



# GLASGOW CITY HSCP CARER STRATEGY 2025-2028

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# Introduction



Pat Togher,  
Chief Officer, GCHSCP

Glasgow City Council and NHS Greater Glasgow and Clyde deliver integrated services as Glasgow City Health and Social Care Partnership (GCHSCP). Glasgow Integration Joint Board (IJB) oversees the planning, delivery and integration of health and social care by GCHSCP.

GCHSCP is required to prepare a local Carer Strategy and review that strategy every three years. The 2022-2025 Glasgow HSCP Carer Strategy is due for review. Caring for family and friends is a natural part of all our lives. The act of caring enables us to demonstrate empathy and compassion towards people that matter to us. The act of caring not only benefits the person we support but can also bring a sense of fulfilment and purpose to caregivers creating strong and compassionate communities of support.

GCHSCP is launching the Carer Strategy during [\*\*Carers Week 2025\*\*](#). The theme for carers week is 'Caring About Equality' highlighting the inequalities faced by unpaid carers and it marks the 60th anniversary of Carers UK, with a strong focus on advocating for equal treatment and recognition of carers in all aspects of their lives.

The 2022-2025 Carer Strategy gave a commitment to making Glasgow a carer-friendly city. Delivering that commitment would not have been possible without the invaluable contributions of numerous organisations and dedicated individuals and I'd like to thank them for their contribution.

Building upon our previous Carer Strategy, Glasgow HSCP remains steadfast in our commitment to further enhance the visibility, value and support provided to unpaid carers.

This Glasgow HSCP Carer Strategy is for all carers providing unpaid care for someone who lives in Glasgow. I am pleased to present Glasgow HSCP Carer Strategy 2025-2028.

**Pat Togher**

Chief Officer, GCHSCP

# Glasgow HSCP Carer Strategy

**Vision: Glasgow is a carer friendly city where carers are treated with compassion and kindness.**

## Glasgow HSCP Priorities

**1**

### **Prevention, early intervention and well-being**

We are committed to working with a wide range of partners across the city to improve health and well-being and prevent ill-health and social isolation among the people of Glasgow wherever possible.

**2**

### **Supporting Adult Carers as equal partners**

People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being.

**3**

### **Supporting people in their communities**

Supporting people in their communities: We will work together with our partners and stakeholders, across all types of care, to provide the conditions required to enable people to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them.

**4**

### **Supporting children with caring responsibilities to enjoy positive childhoods**

Children and young people are supported to achieve their full potential through excellent and inclusive education, employment and life opportunities.

**[Glasgow City Integrated Children's Services Plan 2023-2026](#)**



# Statement of Intent for Equality

Glasgow is Scotland's largest and most diverse metropolitan area; 13.5% are older people aged 65 and over, 11.5% are from Black and Minority Ethnic groups, 5.7% are estimated to be part of the LGBT+ community, more than a quarter adults 28.6%, live with a limiting long-term illness or condition and Glasgow City contains four in ten of Scotland's 20% most deprived areas. It is recognised that figures from the 2011 census have been out for some time, and it is anticipated that the percentages have increased significantly. Glasgow City Health and Social Care Partnership Equality Outcomes 2024 to 2028

The principles of equality, diversity and human rights are underpinning rights for all carers. Carers reflect the diversity of Scotland's population. Glasgow HSCP will work to ensure all of our services are aware of the rights of carers and that no carer is disadvantaged due to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

People across Scotland have been affected by the most severe economic crisis in a generation. Women are disproportionately affected by the cost-of-living crisis, impacted by low pay, spiralling costs and bearing the brunt of caring responsibilities, which is exacerbated by existing structural inequalities. These experiences are compounded for women who may face multiple inequalities e.g. disabled women and black and minority ethnic women.

Glasgow City HSCP are committed to working in partnership with protected characteristic and intersectionality groups, directly and through the network of organisations that give a voice to those often unheard. Ensuring that the approach to reducing inequality is flexible and able to reflect the life experience of all people and that we use our influence to be and advocate for equalities in Glasgow.

## **Fiona Moss**

(Head of Health  
Improvement and  
Equalities Glasgow HSCP)

*Glasgow is*

*Carer*  
**AWARE**

# Reviewing the Carer Strategy

The 2022-2025 Carer Strategy was launched while GCHSCP was still remobilising following the COVID-19 pandemic. The review has considered progress to deliver previous commitments, included carer and stakeholder engagement to identify opportunities for improvement.

In November 2024, Glasgow City Health and Social Care Partnership hosted an event to mark a new partnership with Glasgow Carers as an independent carer's group. The event was held at Glasgow City Chambers and brought together carers, HSCP staff, carers organisations and community representatives. Read the full New Partnership with Glasgow Carers Launched Ahead of Carers Rights Day [news article](#).

The feedback and insights provided by Glasgow Carers have been crucial in reviewing the Carer Strategy and we are grateful for their contribution.

Sign up for [Glasgow Carers](#)

Or email [glasgowcarers@outlook.com](mailto:glasgowcarers@outlook.com)

We will continue to work in partnership with Glasgow Carers to ensure carers voices influence the design and delivery of Glasgow HSCP services and strategies.

Locality Engagement Forums also provide an opportunity for carers to attend and participate in discussions which aim to [shape services](#), within their localities.

Find out more about a range of [options](#) to have your say.

