

DRAFT

SOUTH LOCALITY PLAN

2024-2025





1. Govan Area Partnership
2. Craigton Area Partnership
3. Southside Central Area Partnership
4. Pollokshields Area Partnership
5. Greater Pollok Area Partnership
6. Newlands/ Auldburn Area Partnership
7. Langside Area Partnership
8. Linn Area Partnership

Foreword

As Assistant Chief Officer for Older People and the South Locality, I am pleased to present our Locality Plan for 2024-2025. This foreword outlines our key initiatives and strategic priorities and places a strong emphasis on addressing the unique needs and demands of our residents; ensuring everyone can access quality services and the support they need to lead fulfilling, independent lives.

The South Locality is characterised by its diverse and vibrant communities, which make up many of the local organisations, community groups and residents. It is our pleasure to be able to work in partnership with each of these key stakeholders. Our aim in the South is to prioritise preventative measures, early intervention, and holistic support through our many programmes which work to increase the well-being, independence and resilience of our communities and locality.

In this plan, we outline key priorities and initiatives that reflect our dedication to improving health outcomes, reducing inequalities, and promoting social inclusion. We are focused on enhancing access to services, supporting caregivers, and maximising independence. This plan directly underpins our commitment to creating a supportive environment for individuals, as laid out in the new Glasgow City Health and Social Care Partnership's Strategic Plan 2023-26.

We recognise the continued challenges to our residents such as the after-effects of the Covid-19 pandemic and the cost-of-living crisis, which is reflected in the financial position faced by all Health and Social Care Partnership's across Scotland. We therefore aim to work together, drawing on resident's experiences, the dedication of our skilled workforce, and by actively engaging with our communities and stakeholders to ensure we can reduce the impact felt from social challenges.

Where services in the South may require development leading to future changes, it is done through robust, evidence-based planning and to meet the changing needs and demands of our residents. Equality Impact Assessments are carried out to support any intended changes to inform on and reduce any potential risks. Our intent for the South is to make a lasting and positive bearing on the future of Health and Social Care within Glasgow City.

I would like to take this opportunity to thank our many teams and partner organisations who work tirelessly within the South to improve healthy living and the quality of care we deliver. I would also like to thank everyone involved with the development of this Locality Plan, the residents, and the communities within the South, for your continued support and collaboration as we work together towards a healthier, more inclusive future for all.

Stephen Fitzpatrick,
Assistant Chief Officer, Older People and South Locality.

Introduction

This Locality Plan provides information on key areas of work for 2024/25 across our care groups and services. It covers areas of work that are being implemented on either a City-wide basis or those specifically relevant to the South locality, all of which are aligned to the strategic priorities and actions set out in Glasgow City IJB's Strategic Plan 2023-26. Each of the three localities in the city (North East, North West, and South) have developed their own Locality Plan to help demonstrate how the Strategic Plan is being implemented locally. All Locality Plans can be viewed on the [HSCP website](#).

About Locality

Glasgow City is the largest HSCP (Health and Social Care Partnership) in Scotland by population and budget, and is responsible for health and social care provision across three localities in the City: North West, North East, and South Glasgow. South Locality covers a population of 230,229 people.

As well as having responsibility for supporting the delivery of the range of services set out within this plan to our local population, the Assistant Chief Officer for the South Locality also has a lead responsibility within Glasgow City HSCP for managing all Older people, Physical Disability and Unscheduled Care Services. This includes Sphere, the Continence Service that is hosted by Glasgow City HSCP on behalf of all HSCPs in Greater Glasgow and Clyde.



Image courtesy of Glasgow Life / Paul Watt Photography

Health and Wellbeing

The Strategic Plan sets out the HSCP's commitment to working with a wide range of partners across the city to improve health and wellbeing and prevent ill-health and social isolation among the people of Glasgow wherever possible. This includes meeting the challenges of poverty and financial insecurity, increasing healthy life expectancy, and reducing health inequalities.

Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing and delivering services that are sensitive to the social circumstances experienced by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, [Working Together to Stem the Tide](#) which describes nine priority actions for improving the public health of people across the Greater Glasgow and Clyde area.

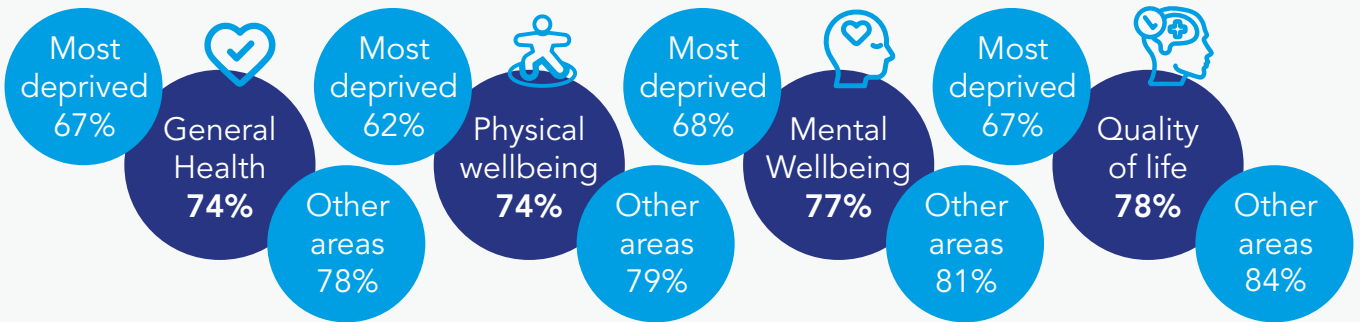
The Adult Health and Wellbeing Survey has been undertaken by the Health Board in NHS Greater Glasgow and Clyde on a three yearly basis since 1999. Below is some key data and trend information for the South Locality including the demographic profile from the 2022/23 report: [NHS Greater Glasgow and Clyde 2022/23 adult health and wellbeing survey: South locality report](#).



Health and Illness

Views of Health

Proportion with a positive view of:



Health Trends

Since 2017/2018 a **decrease in positive views of**



Feeling in Control



61% definitely felt **in control** of decisions affecting their life

Decrease from **72%** in 2017/18



Mental Health



26% had WEM / WBS scores indicative of depression

Most deprived **33%**

Other areas **22%**

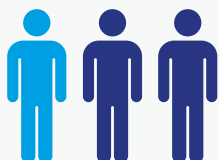
Treatment



44% were **receiving treatment** for at least one illness or condition

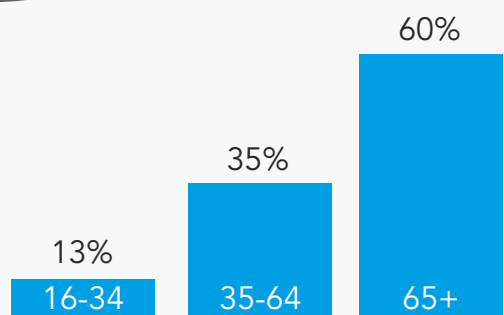
Limiting Conditions/Illnesses

1 in 3 (32%) had a long-term **limiting condition or illness**



Most deprived **37%**

Other areas **29%**



Strategic Priorities and Actions

The detailed priorities and actions set out in the Glasgow City HSCP Strategic Plan are grouped under six strategic priorities, namely:



1. Prevention, early intervention and well-being



4. Strengthening communities to reduce harm



2. Supporting greater self-determination and informed choice



5. A healthy, valued and supported workforce



3. Supporting people in their communities



6. Building a sustainable future

Locality Plan 2024-2025 South Priorities and Actions

The South Locality is aligned to the Older People's Care Group and coordinates both locality specific and city-wide services. Priority activities and actions will be delivered consistently across each locality area and are identified as "city-wide;" however, they will be delivered and monitored by each locality. Some specific actions will be delivered in a single locality, reflecting local needs and priorities.

