



Glasgow City Health & Social Care Partnership

North East Locality

Locality Plan 2016/17 Summary



Glasgow City HSCP's North East Locality Plan 2016/17

Health and Social Care Partnerships have been established across Scotland to improve how we use our resources (people, money, buildings) to help people make long term improvements to their lives and to enhance their life chances.

The North East Locality is committed to responding to the significant challenges faced by people living in the North East. The high levels of poverty and multiple health problems experienced by local residents seriously impacts both on their quality of life and their life expectancy. Addressing these inequalities requires us to consider the changing population, the data available that informs us about health and social care outcomes and importantly, what we know directly from local people, our staff and organisations about health in the North East and how that feels in terms of lived experience.

The following is a summary of the North East Locality Plan priorities for 2016/2017. The full Locality Plan sets out the actions we will be progressing in the year ahead to deliver our priorities. The full version of the North East Locality Plan can be found at <https://www.glasgow.gov.uk/index.aspx?articleid=17849>



Ann Marie Rafferty, Head of Operations, North East Locality, Glasgow City Health and Social Care Partnership

North East locality has a total population of 167,518 people and covers the six Local Area Partnerships of Calton; Springburn; East Centre; Shettleston; Baillieston; and North East.

A breakdown of the population by age is shown in the table below:

Age Bands	No. of people	% of population	% of this age band in GlasgowCity
0-17 years	32,595	19.5	18.2
18-64 years	110,141	65.7	67.9
65 years plus	24,782	14.8	13.8

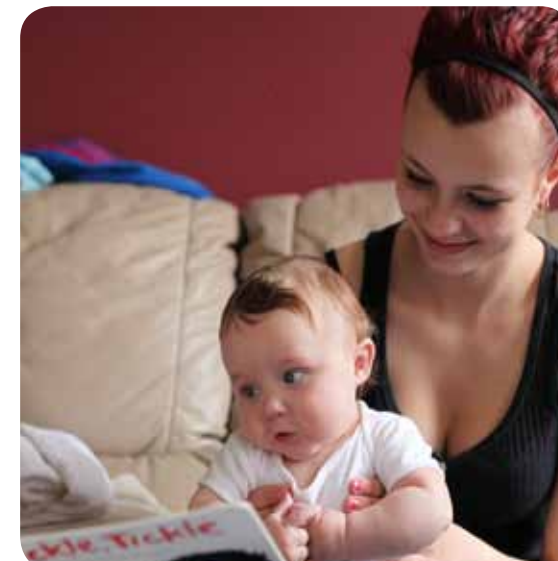
Glasgow's North East Locality is historically where health is most challenging due to severe levels of poverty, even compared to Glasgow city as a whole. The Scottish Index of Multiple Deprivation (SIMD) measures deprivation by neighbourhood every four years and produces a ranking of deprivation by housing neighbourhood areas. An analysis of Glasgow's 56 neighbourhoods using information from the 2004, 2008 and 2012 SIMD data showed that of the 25 neighbourhoods with the worst position (in child poverty, income deprivation, and lowest levels of male and female life expectancy) 11 were in the North East Locality. This presents huge challenges for improving health and wellbeing. It also requires us as service providers to ensure that we recognise the difficulties faced by people in the North East on a daily basis.



The 2015 NHSGGC Adult Health and Well Being Study results show some encouraging findings, as well as where there is more work to do.

Where performance is improving and/or achieving target
Reduction in the number of delayed discharges of people in hospital for more than 14 days
Number of reviews carried out for older people receiving home care
Improvement in the number of Direct Payments
Waiting times for access to Child and Adolescent Mental Health Services (CAMHS)
Percentage of children looked after at home with family/friends (LAC) with a primary worker
Percentage of criminal justice community placement orders (CPO) work placements commenced within seven days
Breast Feeding at 6 – 8 weeks (exclusive) – all new mothers across the whole of North East area
Alcohol Brief Interventions
Number of complaints handled within timescales

Where improvement is required
Psychological Therapies - Number of people starting treatment within 18 weeks
Primary Care Mental Health Team – number of people referred to first appointment within 28 days
Primary Care Mental Health Team – number of people referred to first appointment within 63 days
Percentage of children looked after at home (percentage of the total looked after)
Percentage of young people receiving a leaving care service who are known to be in employment, education or training
Alcohol Related Emergency Admissions (per 100,000)
Three month reviews of Community Placement Orders (CPO)
Smoking in Pregnancy
Bowel Screening Uptake Rates
Cervical Screening Uptake Rates
Breast Feeding at 6 – 8 weeks (in 15% most deprived areas) – all new mothers residing within 15% most deprived areas of North East locality
Breast Screening uptake



