

# ANNUAL PERFORMANCE REPORT 2018/19

## 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 2018/19 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 are:

Prevention, early intervention, and harm reduction

Providing greater self-determination and choice

Shifting the balance of care

Enabling independent living for longer

Public Protection

## Key Achievements in 2018/19

- Developed an updated [IJB Strategic Plan for 2019-22](#) following an extensive 3-month consultation period.
- Opened the new £17m Gorbals Health and Care Centre in January 2019.
- Transferred Care at Home services from Cordia LLP to Glasgow City HSCP.
- Won the Healthier Lifestyles Award at the 2018 Scottish Health Awards for the work being undertaken by Glasgow Recovery Communities, supporting people using drugs/alcohol into recovery.



- **Piloted the Quit Your Way Pregnancy Incentives programme which provides vouchers to pregnant women on completion of key smoking cessation milestones and has evidenced increased referrals, engagement and successful quit outcomes.**
- **Achieved the UNICEF UK Baby Friendly Achieving Sustainability (Gold Award) across all three localities.**
- **Launched the Heads Up mental health website which provides information about common mental health conditions and their management**
- **Won the Accessing Mental Health Award in the Holyrood Digital Health and Care Awards for the Cognitive Computerised Behaviour Therapy Service. This offers computer based self-help interventions for people experiencing mild to moderate anxiety and depression.**
- **Developed and implemented the 2019 framework for purchased social care supports which will ensure clients in receipt of Self Directed Support have access to quality assured service providers who can deliver a range of services to support daily living.**
- **Successfully piloted the Glasgow Together Consortium model in the North East of the city with the aim of supporting families at an early stage and avoiding statutory social work intervention. Plans are in place for a city wide rollout.**
- **Led implementation of the Red Bag Scheme across NHS Greater Glasgow and Clyde. This enables key patient information to be transferred with care home residents as they move to and from hospital care, speeding up processes and supporting decision making.**
- **Developed a 5 year Rapid Rehousing Transition Plan which renews the focus on the Housing Options and Housing First approaches.**
- **Supported the introduction of the Glasgow Alcohol Court which provides individuals with an alcohol assessment and immediate access to community based support, when their offences have been alcohol related.**



## Key Performance Improvements in 2018/19

Indicator	2017/18 Year End	2018/19 Year End
<b>Older People</b>		
Number of community service led Anticipatory Care Plans	824	989
Number of people in supported living services	734	842
<b>Carers</b>		
Number of New Carers identified during the year that have gone on to receive a Carers Support Plan or Young Carer Statement	1,942	1,984
<b>Children's Services</b>		
Percentage of young people receiving an aftercare service who are known to be in employment, education or training	67%	74%
Number of children in high cost placements	67	51
<b>Alcohol and Drugs</b>		
Percentage of clients commencing alcohol or drug treatment within 3 weeks of referral	92%	98%
<b>Homelessness</b>		
Number of households reassessed as homeless or potentially homeless within 12 months	444	400
<b>Health Improvement</b>		
Breastfeeding at 6-8 weeks - General population	26.9%	30.4%
Breastfeeding at 6-8 weeks - most deprived areas	20.3%	21.2%
<b>Business Processes</b>		
Percentage of NHS Stage 2 Complaints responded to within timescale.	60%	70%

