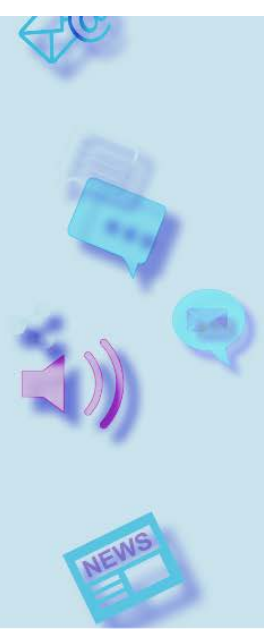


partnership matters briefing



May 2021



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](#) are also available on our HSCP's website, and they can be accessed from work and personal ICT 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.

Message from Susanne Millar, Chief Officer

Welcome to the first edition of 'Partnership Matters', our new briefing to keep you up to date on some of the work that's been happening across Glasgow City Health and Social Care Partnership (HSCP). It also includes an update on how we're continuing to respond to and manage the impact of the Coronavirus (COVID-19) pandemic on our health and social care services here in Glasgow.

During the COVID-19 pandemic, we've been communicating and engaging with a range of people in new and innovative ways through the use of technology – the people who we support, HSCP staff, Glasgow City Integration Joint Board (IJB) Members, Council Elected Members, partners and the public among many others. This has included Microsoft Teams meetings and webinars, Attend Anywhere, videos, websites and social media. Whilst these tools can't fully replace how we normally provide support and deliver our services, they are now additional ones that we can use to improve that experience. Since our establishment as an HSCP, we've been committed to regularly looking at how we can improve the way we do our business and better support our patients, service users, carers and staff.

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Our new Partnership Matters briefing has been developed based on feedback to our recent Communications Survey held towards the end of March, where all HSCP staff, IJB Members and Council Elected Members had the opportunity to participate. As we moved into the next phase of the pandemic, we thought the time was right to have a short survey and ask for views on our HSCP's COVID-19 communications, as well as to make suggestions on how we could improve them going forward.

I want to thank everyone who took time to participate in our survey. The number of responses was fantastic – a total of 946 people shared their views. Feedback on how we've been communicating was positive, and there were some helpful suggestions for improvement. Key highlights include:

- around 90% found our email communications useful / very useful
- the same, around 90%, found our COVID-19 briefing useful / very useful
- around 60% thought that the frequency of our COVID-19 briefing should be reduced
- 70% thought that the SMT videos were useful / very useful
- around 95% thought that service briefings post-COVID-19 would be useful and
- some comments / suggestions included reducing the COVID-19 briefing but including other updates on work happening across the HSCP; reducing web links where possible in briefings and making briefings available in PDF format so that they can be printed; using more videos and graphics to communicate and incorporating hyperlinks in COVID-19 briefings to 'jump to' service-specific updates.

Following feedback, our COVID-19 briefing and videos will now be monthly, and they'll be part of our new Partnership Matters briefing. Partnership Matters will feature some of the work happening across our HSCP with partners, as well as recent news articles published on our HSCP's website and upcoming meetings and events. We'll make it publicly available on our website, and share it via email with a range of people: HSCP staff, IJB Members, Council Elected Members, health and social care contractors / providers including GP practices, Community Councils and third sector groups / networks. Although our Partnership Matters briefing will be monthly, I want to reassure you that it doesn't replace how we normally communicate and engage with you, but is in addition. I hope that you find our new briefing useful going forward, and if you have any comments or suggestions for content, then please contact our Communications Team at GCHSCP.Communications@glasgow.gov.uk.

Lastly, I want to express that myself and the HSCP's Senior Management Team remain grateful for all of the support of our staff and partners across the statutory, third and independent sectors throughout the COVID-19 pandemic. It's their person-centred professionalism, full commitment and sheer resilience that has kept the health and social care needs of our city supported during these challenging times. Often, staff and partners have gone above and beyond their normal roles to make sure that our patients, service users and carers have remained supported. We wouldn't have been able to maintain support, and continue to do so, without them. We're immensely proud of what we're doing together for health and social care here in Glasgow. Thank you.

Susanne



Glasgow City Integration Joint Board (IJB) Strategic Plan Update

Glasgow City Health and Social Care Partnership (HSCP) will soon begin to review our current Strategic Plan, which will help us develop a new Plan. This will see us use a more co-produced approach, with closer engagement with partners in the third and independent sectors.

Our Strategic Plan provides staff working within the HSCP, Local Authority and Health Board partners and members of the public with information on how the HSCP will take forward the priorities of the Integration Joint Board (IJB) and the wider community to improve the health and social care outcomes of people in the city.

