportunity to thank all the members of the project, design and delivery groups for their work on this project.

“Our Health and Care Partnership was set up to improve the health and wellbeing of local people. This centre will be crucial in this endeavour as well as being at the heart of the community it serves.”

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Arts Strategy at Maryhill

Julie Gordon, Health Improvement Lead (North West Locality) and Chair of the Arts Strategy Group, commented on the Arts activities.

She said: “As a legacy of the Arts Strategy, we have a project that benefits from being close to the Canal, where we host health walks every Friday (1-2 pm) interspersed with an artistic input on the last Friday of the month. Some examples so far include a piper, story-telling, photography and heritage walks.

“We also have a gallery zone that displays photographs, reflecting local history which has been a source of great interest. It has promoted intergenerational discussion within families who use the new building. The next display will focus on people who have made a contribution to the area in the past. This area could also be utilised by local artists to display works or by local schools.”

Patients’ comments on the Health and Care Centre have included: “There are a lot more services in the Centre” and “very impressed by it – it’s light, modern, clean and the staff are so friendly and helpful.”



Photography at Maryhill Health and Care Centre.



Artwork at Maryhill Health and Care Centre.



John Brown, Chair NHS Greater Glasgow and Clyde, Shona Robison MSP and David Williams, Chief Officer of the Partnership with staff at the official opening of Maryhill Health and Care Centre.

Focus on Dementia - National iHub Project



Glasgow City Health and Social Care Partnership has over the last year been involved in a number of projects linked to Healthcare Improvement Scotland's innovative improvement resource: the Improvement Hub, also known as iHub.

In Glasgow City, we have six projects that are part of the iHub, and in this article we will feature one of them: Focus on Dementia.

Firstly though, what is iHub? Well it's all part of the integration of health and social care services across Scotland. Healthcare Improvement Scotland (HIS, formerly Health Scotland) worked with a range of partners, including senior managers from the Partnership, to develop the iHub.

Its aim is to support the development of cultures within health and social care partnerships to support staff to improve their day-to-day practice and support the work to redesign teams, services and processes to ensure the people we care for get the right support at the right time.

The Focus on Dementia project is just one of more than 30 programmes available for health and social care partnerships to take part in and is a key project within Glasgow City.

Jill Carson, North West Locality's Service Manager (Older People and Primary Care), based at William Street Clinic, is one of the leads on dementia work across Scotland, sitting on the group that steers the work of the Focus on Dementia project.

She said: "As part of Focus on Dementia, in Glasgow City, we have been working to improve the support given to people with dementia across all of our services. In particular, we work closely with Focus on Dementia in the delivery of post-diagnostic support, and in improving the care of people with dementia in wards, both in general hospitals and within our Older People's Mental Health Services.

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“We’ve also been looking at the recently developed Quality Improvement Framework for post-diagnostic support, and we are considering putting in a bid to become a pilot site for Focus on Dementia’s forthcoming programme in Primary Care looking at how we can deliver post diagnostic support in community settings such as GP practices.

“This will dovetail with our proposed future delivery of post-diagnostic support, which we are currently tendering for and which should see support delivered within community settings by a third sector organisation. We are aiming to start the new service in April.

“The aim of providing support this way is to enable our service users to remain connected with their own communities. This is important particularly for people who are still able to live at home and who don’t need the support of specialist dementia services, but still benefit from tailored advice and support.”

Jill revealed that they have also been running the 8 Pillars Project pilot, which is a programme with ‘eight pillars’ of support that are tailored to people with more advanced dementia and their families. Having recently completed the pilot in the southside, this project is now at the evaluation stage. Focus on Dementia is planning a learning event based around the national evaluation report later this year. Apart from overseeing all this work, Jill has also been contributing to the third national Dementia Strategy, which is about to be published.

She added: “The strategy sets out how dementia services will be shaped over the next three years to ensure people with dementia and their carers receive the best care and support we can give.”

Getting People into Work, Training or Learning

There are a range of services throughout Glasgow that can help unemployed people back into work or further education, and Glasgow Bridging Service is just one of them. It supports residents with health and social care support needs towards work, training, education and volunteering.

Depending on needs and achievement aspirations, support can include:

- confidence building and personal development
- career guidance, work preparation and business startup advice
- support to access opportunities such as community learning, college courses and training.

The service also provides detailed information on how work or training could affect benefits.