The [IJB Strategic Plan \(2023-26\)](#) captures the detail of priorities and actions across all of our care groups and services. **Appendix 1** of this Locality Plan highlights progress made so far over the last year across a number of key areas with Older People's Services, where we committed to make significant progress within Year 1 of the Strategic Plan. This progress can be viewed on the [HSCP website](#).

This includes the development of an Information Hub: Your Support Your Way Glasgow which aims to increase both public and staff information aligned to the MI (Maximising Independence) ethos and asset-based approach. The continued implementation of our Domestic Abuse Strategy 2023-26. Working in partnership with NHS24; pathways have been developed to use as a mechanism for accessing GP Out of Hours, triage and direction to minor injuries, community pharmacy and other alternatives to Accident & Emergency.

Performance

The Glasgow City Health and Social Care Partnership records performance against established KPIs which have been put in place across the partnership. These KPIs (Key Performance Indicators) enable managers to scrutinise and oversee performance across HSCP services within the city. They are reported to the HSCP Senior Management Team and the Integrated Joint Board, within the HSCP's [Quarterly](#) and [Annual](#) Performance Reports.

Locality performance can be found within the Annual Report, which also includes a number of other KPIs which are reported upon at city wide level only and which each locality will contribute towards.

Maximising Independence

Maximising Independence is central to delivering asset and strength-based programmes across Glasgow City. Maximising Independence is also one of the key strategic priorities for Glasgow City Health and Social Care Partnership and is supporting community organisations to make significant sustainable changes and improvements to how services are planned and delivered. Maximising Independence aims to develop projects in collaboration with services users and communities that use them, some of which are:

- Wellbeing for Longer Programme with **19 organisations** funded up to 31st March 2025.
- Winter Social Fund where **62 organisations** were funded with activity taking place between December 2023 and March 2024. As in previous years funding was available for local organisations providing services to Glasgow residents, to enable them to support individuals aged 16 and over who may be isolated.
- 'Make it Local' Community Hubs which aim to provide community-based services and activities that promote inclusion, improve wellbeing, support independence, and further decrease reliance on statutory services. The project group will engage with stakeholders including Glasgow Disability Alliance to ensure the language used aligns with their accessible language guidance.



Primary Care Section for HSCP Locality Plans 2024-25

Glasgow's **Primary Care Action Plan (PCAP) - 2023-26** was approved by the Integration Joint Board in September 2023 and builds upon previous iterations of our Primary Care Improvement Plans (PCIPs), which set out the commitment to enable GPs to focus more on people with complex needs by expanding the role of multi-disciplinary practitioners from the wider primary care teams, including community treatment and care services, MSK physiotherapy and Community Links Workers. The new PCAP covers the HSCP's wider responsibilities in relation to primary care including our role in managing the primary care prescribing budget; working with primary contractors (GPs, optometrists, dentists, and community pharmacists); and promoting the sustainability of primary care in Glasgow.

NHS GGC's first **Primary Care Strategy** was approved in May 2024. It spans five years to 2029 and aligns to NHSGGC's Delivery Plan and long-term transformation programme (Moving Forward Together), as well as Glasgow City HSCP's Primary Care Action Plan 2023-2026. The Strategy sets out how we will maximise our contribution to the health and wellbeing of the people of NHSGGC (NHS Greater Glasgow and Clyde), through collaborative action.



Carers

Glasgow is a carer-friendly city, where unpaid carers are treated with compassion and kindness. [The Carers \(Scotland\) Act 2016](#) came into force on 1st April 2018 and places additional duties on Integration Joint Boards. Further information can be found in the [GCHSCP Carers Strategy](#).

