

# partnership matters briefing



Susanne Millar, Chief Officer

## November/December 2023

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk).

### Message from Susanne Millar, Chief Officer

We're now well into December with the festive season upon us, and it's hard to believe that this is the last issue of Partnership Matters for the year!

Whilst this will be a time for folks to get a break and spend time with family and friends, we'll continue to deliver our essential services to our city's most vulnerable patients and service users who rely on them. I'd like to express my gratitude and thanks to staff and partners who'll be working over the holiday period to maintain care and support and be that familiar face to them. I appreciate that this is at a time when we're facing winter pressures, and despite this, it never ceases to amaze me the great efforts that staff go to in ensuring they're supported.

I'd also like to say thanks to all our staff and partners for their hard work and commitment over the past year in continuing to support the health and social care needs of our city, and their support for one other. You make me ever so proud to be a part of what we're doing in Glasgow to support our patients, service users and their families, especially during this challenging period of the cost of living crisis and the impact it's having on people across Glasgow and Scotland. You are what make Glasgow, and I'm immensely grateful for what you do on a day-to-day basis. Thank you.

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We kick off this issue of Partnership Matters with a feature article on Technology Enabled Care (TEC) Clinics that we'll be trialling as part of our Health and Social Care Partnership's (HSCP) Maximising Independence approach. We use technology regularly in many areas of our lives. But for many people, technology can be a barrier to their wider community, as well as a

welcome lifeline. As well as helping with day-to-day tasks like switching on lights and making phone calls at the touch of one button, there are tools that can help people stay safe inside and outside their home, such as movement and temperature sensors, alarms and reminders.

We'll be working with partners to provide digital support to those who use our services, their families and staff who support them and the general public in Glasgow. The clinics will be delivered through Glasgow Life libraries and third sector organisations, offering advice and support on devices including smart phones and tablets. There will also be information on how to access equipment and apps that can support people's health and care such as medication prompts and how to stay connected to their friends, families and carers.

We also feature articles on:

- our HSCP's [Supported Employment Service](#) and how they've been supporting people with autism and learning disabilities into paid work for the past 14 years. We recently created a short [video](#) to showcase the service and tell the inspiring story of clients who have benefited from being supported by it
- [National Power of Attorney \(PoA\) Day](#), which took place on 23 November, when we're reminded of the importance of having a PoA in place – a legal document that allows an agreed person to act on behalf of someone in the event of an emergency, illness or accident
- [16 Days of Activism Against Gender Based Violence](#), the international campaign that calls for the elimination of gender-based violence against women and girls from 25 November to 10 December, during which we raised awareness and
- our latest [Health Improvement Annual Report 2022 to 2023](#), highlighting the work of our HSCP's Health Improvement Team and the progress made in improving health and wellbeing and reducing health inequalities

We also continue to include links to more [news articles](#) that have been published on our HSCP's website, as well as links to upcoming meetings and events. You can keep up to date on what's happening across our HSCP with partners by following us on [X](#) and [Facebook](#), too. If you have something you'd like to feature in Partnership Matters, feel free to email us at [gchscp\\_communications@glasgow.gov.uk](mailto:gchscp_communications@glasgow.gov.uk).

I'd like to wish each and every one of you an enjoyable and peaceful time, and I hope you get to have a rest at some point over the period or in the new year.

Warmest holiday wishes,

Susanne

## TEC Clinics help take the fear out of technology

You're probably reading this article on a laptop or mobile device. We use technology routinely across most areas of our lives now. But for many people, technology can be a barrier to the wider community, as well as a welcome lifeline. While tech devices can support people to



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access care, support and social connection, a lack of awareness and understanding of what's available and how to use tech can be a real hurdle.

Now, a new project, being trialled as part of our Health and Social Care Partnership's (HSCP) Maximising Independence approach, will help people who feel they just don't 'get technology,' take the first step.

Michael Gillespie, Principal Officer within our HSCP's Older People Planning and Transformation Team explained: "Familiar technical devices, such as alarms, sensors and health monitors can give great extra support for people, helping them to maximise their independence. But barriers to digital inclusion such as the cost of purchasing equipment readily available on the high street, fear about security, lack of awareness about the benefits, availability of devices and the skills to use them, can prevent people from getting the most out of commercially available technology that could really help them.

"So we want to support people, their families and carers to familiarise themselves with the equipment through some very practical hands-on help."