So who can apply? You must be aged 16-65 years with employability aspirations living in Glasgow, eligible for benefits (not necessarily receiving), not working or in full-time education or on a work programme (such as Ingeus or Working Links). If you fit the bill, you need to speak to your health or social care worker who will then refer you to the service.

Managed by Momentum Skills on behalf of NHS Greater Glasgow and Clyde and Glasgow City Council, the Glasgow Bridging Service can be contacted at:

Telephone: 0141 419 5299 Email: thebridgingservice@momentumskills.org.uk

Web: www.momentumskills.org.uk/our-services/service/glasgow-workability-programme

Sharing Experiences with other Health and Social Care Partnerships

Members of the Greater Manchester Health and Social Care Partnership Executive Management Team recently visited Glasgow on 3 February to hear about the work going on in Glasgow and find out where closer working ties could benefit both organisations. Discussions included the governance of both organisations, delivery of older people services and an outline of Mental Health issues and provision in Glasgow. Guests were then able to visit one of the Partnership's new care homes, Hawthorn House, or the criminal justice work taking place in the South of the city at the Women's Community Justice Centre. The visitors were most impressed by both services.

Recognising the benefits of this type of relationship, David Williams, Chief Officer of the Partnership, noted that "we have a lot in common with colleagues in Manchester. By having the conversation with them about how we work and finding areas where we can learn from each other, it can lead to services learning and understanding how we can do things differently."

Further work with Greater Manchester Health and Social Care Partnership is expected to develop over the next months to further cement this beneficial relationship.

Children and Young People Services Plan 2017-20

The Partnership is in the process of preparing a Children and Young People Services Plan for the period 2017-20 as per the Children and Young People (Scotland) Act 2014 (Statutory Guidance Part 3: Children's Service Planning).

Consulting on the new plan is part of the guidance, and the Partnership has taken the draft framework out to various groups and other stakeholders. Recently, Glasgow Council for the Voluntary Sector's (GCVS) Everyone's Children Project hosted an event for all third sector organisations.

The GCVS Everyone's Children Project was launched in 2014 and funded by the Scottish Government to support the third sector in Glasgow to consolidate and strengthen its role in providing services to children, young people and families.

There are around 800 third sector organisations in the city that provide services to children, young people and families. They range from large national organisations providing specialist services to local community groups and faith groups providing clubs and activities. Housing associations and credit unions also provide more general support to families.

Mike Burns, Head of Strategy (Children's Services) and Gary Dover, Head of Planning (North East Locality) spoke about the work taking place to produce the Partnership's Children and Young People Services Plan 2017-20 and urged third sector organisations to contribute their views.

Information about the new plan will be placed on the Partnership's website by the end of April.

Agencies Working Together to Help Young Carers

Glasgow South East Carers Centre hosted a ministerial visit on 7 February to enable Aileen Campbell MSP, Minister for Public Health and Sport to meet with young carers who have been supported by Glasgow City Carers Partnership.

The Minister for Public Health and Sport also took the opportunity to consult with young carers on issues relating to upcoming changes to legislation. The young carers had prepared a short presentation and story boards to share their experience of being a young carer.



Aileen Campbell MSP is welcomed to Glasgow South East Carers Centre.

The Minister was welcomed by Andrew Robertson OBE, Carers Champion, Glasgow City Council, and Julie Young Manager of the South East Carers Centre.

Andrew Robertson said: “Close working together and openness across the different professions and third sector agencies is key to the success of the Carers Partnership. Bringing the young carers together today with the Minister really worked. The young carers were upfront in sharing information about the good things they have been given support with and areas where help could be improved.”

Members of the Glasgow City Carers Partnership’s Young Carers Strategy Group and young carer support workers then shared progress with staff from Education Services and Glasgow City Health and Social Care Partnership in preparation for implementing requirements of the Carers Act.

Ann Cummings, Service Manager and Strategic Lead for Carers for the Partnership, stated: “This has been a great opportunity to showcase Glasgow Carer Partnership’s Young Carers Strategy to the Minister for Public Health and Sport. The partnership between the voluntary sector, Social Work and Education Services seeks to identify young carers and to remove or alleviate inappropriate caring roles by providing supports to the whole family. I would like to say thank you to the young carers and their families who kindly shared their experience of being supported by Glasgow Carers Partnership.”