We're required by law to carry out a review of the Plan, taking into account the views of the people and communities across the city, and those of organisations and groups representing those people and communities. Normally, the engagement process would already be under way to review our Plan and develop a replacement Plan in time for March 2022, when our current plan expires.

Currently, we're not operating under normal circumstances. As well as the impact of the withdrawal from the European Union, the country is entering a period of recovery following the trauma and impact from the COVID-19 pandemic. In addition to that, following the recent Scottish Parliamentary elections, the Scottish Government is developing its priorities for the next parliamentary term and this will undoubtedly have an impact on the future of health and social care.

Susanne Millar, Chief Officer said: "We don't think it's fair to be asking people across our city to tell us over a short period of time what they feel the priorities for health and social care should be when there's so much uncertainty and change on the horizon. We've taken the decision with our IJB, after consulting with our main planning groups (which include members of the public and community organisations), to extend the current Strategic Plan for 12 months, starting in March 2022. This means that from April 2022 the existing Plan will continue to be in place.

"But we're not just looking to extend the timescale of the current Plan. We also want to change the way people feed into the review process and affect the new Plan. We're going to use the extra time we now have to plan how we engage with our key stakeholders to ensure we understand the best way to enable them to get involved with the review of the Plan and provide them with the support they need to remove any barriers to engaging with us."

The idea is to develop a new Strategic Plan that will take effect from March 2023. Between now and then we'll engage with people and organisations across the city to ask what they think. We think this will allow time for some of the things we don't currently know to become clearer, so that when we ask their opinion, they'll have more and better information on which to base their views. We hope this will avoid us having to ask the same questions more than once if things were to change mid-way through the engagement process.

Wherever possible we'll support organisations to carry out the engagement work so that people can engage with organisations and workers who they're familiar with rather than with staff from the HSCP, if that's the best way of increasing engagement.

We're very conscious that people have their own preferences for how they give and receive information. Not everyone wants to attend face-to-face events or complete paper surveys but



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equally not everyone wants to, or is able to, attend online meetings or complete online surveys. We'll offer a wide range of ways for people / organisations to tell us what they think and we'll make no assumptions about how we should do that. We'll be led by people and the organisations they already work with. Exactly how we do this will become clear in the coming weeks and months.

We'll shortly begin to communicate with people and organisations across the city to plan the review, and we'll provide updates on our Twitter page and the HSCP website in the coming months on how to get involved. This is a new way for us to engage and there'll be much to consider to do it properly. So please bear with us but we hope it proves to be successful and gives people a chance to influence the work of the HSCP in the areas that are important to them.

Glasgow City Integrated Children's Services Plan 2020 - 23

Following consultation with children, young people, parents / carers and other key stakeholders, and in partnership with representatives from key statutory and third sector agencies across Glasgow's Community Planning Partnership, Glasgow City's Integrated Children's Service Plan is now available. The plan sets out the key priorities for Children's Services over the next three years (2020 - 23), with mental health and poverty being 'super priorities'. [Read more about the Plan.](#)

Locality Engagement Forums Update

Our [Locality Engagement Forums](#) (LEFs) help Glasgow City Health and Social Care Partnership (HSCP) to ensure that our health and social care services here in Glasgow are engaged with our local communities.

LEFs and Locality Networks are active within the Partnership's three localities (North East, North West and South). They involve patients, service users and carers, and link with established local forums, groups and networks to shape health and social care services and ensure that they reflect the priorities and needs of local communities.

In March 2020, all HSCP community activities and engagement meetings stopped due to the COVID-19 pandemic. This has had a huge impact on HSCP participation and engagement activities and opportunities. Limited online LEF meetings and focus groups resumed with members who had IT skills, equipment and access to the internet in May 2020. With the second wave of COVID-19 at the turn of the new year and the resumption of restrictions, it became clear that online or telephone engagement was the only option for LEFs.

Three online LEF Spring Engagement Sessions took place in March 2021. The content of these session was shaped by the results from the 104 responses that we received to a questionnaire that was circulated to LEF members, networks, community groups and third sector organisations in February 2021.

May Simpson, Community Engagement and Development Officer, North West said: "We wanted to reconnect with the wider community, generate interest and shape the focus of the LEF Spring Engagement Sessions planned for March 2021. These sessions provided opportunities for patients, service users and members of the community to engage in the work of the HSCP and highlight and



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get 'real time' responses to any concerns. Over 80 members of the community or third sector representatives registered and participated in the three sessions."