The Technology Enabled Care (TEC) Clinics Project is working with partner agencies including Alzheimer's Scotland's [Adam project](#), Glasgow Life Libraries and [AbilityNet](#) with the aim of providing digital support not only to the people who already use our services, and their families and staff who support them, but to the general public of all ages in Glasgow.

As well as helping with day-to-day tasks like switching on lights and making phone calls at the touch of one button, there are readily available tools that can help people stay safe inside and outside their home, such as movement and temperature sensors, alarms and reminders.

The clinics will be delivered through Glasgow Life libraries and third sector organisations, offering advice and support on devices, including smart phones and tablets. There will also be information on how they access equipment and apps that can support health and care such as medication prompts and how to stay connected to their friends, families and carers. The team at the clinics will also help to identify and signpost people to appropriate tech solutions and support that's readily available on the consumer market.

As well as helping people maintain their independence at home, devices can flag up health and wellbeing issues earlier, so that support can be given at the earliest stage if needed and people can stay out of hospital wherever possible. In some cases, tech devices can help people who have been diagnosed with a long-term condition such as diabetes, COPD and heart disease to improve their understanding and maintain their wellbeing.

So far, six libraries across Glasgow will host the TEC Clinics, in Maryhill, Partick, Royston, Springburn, Castlemilk and Pollok, beginning early in 2024.

Look out for more information coming soon at [Your Support Your Way Glasgow](#) and for more information, email [michael.gillespie@glasgow.gov.uk](mailto:michael.gillespie@glasgow.gov.uk) or [chris.furse@glasgow.gov.uk](mailto:chris.furse@glasgow.gov.uk).

## Spotlight on our Supported Employment Service

Our Glasgow City Health and Social Care Partnership's (HSCP) [Supported Employment Service](#)



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has been supporting people with autism and / or learning disabilities into paid work for the past 14 years.

The Glasgow Supported Employment Service is a team of job coaches who support people with learning disabilities and / or autistic spectrum conditions to find and keep full time jobs. They recognise that getting a job is important for people with a learning disability / ASC but that finding and keeping one can be difficult to do without support.

The need for the Supported Employment Service comes from the level of inequality in the workplace, with only 5% of people with learning disabilities and / or autistic spectrum conditions in full time employment.

Glasgow Supported Employment Service is also one of the main partners in delivering [Project Search](#), a full-time intensive work experience programme for people aged between 18 to 29 years who have learning disabilities and / or autistic spectrum conditions.

Martin, a young man with learning disabilities, said: “My life looked pretty bleak, like it was going to go nowhere, and then I got into Project Search, which then led to getting in touch with the Supported Employment Service and securing a Modern Apprenticeship. Now, I’ve got a permanent post and my life looks brighter than what it was five years ago.”

The service is delivered on a one-to-one basis with the job coach getting to know about the skills, abilities and aspirations for every client before starting to help the search for the right job.

This year, over 50 clients have secured employment with the help of the Supported Employment Service.

Angie Black, Service Manager for the Supported Employment Service, said: “The supported employment model is totally person-centred, and its evidenced as being the most effective way of supporting people with disabilities into employment and keeping them in work. We’re very lucky to work in partnership with other organisations and employers that help our clients achieve the best outcomes and succeed in the world of work.”

Recently, a [short video](#) was created to showcase the Supported Employment Service and tell the inspiring story of the clients who have benefitted from taking part in the programme.

Alistair, a young man with autism and learning disability who has been supported by our Supported Employment Service over the past year, said: “My job coach helped me overcome my worries about the possibility of working in the hospitality sector. I always thought it might be too busy and that I might not cope. I was reassured that with the right training and work experience it was worth looking at.



“I’ve now completed my probation period working at the reception of a busy reception desk. My job coach continues to support me in my career journey where he continues to encourage me and help me sort out my move from benefits into paid work.”

### **Get in touch**

Would you like to know more about Glasgow Support Employment Service? Do you know a young person who would benefit from this programme?

Please get in touch and find out more:

Glasgow Supported Employment Service

Phone 0141 287 6713

Email [supportedemployment@glasgow.gov.uk](mailto:supportedemployment@glasgow.gov.uk)

### **Remember, remember the 23rd of November – National Power of Attorney Day**

National Power of Attorney (PoA) Day on 23 November is when the public are reminded of the importance of having Power of Attorney - a legal document that allows an agreed person to act on their behalf in the event of an emergency, illness or accident.

Sadly, every day, staff from across the health and social care sector hear of instances where a person can’t be discharged from hospital because they haven’t got a PoA in place.