Lesley Mortimer, GIRFEC (Getting It Right For Every Child) Lead Officer, Education, commented: “The Carers (Scotland) Act 2016 will provide further opportunities to strengthen our partnership work to ensure consistency of support for all our young carers.”

Janet Hayes, Planning Manager within the Partnership’s North East Locality, also added: “Hearing the stories from the young carers really brought home the issues they have to face on a daily basis and shows how working in partnership can help make positive outcomes for the young people.”

Young Carers Awareness Day 2017



Young Carers highlight barriers to their dreams and aspirations.

January 26 was Young Carers Awareness Day 2017. To mark this day, Carers Services in the North West of Glasgow hosted two events for professionals to highlight the barriers that some young people with a caring role face in achieving their own dreams and aspirations.

Young carers from the North West of the city worked with Catch the Light to compile a thought-provoking and honest insight into the lives of young people with a caring role; the strengths that they have, the struggles that they face and the aspirations that they work towards.



The young people posed the professionals questions asking how each individual could support young carers and their families through their work. The professionals highlighted that more joint working and better awareness of carers' issues are needed for everyone to become more carer aware.

Marie Ann Kerr from the North West Carers Team commented:

“The day has been a great success with more than 60 colleagues taking time out of their day to participate. The young people did a fantastic job of telling their individual stories and this has had a huge impact on the people who listened to them today. Already from the events we have had organisations offering different ways that they can support young carers and colleagues interested in future training opportunities. The events would not have been possible without the support of the Glasgow Carers Partnership, Public Partnership Forum, Carers Trust, Catch the Light and the openness and ideas of the young people involved.”

New Parkhead Hub Confirmed as a Priority

The prospect of a new £40 million state-of-the-art Health and Social Care Hub in Parkhead moved one step closer when the Glasgow City Integration Joint Board agreed at its February meeting that the project should be a priority for future investment. It was also agreed that full engagement on the proposal should be carried out by the Partnership between March and May.

As far back as 2013, the current health centre has been assessed as requiring modernisation and expansion in order to continue meeting the needs of the local population in the medium to long term. While still fit for purpose, the building is not suitable for the provision of 21st century health and social care services. This is exacerbated by the expectation that more care will be provided outwith hospital settings in the local community.

At this early stage, in addition to acute service yet to be determined, it is envisaged services based in a new centre would include:

- two GP surgeries
- Community pharmacy
- Primary care mental health and psychotherapy
- Older people's mental health services
- Social Work children and family teams
- Health and social work addiction services including hospital addiction team and criminal justice social work services.
- Dental services
- District nursing
- Health visiting and school nursing
- Rehabilitation and enablement services
- Learning disability services
- Sandyford East sexual health services

The current Parkhead Health Centre is strategically located in a busy location and, thanks to good public transport links, is accessible to people in Parkhead and Dalmarnock as well as accommodating services used by residents across the wider east end.

The regeneration of the Dalmarnock area led by Clyde Gateway and the Commonwealth Games is expected to result in the re-establishment of a new community in the area with an estimated future population of 20,000 people.

In addition, the new hub will bring positive economic and regeneration impacts by bringing together a number of public services into one dedicated site alongside a wide range of existing shops and leisure facilities.

David Williams, Chief Officer of the Glasgow City Health and Social Care Partnership, said: "A new expanded centre would be designed to be much more than a simple replacement of the existing facility. It would provide local people and the new residents of Dalmarnock – where there are currently no significant health services – with access to state-of-the-art health and social care services in a facility fit for the 21st Century.

"North East Glasgow, and Parkhead in particular, is one of the most deprived communities, with some of the worst health outcomes, in Scotland. The planned design of the building will help further break down the barriers between services and help to create a seamless pathway between services for patients and service users.

"The Health and Social Care Partnership believes that the people of Glasgow can flourish with access to health and social care support when they need it. We're actively transforming health and social care services to help people and their communities lead stronger, healthier lives."

New Psychological Trauma Centre Officially Opened



Maureen Watt MSP meets staff and service users at the official opening of the Trauma Centre.

A specialist mental health service in Glasgow working with people who have experienced complex traumatic events was officially opened on 25 January by Maureen Watt MSP, the Minister for Mental Health. The Glasgow Psychological Trauma Service is designed to tackle the mental health difficulties associated with experiences such as childhood abuse, war, human trafficking, major incident or domestic abuse and it is expected to see about 600 people annually.

