



ANNUAL PERFORMANCE REPORT 2023/24 SUMMARY

Overview

The **Glasgow City Integration Joint Board** (IJB) was established in February 2016 and provides strategic direction and leadership for community health and social care services in the city, which are jointly delivered through the **Health and Social Care Partnership** (HSCP). The IJB is required to publish an **Annual Performance Report** (APR) and this summary focuses on key highlights from the 2023/24 report.

Our Vision and Priorities

We believe that Glasgow'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. Our **Strategic Priorities**, as set out within our **Strategic Plan** (2023-26) are:

- Prevention, early intervention and well-being
- Supporting greater self-determination and informed choice
- Supporting people in their communities
- Strengthening communities to reduce harm
- A healthy, valued and supported workforce
- Building a sustainable future



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Key Achievements in 2023/24

- Produced a guide **Being There for Someone at Risk of Suicide** which provides information and advice to people supporting someone considering suicide.
- Developed a range of resources to raise awareness of the harms associated with vaping for young people, including an online **presentation** for parents / carers and educational materials for use in schools.
- Produced **What's at Stake; Glasgow's Stories of Harms and Recovery** which is based on real life experiences of Glasgow citizens and aims to raise awareness and understanding of gambling harms.
- Celebrated the 10th anniversary of **Project Search**, a work experience programme for young people with learning disabilities and / or autistic spectrum conditions, which has been completed by **184 young people** since established.
- Continued to progress the **Maximising Independence** approach to delivering health and social care services, which seeks to enable people to remain living at home safely and independently for as long as possible.
- Continued to progress plans for the opening of the new **Parkhead Health and Social Care Hub**.
- Published a new **Primary Care Action Plan (2023-26)**.
- Refreshed the Health Board-wide **Mental Health Strategy 2023-28**, which reaffirms our commitment to shift the balance of care through enhanced community service provision.
- Prepared for the opening of the pilot **Safer Drug Consumption Facility**, which will be the first of its kind in the UK.
- Developed **Care in Partnership** with Glasgow Clyde College, which provides students with the opportunity to gain a Social Care qualification, offering them a **guaranteed interview** for a permanent post on completion.

Key Performance Improvements in 2023/24

Indicators where performance has shown the greatest improvement over the past 12 months include the following.

Indicator		Year End 2022/23	Year End 2023/24
Older People			
% service users who receive a Reablement Service following referral for Home Care	Referral from Hospital	70.1%	73.9%
	Referral from the Community	79.6%	88.4%
Number of Clustered Supported Living tenancies offered to older people		83	88
Number of ACP summaries completed and shared with the patient's GP		276	399
Number of new carers identified during the year that have gone on to receive a Carers Support Plan or Young Carer Statement		2,533	3,229
Children's Services			
% of HPIs (Health Plan Indicators) allocated by Health Visitors by 24 weeks.	North East	94%	95%
	North West	93%	98%
	South	95%	97%
Number of out of authority placements for children		30	26
Number of children in receipt of a Personalised Service		402	510
% of service users receiving Direct Payments		21%	23%
Mental Health			
Psychological Therapies: % of people who started treatment within 18 weeks of referral	North East	58.0%	75.3%
	North West	91.7%	93.4%
Homelessness			
Number of households reassessed as homeless/potentially homeless within 12 months		406	312

Indicator		Year End 22/23	Year End 23/24
Criminal Justice			
% of Community Payback Order (CPO) Unpaid Work Placements commenced within 7 Days of sentence		89%	90%
Health Improvement			
Alcohol Brief Intervention delivery		8,966	10,479
Women smoking in pregnancy	General Population	8.4%	7.3%
	Most Deprived Quintile	13.9%	10.8%