PoA is a legal document giving a chosen person the authority to act or make decisions on another person’s behalf. PoA comes into being when that person is no longer able to look after their financial or personal affairs.

Last year, Glasgow City Health and Social Care Partnership (HSCP) ran an eight-week campaign to raise awareness of Power of Attorney through improved conversations with patients service users and their families.

Ann Cummings, Chair of the National PoA Steering Group, and Service Manager at our HSCP, says frontline staff continue to help get the message out to Glasgow residents.

Ann said: “Staff and partners in the third sector continue to have Power of Attorney conversations with clients and families. It’s part of the day-to-day business.

“The reason is so many people still wrongly assume their next of kin or a family member can make decisions on their behalf should something happen suddenly or without warning.

“Truth of the matter is, families face a long and stressful process arranging personal and financial matters at a time when emotions are already running high, if they have not arranged a Power of Attorney.

“People need to protect themselves and their family.”

While the Office of the Public Guardian (Scotland) indicates PoA registrations in Glasgow increased 38% over the last year, Councillor Chris Cunningham, City Convener for Health, Care



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and Caring and Older People, is urging everyone – regardless of age – to arrange a PoA sooner than later.

Councillor Cunningham said: “You might think it's something you don't need to bother with because you're young, fit and have family members, or close friends who'll be there to do that for you, but that's not how it works. When you don't have a Power of Attorney, you're in the hands of people who, while doing their best, can't possibly know what matters most to you.

“But this is happening to hundreds of people in Glasgow each year because they don't have Power of Attorney. It only leads to further heartache and misery for everyone, and costly for our health and social care system.

“It's vitally important to have arrangements like a Power of Attorney in place. It means there's someone you know and trust who is legally – and without complication or delay – authorised to make decisions on your behalf rather than a stranger.”

For more information on PoA visit [www.mypowerofattorney.org.uk](http://www.mypowerofattorney.org.uk).

## Glasgow marks 16 Days of Activism Against Gender Based Violence

This year, our Glasgow City Health and Social Care Partnership (HSCP) raised awareness and shined a light on 16 Days of Activism Against Gender Based Violence.

16 Days is a global campaign that calls for the elimination of gender-based violence against women and girls. The campaign was launched by the Centre for Women's Global Leadership in 1991 and takes place from 25 November to 10 December every year.

The campaign is backed by the United Nations and organisations around the world with a call for the prevention and elimination of Violence Against Women and Girls (VAWG).

Supporting this campaign aligns with the [Scottish Government's Equally Safe](#) priorities, which highlights the need for agencies across Scotland to work together to tackle violence against women and girls.

During 2021 to 2022, Police Scotland recorded 64,807 incidents of domestic abuse, and figures from UN Women show that one in three women experience physical or sexual violence mostly by a partner.

To support these ongoing issues, last year we launched our first [Domestic Abuse Strategy](#), aimed at supporting people affected by domestic abuse in Glasgow more effectively. You can watch our [Domestic Abuse Strategy video](#) for more information on the strategy.

This year, we have been raising awareness of the 16 Days campaign on our social media channels and signposting to the available supports and our [Your Support Your Way webpage](#).

There is help and support available in Glasgow for those suffering from gender-based violence and abuse:

- [ASSIST](#) – a specialised support service linked to Glasgow's Domestic Abuse Court that focusses on reducing the risk to and improving the safety of victims of domestic abuse



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- ASSIST aims to ensure that all survivors of domestic abuse – women, children and men – are safe, informed and supported throughout their involvement with the criminal justice system
- [Glasgow Women's Aid](#) – has been supporting women, children and young people who are experiencing Domestic Abuse for 50 years
- [Routes Out](#) – offers a wide range of services to women involved in prostitution or those considering it
- [Trafficking Awareness Raising Alliance \(TARA\)](#) – provides support to women aged 18 or over who have been trafficked in Scotland for commercial sexual exploitation
- [Scotland's Domestic Abuse and Forced Marriage Helpline](#) – 0800 027 1234
- [Archway](#) – a specialist service in Glasgow made up of a team of experts experienced in caring for people who have been raped or sexually assaulted within the last 7 days
- [Your Support Your Way Glasgow](#) – find out more about supports available

Every year the 16 Days campaign highlights the real impacts of violence against women, and the role we all can play in stopping this. It's also an opportunity for us to reach out to women to let them know that they're not alone and that help is available.