The new service is led by Consultant Clinical Psychologist Dr. Lisa Reynolds who was one of the first to be called in to help with the psychological trauma experienced by victims of both the Clutha helicopter crash and George Square bin lorry incident.

Opened last May, the service brings together specialist resources from five different areas of NHS Greater Glasgow and Clyde to deliver a single 'complex trauma' unit on a single site at the Anchor Centre in Cessnock.

Mental health services are also delivered on behalf of the Scottish Government for survivors of trafficking and for in-care survivors of childhood abuse. It also brings together expertise in working with young people, homeless individuals and female offenders who all have an increased risk of experiencing complex trauma.

Maureen Watt MSP said: "I am delighted to officially open this important service. Any one of us could go through a traumatic experience at any time. In order to come to terms with what's happened, people often need very specific support and counselling."

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John Brown CBE, Chair of NHS Greater Glasgow and Clyde, said: “The Glasgow Psychological Trauma Service specifically targets those most in need and those people whose world is turned suddenly upside down following major incidents.

“The Glasgow City Health and Social Care Partnership is committed to these vulnerable groups and have responded by consolidating expertise across these specialities to offer a ‘one stop shop’ for psychological trauma and mental health.

“This service is a resource for the whole community offering training and consultation to ensure that the right people get the right help at the right time.”

Dr. Reynolds said, “We absolutely recognise the impact of psychological trauma following a traumatic event. As a result, we have a staff of 27, including clinical psychologists and occupational therapists, working with these vulnerable groups.

“An important aspect of our work is that we’re committed to sharing our knowledge and skills to ensure the whole of our Health and Social Care Partnership is trauma informed in order to recognise and respond to psychological trauma. Referrals are made to the service through a range of resources, including GPs, community mental health teams and social work.”

Recognising Our Nursing Staff

Thirteen of our Community Nursing staff from a variety of Partnership services attended a Queen’s Nursing Institute Scotland (QNIS) event held at The Campanile Hotel on 20 January. Each received the QNIS Long Service Award for nurses with 21 plus years of working in the community. The total number of nursing years in the room was a staggering 343 years.

Mari Brannigan, Nurse Director of the Glasgow City Health and Social Care Partnership and Clare Cable, Nurse Director of the Queen Nursing Institute Scotland presented the awards.

Mari said: “I am delighted to host what is the fourth QNIS long service awards ceremony within the Partnership in recent years. The ceremony showcased a wide range of roles undertaken by nurses working in the community. We



Nurses receive their Awards.

have come a long way from the traditional role of a community nurse with great opportunities available to work in a diverse range of services.”

Donna Hunter, Professional Nurse Advisor, Specialist Children’s Services, who organised the event, said it was a wonderful afternoon, with nurses sharing stories from their long nursing careers.

Supporting the 16 days of Action Campaign

With almost 60,000 domestic abuse incidents reported to Police Scotland in 2014/15, the Glasgow City Health and Social Care Partnership helped to support the 2016 annual 16 Days of Action Campaign in December. This is an international campaign that focuses on the elimination of all forms of violence against women.

Violence against women includes domestic abuse, childhood sexual abuse, rape and sexual assault, sexual harassment, female genital mutilation, forced marriage, prostitution, trafficking and other forms of sexual exploitation. While men and boys are also abused in these ways, overwhelmingly in the world, these acts are carried out by men against women and girls, hence the targeted campaign.

Statistics include:

- in 44% of cases, where the relationship was known, the perpetrator was an ex-partner, that is, the victim had left the person
- those with a disability are more likely to experience Violence Against Women (VAW) than those without; especially those with a learning disability
- Police Scotland recorded 9,557 sexual offences in 2014/15; an increase of 11% from 2013/14 and
- a review of 46 studies of women inpatients revealed that 46% reported having been subjected to sexual abuse in childhood.

Across the city there has been a programme of planned action to highlight the devastating effects of violence against women.

Work is carried out in partnership with the non-statutory sector, Glasgow Life, Police Scotland and Glasgow Community Safety Services among others.

Jean Stevenson, Homelessness and Housing Lead, South Locality, said: "Many events were organised across Glasgow to raise awareness of issues involved and the wealth of help available. These included four lunchtime drop-in sessions for health and social care staff and eight local events within community organisations."