Each LEF Session was led by HSCP Senior Management Team members, who gave an update and answered questions on how the HSCP has responded and adapted services during the COVID-19 pandemic in order to continue to meet the health and social care needs of patients and services users.

A [report summarising all three LEF Spring Engagement Session presentations and discussions](#), as well as a [summary of all the information gathered from the 104 responses to the questionnaire](#), has been made available.

If you would like to know more or take part in one of our LEFs, then please visit the [HSCP website](#) or email one of our Community Engagement and Development Officers:

North East Locality: Tony.Devine@ggc.scot.nhs.uk

North West Locality: May.Simpson@ggc.scot.nhs.uk

South Locality: Callum.Lynch@ggc.scot.nhs.uk

Director Appointed to Glasgow Alliance to End Homelessness

Glasgow Alliance to End Homelessness, a citywide movement for change, has appointed Mark Kelvin as Director.

Mark is the first appointment by the Alliance, a unique collaboration of support providers and people who have been affected by homelessness and the council that have come together to end homelessness in the city.

The 10 organisations are from across the health and social care sector and comprise: Aspire, CrossReach, Glasgow Homelessness Involvement and Feedback Team (GHIFT), Glasgow City Council, Homeless Network Scotland, Sacro, The Mungo Foundation, The Salvation Army, Wheatley Care and Ypeople.

Mark will support the Alliance Leadership Team in driving forward plans to re-shape Glasgow's services to overcome the issues which cause homelessness and to mitigate the impact of homelessness in the city.

Mark brings a wealth of knowledge and experience relevant to the position having held various roles across the health and social care sector. People with personal experience of homelessness in Glasgow have an equal role in the work of the Alliance and were an important part of the recruitment process.

David Pentland, GHIFT and Alliance Leadership Team member said: "We're delighted to welcome Mark to the Alliance team. We were impressed by Mark's passion for the Alliance and his commitment to working alongside Glasgow's citizens to tackle homelessness, we're looking forward to seeing him advance our plans."

Mark said: "I am really excited about the work of the Alliance and the opportunity to shape this new role."



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"Glasgow is a proud city and by working together to create a movement for change we can tackle the challenges that homelessness presents and achieve the vision of the Alliance - to end homelessness in Glasgow by 2030."

Susanne Millar, Chief Officer, Glasgow City Health & Social Care Partnership, said: "Congratulations to Mark on his appointment to this exciting and challenging new role. Glasgow's Alliance to End Homelessness is an innovative new approach to tackling what is a highly complex social issue. Collaboration is at the heart of Glasgow's strategic alliancing approach which is the first of its kind in Scotland and we look forward to working closely with Mark and the other partners going forward to continue to enhance and transform the delivery of homeless services in the city."

COVID-19 Update

Keep up to date on how we're managing and responding to the impact of COVID-19 across our health and social care services in Glasgow with our most recent COVID-19 briefing available on our [HSCP's COVID-19 webpage](#). Past briefings are available, as is a briefing on our main open and closed buildings. Our webpage also has useful links to national and local information relating to COVID-19.

Senior Management Team (SMT) Video Message

Jim McBride, our Head of Adult Services for Homelessness and Community Justice, catches up with us in an [SMT video message](#). Jim gives an update on some of the ways in which his teams have been supporting service users during the COVID-19 pandemic, and thanks them for their incredible efforts. This includes our [HSCP staff working with partners to co-ordinate vaccinations for hundreds of the city's homeless](#).

News

We also regularly publish [news articles and briefings / bulletins](#) on our HSCP's website about specific topics or work happening across our HSCP with partners. If you would like to have something featured, please email GCHSCP_Communications@glasgow.gov.uk. Some recent news items include:

- [Compassionate Distress Response Service](#)
- [Enhanced Covid Testing to Tackle Glasgow's Southside Outbreak](#)
- [Glasgow Hosts Preventing Suicide Contagion Virtual Event](#)
- [Charity for Gartnavel Royal Hospital – Will You Help Our Charity Support Mental Health Recovery?](#)
- [#HeidOutdoors for Good Mental Health](#)
- [Public Protection Newsletter - Spring 2021](#)



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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 \(IJB\)](#) – 23 June and 22 September
- [IJB Finance and Audit Scrutiny Committee](#) – 9 June
- [IJB Public Engagement Committee](#) – 26 August
- [North East Locality Engagement Forum](#) – 27 May
- [North West Locality Engagement Forum](#) – 1 June and 23 June
- [South Locality Engagement Forum](#) – 21 July (to be confirmed)

Our Vision & Priorities

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.



Prevention, early intervention & harm reduction



Providing greater self-determination & choice



Shifting the balance of care



Enabling independent living for longer



Public protection



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