Lynsey Smith, Head of our HSCP's Adult Services (Justice Services) and Health and Social Care Connect, said: "The 16 Days campaign gives us the opportunity to highlight all the services available to those who have experience gender-based violence, but it's even more important to remember that violence happens every day and it's up to all of us to make no excuse and keep raising awareness. I would also like to personally thank our staff around Glasgow that provide much needed services all year round for women experiencing violence."

### **[Glasgow City Health Improvement Annual Report 2022 to 2023 now available](#)**

The latest [annual report](#) highlighting the work of Glasgow City Health and Social Care Partnership's (HSCP) Health Improvement Team is now available.

The report provides an insight into the progress made by Health Improvement around improving health and wellbeing and reducing health inequalities during 2022 to 2023.

This year's report reflects the increasingly important focus on poverty, mental health and inequality; the many partnerships across the city; and the role of staff, volunteers and modern apprentices in responding to the health and wellbeing needs of the population of Glasgow.

Fiona Moss, our HSCP's Head of Health Improvement and Equalities, said: "This report captures the broad range of our business with others in the HSCP, partners and communities, and the programmes delivered for the wider health board area give us much to be proud of.

"The Cost of Living Crisis has challenged the health of our population in 2022 to 2023, and our Health Improvement staff have worked exceptionally hard to respond to and mitigate the impact across our City in order to support those most affected.

"Staff continue to show commitment, enthusiasm and flexibility to their work in order to meet the needs of local communities."



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Highlights are:

- the core Financial Inclusion Service supports community-based NHS staff to make direct referrals for patients who have money worries to a range of dedicated Money Advice providers. NHS staff referred 4,771 patients to money advice services across the city in 2022 to 2023. This resulted in almost £7.6million in financial gains and over £1.5million in debt managed
- Health Improvement colleagues from across the city developed and implemented a series of co-production events around online harm in order to empower marginalised groups across Glasgow. This work included the development of a training programme to increase knowledge of online harm, its impact on mental health and effective strategies to promote positive usage of digital services
- the commissioning of the 'Connect and Flourish: Socially Connected Glasgow Strategy', which was co-produced by Glasgow City HSCP, Impact Funding partners and those most affected by social isolation and loneliness. The strategy focuses on the importance of mental well-being in the recovery from the pandemic as a city and is aligned with our HSCP's Maximising Independence approach
- Health Improvement welcomed four new Modern Apprentices into the workforce, three within the locality Health Improvement Teams and another within the Youth Health Service. New colleagues not only enhance the skills and diversity of the workforce, but also bring a youth voice and new ideas to Health Improvement work. One of the apprentices said: "Since starting my apprenticeship, I feel that I've come a long way as a person. It's given me a lot more confidence and I've been given tasks to do that I would shy away from previously. I've really enjoyed working with my colleagues and they've been really helpful towards me if I was struggling."

Health Improvement staff are proud to have achieved the following:

- awards for peer work in prisons
- Glasgow City HSCP Volunteer of the Year Award 2022
- Public Health Volunteer of the Year Award 2022
- Excellence Award 2023 for Naloxone Peer Champions (Silver)
- Public Health Leader of the Year Award 2022 for the Health Improvement Practitioner who implemented the Programme
- Public Health overall winner for Prison Health Improvement Team and Naloxone Peer Champions 2023
- LGBT Bronze Charter status for Quit Your Way and the Youth Health Service





## News

We also regularly publish [news articles](#) and [briefings / bulletins](#) on our website about specific topics or work happening across our HSCP with partners – whether it be about current services, service developments or achievements to celebrate. If you would like to have something featured, please email [GCHSCP\\_Communications@glasgow.gov.uk](mailto:GCHSCP_Communications@glasgow.gov.uk). Some recent news items

- [Parkhead Hub – December 2023 Update](#)
- [HSCP manager receives award for his hard work from Chartered Institute of Housing](#)
- [Glasgow celebrates its care experienced young people at Open Day](#)
- [Occupational Therapy Continuous Improvement Briefing](#)
- [Alcohol Related Brain Damage Recovery Passport](#)
- [New HSCP Guide signposts Cost of Living Support](#)
- [Breastfeeding Friendly Scotland Scheme expands across Glasgow](#)

## Meetings & Events

We have regular meetings and events to discuss and / or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#)
- [IJB Finance and Audit Scrutiny Committee](#)
- [IJB Public Engagement Committee](#)
- [North East Locality Engagement Forum](#)
- [North West Locality Engagement Forum](#)
- [South Locality Engagement Forum](#)



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