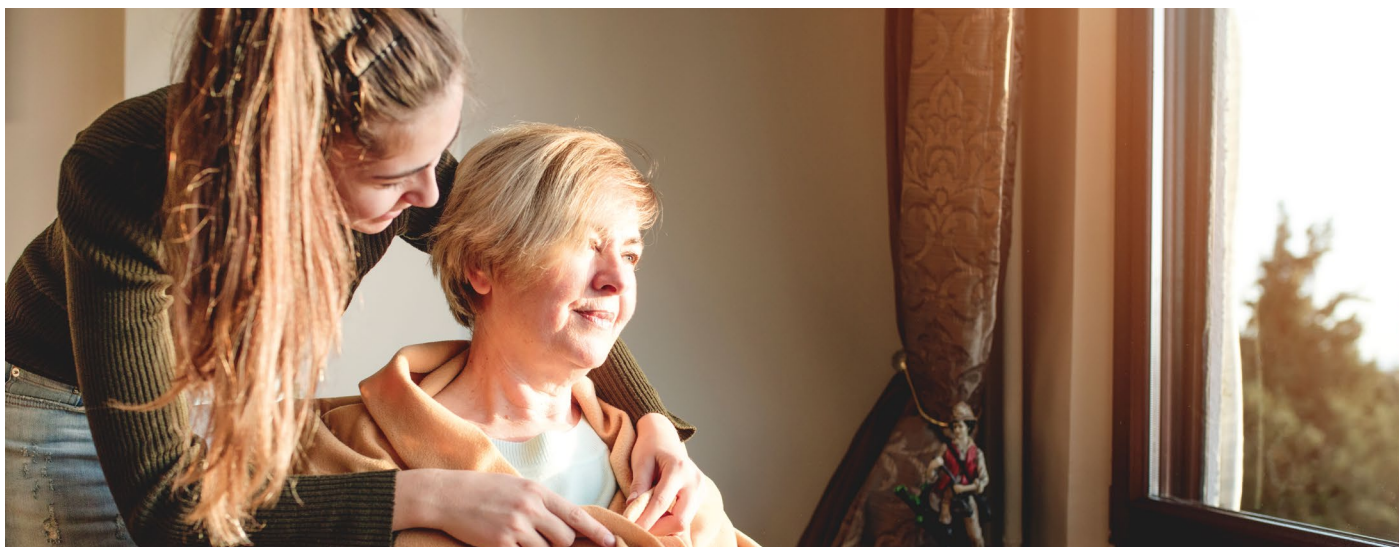
Independent Carer Groups are being developed and this is being led by members of the previously established Carer Reference Group. Locality Engagement Forums are being used as a channel for carers to attend, and participate in discussions which aim to shape services within their localities.

Information on Local Carer Services and where to find locality contact information can be found at [Your Support Your Way Glasgow](#).

Engagement

South Locality has an engagement model that offers local people, service users and community and third sector organisations various levels of participation and involvement depending on their area of interest, expertise, and capacity. Priorities for 2024-2025 are:

- To continue to offer various levels of engagement across all services and in particular, with neighbourhood teams.
- To continue to work in partnership with key local networks and stakeholders, and support Glasgow City HSCP staff and services to promote greater participation and involvement of vulnerable people and groups.
- To continue to support Glasgow City HSCP strategic priorities and facilitate consultation and engagement at a locality and citywide level as appropriate.
- To continue to support Locality Engagement Forums which invite stakeholders to discuss policy and locality updates.



Equalities

Glasgow City Health and Social Care Partnership is an organisation that aims to promote and lead on both equality and diversity. By learning about unique and shared experiences and celebrating individuality we can work with communities by developing services that are accessible to everyone throughout the city.

As a public body, the IJB has requirements under the [Equality Act 2010](#). The IJB has a legal obligation to pay due regard to meet the need to; eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share a [protected characteristic](#) and those who do not.

The IJB is required to:

- Publish it's own set of equality outcomes.
- Report on progress towards the equality outcomes.
- Report on mainstreaming the equality duty.
- Conduct and report on Equality Impact Assessments.

Further information can be found in the [GCHSCP Equality Outcomes 2024-2028](#) and by visiting the [HSCP website](#).