Key support agencies include:

- Scottish Domestic Abuse Helpline 0800 027 1234 (will help males and females with wider forms of abuse too, for example, rape)
- Rape Crisis Scotland Helpline 0808 801 03 02
- Men's Advice Line 0808 801 03 27
- FGM Helpline 0800 028 3550
- Police Scotland 101 to be put through to the nearest VAW department (also help men)

See It, Challenge It, Report It - Responding to Hate Crime

Human Rights and Hate Crime were the focus for a recent event for staff and local people held in the North West Locality at the Heart of Scotstoun Community Centre. Sofi Taylor, Equalities Lead, Glasgow City Health and Social Care Partnership, began the event with an introduction to Human Rights. Sofi said: "Human rights belong to everyone, everywhere, throughout our lives, from birth until death. They are the basic rights we all have regardless of who we are, where we live or what we do. They range from the rights to an adequate standard of living (including food and housing), education and health, freedom of thought, religion and expression."

Alastair Low, Planning and Development Manager, Corporate Equalities, NHS Greater Glasgow and Clyde and Craig Collier, Safer Communities, Police Scotland then led a group discussion on human rights in the context of hate crime. Alastair said: "Hate crime is any crime motivated by prejudice based on race, religion, sexual orientation, disability, or transgender identity."

"When people come to our service with injuries due to hate crime we need to help them realise they are a victim of a criminal offence, a hate crime. For example, people with a disability may not realise they are a victim of hate crime if they are assaulted due to their disability."

"Any crime can be motivated by discrimination. We can play an active role as health and social care providers to help our staff and patients recognise hate crime. Victims of hate crime tend to suffer in silence and have their rights negated so we are talking to staff about understanding hate crime, promoting third party reporting and delivering training so that when people come for treatment staff are in a position to help individuals understand they have been a victim of hate crime and support them to report it."

Third party reporting is where victims/witnesses of hate crime who do not feel comfortable reporting the matter directly to the Police are able to report it to someone they are familiar with. To ensure all victims/witnesses are able to report hate crimes, Police Scotland works in partnership with a wide variety of partners who perform the role of Third Party Reporting Centres. Staff within Third Party Reporting Centres have been trained to assist a victim or witness in submitting a report to the Police and can make such a report on behalf of the victim/witness. Examples of Third Party Reporting Centres participating in the scheme range from housing associations to victim support offices and voluntary groups.

You can report a hate crime as follows:

- by telephone, 999 (emergency) or 101 (non-emergency)
- in person at any police station
- find your nearest [Third Party Reporting Centre](#) or
- by clicking the following link - [Hate Crime Reporting Form](#).

Training is available for staff and provider agencies from March 2017, at the Queen Elizabeth Hospital, information on training is on the NHS Greater Glasgow and Clyde Equalities website. It is also part of the Adult Support and Protection Multi Agency suite of training available for both staff and provider agencies at Brook Street Learning & Development Centre. Contact Linda Gunn, Senior Officer, Adult Services, based in Commonwealth House, 32 Albion Street, Glasgow G1 1LH on 0141 276 5942.

Staff Engagement

The Partnership has been planning a range of ways to expand and support staff engagement opportunities. It has already begun to hold staff sessions with the Senior Management Team, and there will continue to be monthly sessions across staff groups and locations. The Partnership will also shortly be launching iMatter, too. Please read on to find out about these.

iMatter Staff Experience Survey

iMatter is a new work-based survey, which the Scottish Government is rolling out to staff in health and social care settings to promote its 2020 workforce vision of developing a healthy organisational culture. The purpose of the engagement is to encourage staff to commit to the goals and values of the organisation and to motivate staff to recognise their part in achieving successful outcomes for the organisation. The major difference with this new survey is that it will produce reports for each team that captures the collective views and scores of its members and result in an action plan developed by the team with its manager supported by OD colleagues.

Isla Hyslop, Head of Organisational Development for Glasgow City Health and Social Care Partnership, said: “The survey presents the opportunity for us to have a more coordinated approach to staff engagement with all our health and social care staff and is an ideal opportunity for staff to be able to influence and shape future developments and areas for improvement with their team. HR and OD will support managers locally to understand what to do and help them gather accurate information about their teams.”

Briefing sessions will be rolled out for all managers in the Glasgow City Health and Social Care Partnership in February and March.

David Williams, Chief Officer of the Partnership, has asked that all managers prioritise time in their diary to attend these briefing sessions. He said: “Understanding staff experience is important to us as an organisation. Not only will the experience benefit staff from a morale point of view but it will also benefit the patients and service users who we work with and potentially improve their experience, too. Therefore it is important that we all participate in this opportunity to shape the future of our organisation.”