## Areas for Improvement in 2019/20

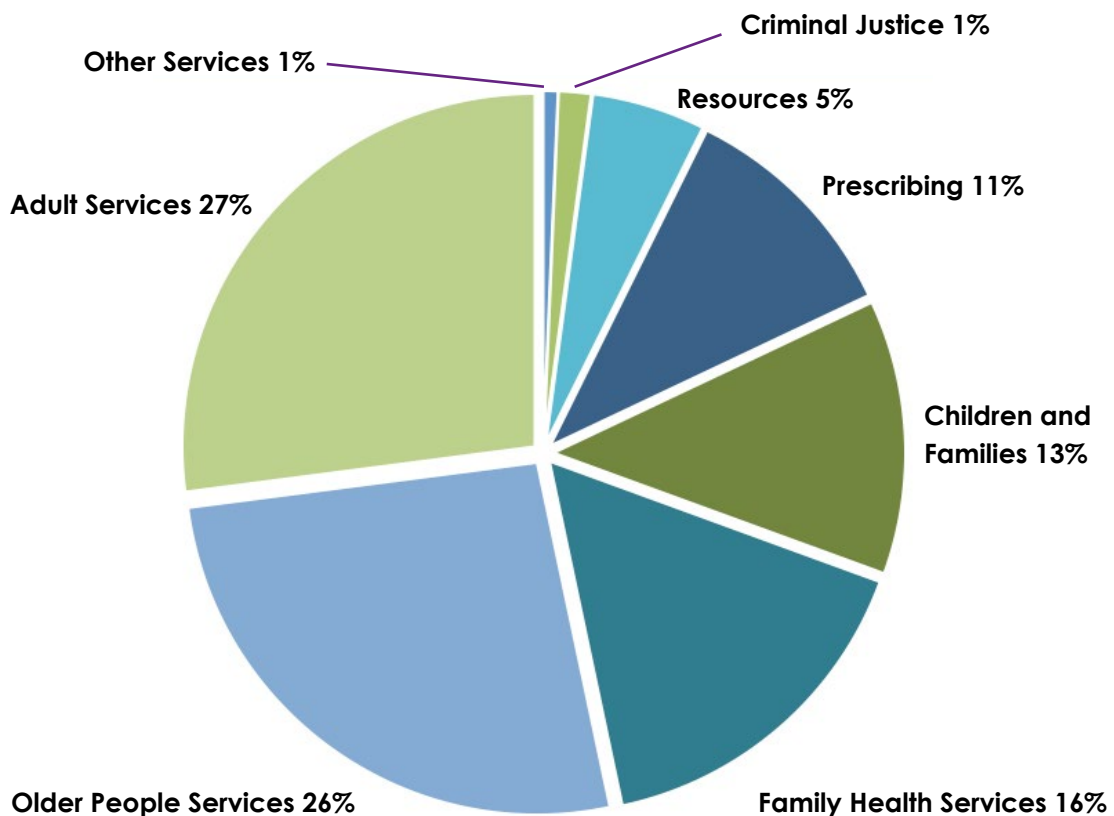
Specific areas where we would like to improve performance over the next 12 months include the following:

<b>Older People</b>
Number of older people's mental health patients delayed in hospital
Percentage of intermediate care users transferred home
<b>Unscheduled Care</b>
New Accident and Emergency attendances (all ages)
Number of acute delays and bed days lost to delayed discharge (aged 65+)
<b>Children's Services</b>
Waiting times to access Child and Adolescent Mental Health Services (CAMHS)
<b>Adult Mental Health</b>
Number of adult mental health patients being delayed in hospital
<b>Criminal Justice</b>
Percentage of Community Payback Order (CPO) unpaid work placements commenced within 7 days of sentence
Percentage of Community Payback Orders (CPO) with a Case Management Plan within 20 days
<b>Human Resources</b>
Social Work and NHS staff sickness absence rates

## Managing Our Resources

The total financial resources available to the Partnership for 2018-19 were around £1.1 billion. These were allocated across service areas as shown below.