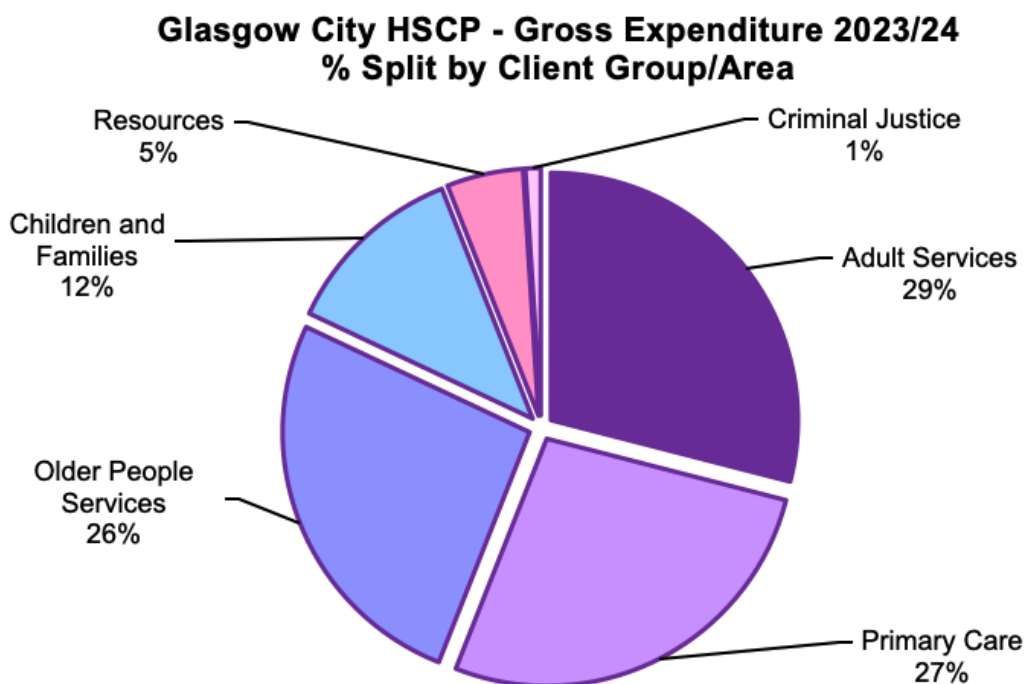
Areas for Improvement in 2024/25

Specific areas where we would like to improve performance over the next 12 months include the following:

Indicator	Target	Actual
Older People		
Intermediate Care (IC): % users transferred home	30%	14%
Unscheduled Care		
Total number of i) Acute Delays and ii) Bed Days Lost to Delays (All delays, all reasons 18+)	120 (Delays)	140 (Delays)
	39,919 (Bed Days Lost)	76,777 (Bed Days Lost)
Children's Services		
Mumps, Measles & Rubella (MMR) Vaccinations: % uptake at 24 months	95%	90.2%
Adult Mental Health		
Psychological Therapies: % of people who started treatment within 18 weeks of referral	90%	75.3% (North East)
		81.4% (South)
Total number of adult and older people Mental Health delays	20	40
Health Improvement		
Smoking Quit Rates at 3 months from the 40% most deprived areas	1,224	1,097
Exclusive Breastfeeding at 6-8 weeks (General Population)	33%	30.7%
Human Resources		
Sickness Absence Rates (%) (Health and Social Work)	< 4% (NHS)	7.02% (NHS)
	< 5% (Social Work)	11.5% (Social Work)

Managing Our Resources

The total financial resources available to the Partnership for 2023/24 were around **£1.4 billion**. These were allocated across service areas as shown below.