Each member of staff will receive an email from Webropol, an independent Finnish company, and asked to complete the survey. There will be 29 questions to complete around you as an individual, your manager and your team. All answers are treated confidentially and each team will receive a score along with a report. No-one else will know the score of any other team and the Chief Officer will only receive the overall score of the Partnership.

Feedback will be contained in the team report, and the team members along with their manager will agree an action plan focused on three key issues for improvement and acknowledge one key success area. The team will review actions later in the year before the next annual survey is due to be completed.

Staff who require paper copies will receive these from their line manager along with a stamped address envelope, which can then be sent directly to Webropol when completed by the staff member.

Compassionate Leadership Event

In early December last year, around 120 senior managers across the Partnership met to receive an update on Health and Social Care Integration and discuss current challenges and opportunities for the Partnership. David Williams, the Partnership's Chief Officer, opened the session by discussing the current position of the Partnership and how it will move forward. He stressed the importance of valuing staff at a time when financial savings were required and highlighted the opportunities for innovation and creativity. Recognising the scale and level of change required, David noted that "achieving this will require all of us to work together to transform our services in a more comprehensive way than ever before."

Michael West from the King's Fund presented recent UK-wide research on best practice for team working. He emphasised the importance of developing both the vision and four or five key objectives that could be aligned and easily understood by staff at all levels.

Pat Togher, Head of Children's Services and Criminal Justice, North West Locality spoke about how the Partnership had built a new way of working for kinship care. He highlighted that through "real collaboration positive change could be realised for vulnerable children in Glasgow."

Managers who attended the event participated in round table discussions and provided feedback on the event. Some comments included: "There is an opportunity to build wider networks and support staff through access to improved training, learning and development" and "We recognise that there is a vision for the organisation – we need to ensure that this is embodied at every level in the organisation."

A write-up of the event has been shared with participants.

First of our Staff Engagement Sessions

The first of our new series of staff engagement sessions with the Partnership's Senior Management Team began in January, as a group of addiction staff from across the city met with David Williams, Chief Officer, Ann-Marie Rafferty, Head of Operations (North East Locality) and John Goldie, Head of Addictions (South Locality) to hear about and ask questions on how the integration agenda is progressing.

Providing staff with direct access to members of the Partnership's Senior Management Team, gave those present the opportunity to discuss with them their experiences of working for the Partnership along with ideas and suggestions that could improve the addiction services that the Partnership provides within the city.

The session ended with a lively question and answer format that provided everyone with the opportunity to raise areas of interest directly with David, Ann-Marie and John. Subjects like compatible ICT systems, staff flexibility and providing more joined up working were keenly discussed by those present.

A programme for further sessions has been developed and feedback from each one will help inform thinking on how the Partnership progresses with areas of service reform.

What Integration Means to Me

by Karen McNiven, Health Improvement Manager, South Locality



Karen McNiven

“Integration gives the Health Improvement teams and the wider Partnership the opportunity to work better together to address health inequalities and improve the health of local residents, particularly those who are more vulnerable. Integration provides us with the scope to strengthen our internal relationships across key health and social care services and with our wider community planning partners to deliver more cohesive and quality services.

“Through integrated and joint working we have a real opportunity to maximise our resources, skills and knowledge across our workforce to achieve success. Integration also provides us with a real opportunity to think and act differently and make the necessary changes to how we do our business particularly during these very challenging times. For me, it is crucial that we keep listening to our staff and continue to engage with them and local residents to hear their views on what changes are required, and importantly, to find new solutions to the challenges we face. In doing so, I believe we will achieve successful outcomes.”

And Finally...

If you require this newsletter in an alternative format or wish to be added to our distribution list then please email SW_CommunicationsUnit@glasgow.gov.uk

Find out what is happening across the Partnership and Localities on a daily basis by following us on Twitter @GCHSCP.

For more information on Integration...

- ▶ **Our People:** [Glasgow Website](#) / [Health Website](#)
- ▶ **Our Papers:** You can read our Integration Joint Board papers on [Glasgow Website](#) or [Health Website](#)
- ▶ **Our Places:** Glasgow City Health and Social Care Partnership (GCHSCP) headquarters at Commonwealth House, 32 Albion Street, Glasgow, G1 1LH