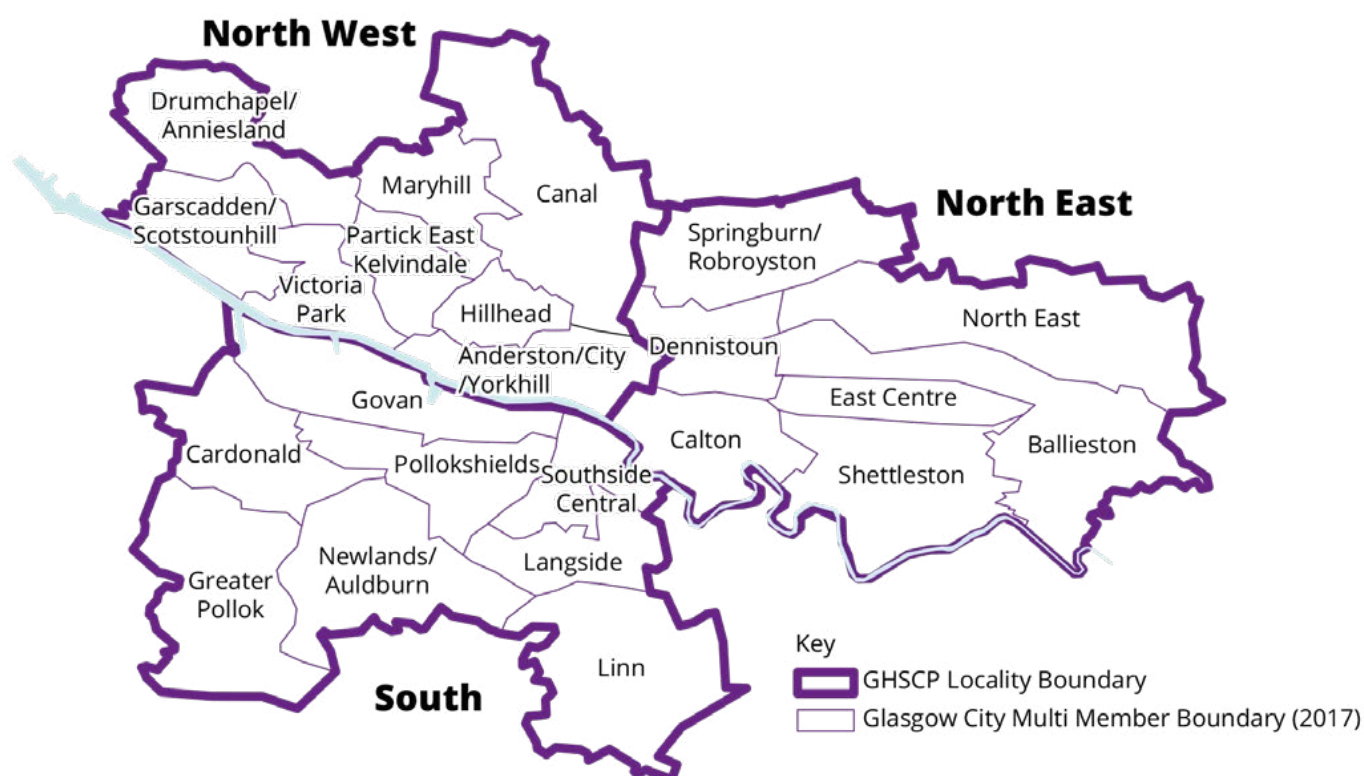
Glasgow City HSCP - Gross Budget 2018/19 % Split by Client Group



Budget Monitoring throughout 2018-19 had forecast an underspend of £2.046m. The final position secured was an underspend of £6.999m. The increase is mainly as a result of contingency budget for Prescribing not being required and an increase in the number of vacancies experienced within the service.

## 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 below.



Each area has their own Locality Engagement Forum, which bring together community representatives and local networks and groups. These are a key part of the HSCP's participation and engagement arrangements, and in the last year over 35 Locality Engagement Forum meetings/events and 24 city wide sessions were held across the city, attended by over 1,900 people. These have been used to consult on both city wide and locality developments and plans.

**Locality Plans** have been reviewed and updated in the last year. These show how localities are taking forward the HSCP's Strategic Plan and responding to locally identified needs and priorities. Locality planning arrangements are in place to support this process and have involved the Locality Engagement Forums, GPs and other primary care professionals, as well as partner agencies.

Work has also been progressed within localities to further develop and embed the General Practice clusters. There are 21 clusters, 7 in each locality, with an average patient population of 24,000. Through these clusters, GPs and their associated primary care services are working together to share good practice, identify quality improvement priorities, and improve integrated working with HSCP community services.

## Equalities

In accordance with the Equalities Act (2010), the Partnership is expected to review policies and practices to ensure these eliminate discrimination and advance equality of opportunity and access for people with 'protected characteristics'. To facilitate this, we have established an Equality Group and published a set of equality outcomes within a [Mainstreaming and Equality Plan](#).

Activities progressed over the course of the last year have included the continued use of the Equality Impact Assessment tool (EQIA) to assess our strategies and services; progression of work to achieve the LGBT Youth Charter Mark; the delivery of equalities training sessions to HSCP and partner agency staff (attended by over 1000 people); and the training of volunteers to deliver ESOL (English as a Second or Other Language) at both beginner and intermediate level.