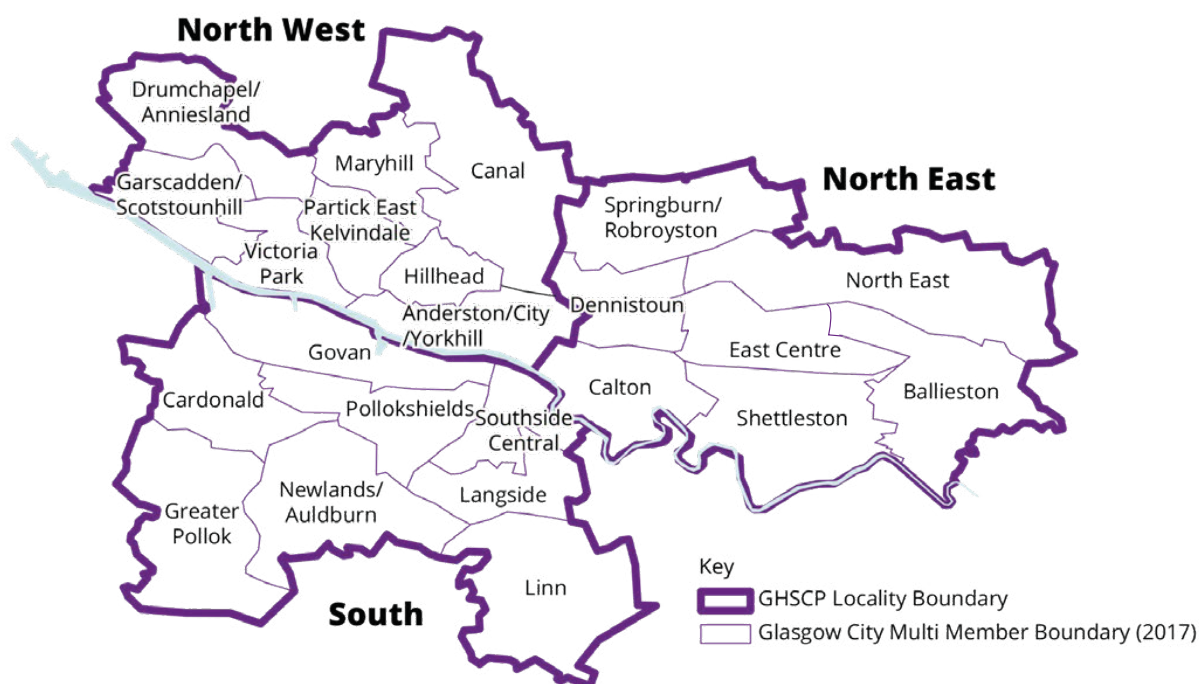
During 2023/24 the IJB operated within an increasingly challenging environment with funding not keeping pace with increasing demand for services, and increasing costs linked to delivery. This required the IJB to have robust financial management arrangements in place to deliver services within the funding available. Budget strategy and budget monitoring was planning for an overspend during 2023-24 and this is reflected in a final operational overspend of £18.8m.



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Our Localities

The Partnership is divided into three areas, known as localities, to support operational service delivery and respond to local needs. These localities - North East, North West and South - are shown in the following map.



Each locality has developed a **Locality Plan**, which details how they are taking forward the IJB's previous Strategic Plan and responding to locally identified needs and priorities. These Locality Plans are currently being reviewed and will be aligned with the new **Strategic Plan (2023-26)**.

Across the City we have established **Locality Engagement Forums** (LEFs) in each of the Partnership's localities which feed into local management arrangements and city-wide networks. LEFs are made up of a range of local stakeholders, mainly patients, service users and carers. They have an important role to play in linking to the governance, decision-making and planning structures of the locality and HSCP, ensuring that the voice of patients, service users and carers are heard. These form a key role in our local participation and engagement arrangements in line with the HSCP's current **Participation and Engagement Strategy**. Papers for their meetings over the last year can be obtained on the **HSCP website**.



Equalities

The [Equality Act 2010 \(Specific Duties\) \(Scotland\)](#) and the [Fairer Scotland Duty](#) set out specific requirements which the IJB is required to undertake in respect to equalities. Glasgow City HSCP Equalities Working Group oversees programmes of work across the HSCP in relation to these responsibilities. Key activities undertaken over the last year include the development of our new [Equality Outcomes \(2024 to 2028\)](#) and the production of an [Equalities Outcome Progress and Mainstreaming Report](#), which reviews progress in relation to our previous outcomes for the period 2022-2024. Over the last 12 months, we have also completed 26 [EQIAs \(Equality Impact Assessments\)](#) and, working in partnership with [NHSGGC](#) and [Glasgow City Council](#), we committed to actions to promote and support British Sign Language (BSL) through the development of new local BSL Action Plans (2024-2030).