Summary of North East Locality's Priorities for 2016/2017

Children and Families Services

- Early and effective intervention aiming to give all children and young people the best possible start in life
- Involve children in decisions that affect them, have their voices heard
- Work with families to improve life chances for children, with a specific focus on family resilience, health improvement, educational attainment and reducing the number of children looked after away from home

Criminal Justice

- Better access to Addiction, Mental Health and Homelessness services for Criminal Justice service users
- Promote interface, communication and information sharing with children and families services in response to child protection concerns



Alcohol and drugs

- Early intervention by increasing Blood Borne Virus (BBV) and HIV Testing and increase in harm reduction interventions
- Ensure recovery is an integral part of treatment, from the first point of contact through to exit from service

Learning disability

- Continue personalisation assessments for all people who have a learning disability and are eligible to receive a service
- Partnership approach to remodelling of some of our social care provision to meet changing needs and financial challenges

Adult mental health

- Complete personalisation assessments for all people who have a mental health difficulty and are eligible for services
- Continue to improve waiting times to access Primary Care Mental Health Team
- Support people to live as independently as they can within their own home with support
- Ensure effective transfer of wards on Parkhead site to Stobhill Site

Homelessness Services

- Improve interfaces with housing providers to increase access to settled accommodation
- Increase throughput in temporary and emergency accommodation to settled accommodation
- Improving tenancy sustainment through early support and identification of need.

Older People's Services

- Further development of intermediate care: short term improvement of governance in existing units and review of existing practice; work with commissioning to establish and embed new model of care
- Implement the city-wide Accommodation Based Strategy in the North East to make sure that local initiatives promote formal and informal care and support
- Implementation of the recommendations from the District Nursing Review
- Focus on and develop service capacity particularly in relation to prevention and early support



Health Improvement

- Support the further development of Thriving Places workstream in Parkhead/Dalmarnock/ Camlachie and in Easterhouse, Springboig/Barlanark
- Support individuals and families with health-related issues; build positive mental health and resilience, reducing alcohol, drugs, tobacco use and obesity
- Contribute to reducing poverty and supporting people living in poverty in North East Glasgow

Primary Care

- Improve health life expectancy
- Work with GPs and wider primary care team to develop 'clusters to improve quality in primary care
- Support older people to live healthier lives
- Support sustainable Primary Care services (including out of hours and urgent care)



Cross cutting service priorities

- Continuing to support the roll-out of Housing Options approach across the North East and further development of a strong interface with the housing sector
- Continue to review all of our accommodation, both leased and owned, across the North East to ensure that we have accommodation which meets the needs of services users and staff
- Provision of employability support for local people
- Review local community engagement arrangements to ensure that local people can be fully involved in the planning of services and influencing service change
- Continue to raise awareness of adult carers and promote the single point of access within the health and social care teams
- Continue to identify and support young carers through a family-based approach



Equalities

- Ensuring appropriate access to interpreters and accessible information
- Maintaining accessibility audits of new buildings
- Participation in Equality Impact Assessments of cost savings, service re-designs, service developments and policies
- Hate crime awareness and reporting
- Routine enquiry undertaken by our staff with local people about money worries, gender-based violence, employability and appropriate onward referral
- Participation in age discrimination audits as required
- Responding to findings of the Fairer NHS staff survey alongside staff training priorities (Asylum Seekers & Refugees, Poverty e-module, Key Care Groups: GBV)
- Responding to the requirements of Glasgow HSCP's Participation and Engagement Strategy including equalities monitoring of community engagement
- Reviewing Caring to Ask and Checking it Out staff development initiatives
- Analysing performance monitoring and patient experience by protected characteristics as required



The North East Locality Plan has been developed in accordance with national locality planning guidance and is consistent with the aims, objectives and vision* for Glasgow City set out within Glasgow City Health and Social Care Partnership's Strategic Plan 2016-19.

Copies of the Strategic Plan and the full North East Locality Plan can be found at:

<https://www.glasgow.gov.uk/index.aspx?articleid=17849>