Contact Information

If you would like to:

- Request further information for any of the themes or services reported within the 2024/2025 Locality Plan.
- Provide feedback or discuss any themes or services within the 2024/2025 Locality Plan further.
- Request Alternative formats or languages.

Please send any enquiries to GCHSCP_Communciations@glasgow.gov.uk and your information will be forwarded to the relevant team / service.



Appendix 1

Older People's Services Priority Actions for Year 1 of Strategic Plan

Summary of progress over the last year

Working with partners to ensure community assets are being used effectively, resulting in more people being supported within their own communities – as part of our Maximising Independence priorities.

Maximising Independence uses relevant data to understand need and identify where resources should be directed to provide approaches which promote early intervention and prevention.

This is monitored and governed through the Programme Delivery Board, with focused updates being provided at every leadership event.

As part of the MI programme, development of an Information Hub: Your Support Your Way Glasgow, has been in development. YSYWG aims to increase both public and staff information aligned to the MI ethos and asset based approach.

Where people receive a life changing health diagnosis, carers will be identified early in their caring role and provided with the support and information they need to help maintain and improve their health and well-being so that they can continue to care, if they so wish, and have a life alongside caring.

The Carers Service has refreshed the Carers Strategy for 2022-25. The Carer Strategy aims to play a key role in delivering Glasgow City HSCP's commitment to making Glasgow a carer-friendly city, where unpaid carers are treated with compassion and kindness.

Glasgow City HSCP Carer Services provide a dedicated Carer Advice and Information Team (CAIT) which works to identify carers as early as possible in their caring role. CAIT is made up of 6 workers providing carer awareness information sessions to individuals and organisations in settings where there are likely to be unpaid carers.

- Community health services that the public can access directly to meet health care needs. i.e. GP Practice, Pharmacy, Child Development Centres, District Nurse Services, Dementia Services, Community Rehabilitation Services, Community Link Workers, etc.
- In Hospital or following hospital discharge. i.e. outpatient clinic, Reablement services, Home Care Services, etc.

People will be encouraged, supported and enabled to take responsibility for decisions affecting their lives and how they manage risk.

Improvements to the personalisation of services has made good progress. Aiming to give more choice and access to adult service users in receipt of personalised service, and children with disabilities in receipt of personalised services. Anticipatory Care Plans (ACP) are now shared with a patient's GP upon completion; improving the sharing of information between GCHSCP and partners to achieve better outcomes for all service users and patients.

Implement 'navigation hubs' to support patients seeking access to urgent / unscheduled care.

Working in partnership with NHS24, pathways have been developed to use as a mechanism for accessing GP Out of Hours, triage and direction to minor injuries, community pharmacy and other alternatives to Accident & Emergency.

Board-wide and local programmes aim to identify most appropriate service for people to call or attend. This pathway includes information on the role of community pharmacy / Opticians and other community services.

Continue to progress the HSCP's commitment to the reduction of domestic abuse through implementation of the Domestic Abuse Strategy.

We have made good progress in the first year of implementation of our Domestic Abuse Strategy 2023-28. The strategy aims to ensure better outcomes for people who use or who need our services, and for all people in our communities who experience, are affected by, or who cause harm by domestic abuse, through improving our staff's knowledge, skills and involvement.

Work closely with the Scottish Government and partners to reduce timescales for processing Adult with Incapacity (AWI) applications, including investment in an additional Glasgow City Council Team. Promote Power of Attorney to mitigate AWI requirements on an ongoing basis.

We have invested in a Power of Attorney campaign to promote POA applications. This included investment in additional legal capacity within the NHSGCC team to liaise closely with both private and LA applications, and to monitor delayed discharge numbers and bed days associated with AWI.

Senior Officers met with Home Office representatives regarding Delayed discharge and AWI challenges. At this meeting officers escalated concerns for winter planning. Officers continue to escalate the need for legislative change via the mental welfare division of the Scottish Government.