## Collaborative Cultures

Glasgow HSCP will work with the University of Strathclyde to co-design a Carer 'Insights Hub'. This initiative will be developed to explore new ways to engage, understand and innovate for and with informal carers with added value for multiple stakeholders. The aim is to establish a long-term ecosystem for carers to influence research, practice and policy through collaboration with the University of Strathclyde.

### Doctor Kieren Egan

Senior Research Fellow, University of Strathclyde





## Care Inspectorate Inquiry

In December 2022 the care inspectorate engaged with carers in Glasgow as part of an [inquiry](#) into the experience of adult carers accessing services post COVID-19. GCHSCP welcomes this additional scrutiny and have fully considered the findings of the inquiry in the review of the Carer Strategy

## National Carer Strategy

In December 2022 the Scottish Government published the [National Carer Strategy](#). The National Strategy focuses on five aspects of unpaid carer support that have also been considered in the review of Glasgow's Carer Strategy.

- Living with COVID-19
- Recognising, valuing and involving carers
- Health and social care support
- Social and financial inclusion
- Young carers

[National Care Service \(Scotland\) Bill](#). The Scottish Government is committed to introducing legislation intended to grant unpaid carers in Scotland the right to breaks from caring. Glasgow HSCP Carer Strategy may be subject to further review and amendment to ensure compliance with any future legislative changes.

## Cost-of-living crisis

The current cost-of-living crisis is creating significant challenges for Glasgow HSCP as well as unpaid carers. The financial challenges may also impact how we deliver the Carer Strategy over the next three years.

## Maximising Independence

Glasgow HSCP has been implementing the maximising independence (MI) Programme. MI was set up over four years ago to support people, who can and want to, to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them.

We want Glasgow citizens to have strong and reliable health and social care, not just now but for future generations too. So, we've been talking, listening and collaborating to build a sustainable way of supporting people, so that everyone can achieve their full potential for health, wellbeing and independence.

The maximising independence approach has also been fully considered in the review of the Carer Strategy. For more information see our [maximising independence](#) video and newsletters.





# Your Rights as a Carer

The Carers (Scotland) Act 2016 extends and enhances the rights of carers in Scotland to help improve their health and wellbeing, so that they can continue to care, if they so wish, and have a life alongside caring. These rights are summarised in a [Carers Charter](#).

The [Coalition of Carers in Scotland](#) have developed [easy read](#) guides to explain the Carer (Scotland) Act 2016.

Carer Positive: GCHSCP is committed to supporting employees who have caring responsibilities and are a [Carer Positive](#) employer. To find out more visit: [Support for employees who are carers](#)



# Glossary of Terms

**Meaning of unpaid carer:** you are a 'carer' if you provide (or intend to provide) care for another person, but not:

- If this is only because of that person's age (where they are under 18)
- Or if you are caring because you have a contract or as voluntary work.

## Adult Carer

An adult carer is someone over the age of 18 who provides or intends to provide unpaid care to a relative, partner or friend. This could be caring for someone who is ill, frail, disabled or has poor mental health or substance misuse problems.

## Kinship Carer

A kinship carer (usually a relative or close friend looking after a child in place of their parents) can be an adult carer under the Carer (Scotland) Act 2016, even where they have a kinship carer agreement with the local authority. This is only for kinship carers who meet the other requirements of the meaning of 'adult carer' above, so not where the care is simply because of the child's age.

## What is an Adult Carer Support Plan? (ACSP)

An Adult Carer Support Plan (ACSP) starts with a conversation where you discuss your caring role and what is important to you in your life. It helps plan what could help you work towards your goals

## Carer Outcome

Carer outcome describes what a carer wants to achieve in their own life as a result of receiving information or support.

### Young Carer

A young carer is a person under the age of 18 who provides or who intends to provide care for an adult or child needing care, except where the child needs care solely due to their age.

### Hidden Carer

Refers to unpaid carers who may not recognise themselves as a carer or identify with the term.

### What is a Young Carer Statement?

A Young Carer Statement helps young people with caring responsibilities to identify and highlight their personal goals and any support that they may require as a young carer, as well as record who is responsible for providing that support.

Carers (Scotland) Act 2016 [Jargon Buster for Young Carers](#)

### Prevention and early intervention approaches

Includes signposting to community resources and information, providing advice, initiatives to reduce social isolation and reablement. These preventative approaches can support carers to live independently, help maintain or improve their wellbeing and support their participation within their communities.





### **Carer Strategy**

Sets out a health and social care partnership's plan to deliver on duties and responsibilities of the Carers (Scotland) Act 2016.

### **Integration Joint Board(IJB)**

The IJB is the formal legal body that makes the decisions about how health and social care services are delivered in Glasgow based on the Strategic Plan. The IJB then directs Glasgow City Council and NHS Greater Glasgow and Clyde to work together in partnership to deliver services.

### **Equality Impact Assessment (EQIA)**

A tool used by public bodies to assess the potential or actual effects of policies on different groups of people.

### **Intersectionality**

A framework for conceptualising a person, group of people, or social problem as affected by a number of discriminations and disadvantages. While there is no protected characteristic for caring, carers can experience multiple experience layers of disadvantage due to: their race, class, gender identity, disability, sexual orientation, religion, and other protected characteristics.



# Assessment of Demand for Support

Glasgow City Health and Social Care needs profile Demographics and Needs Profile  
Summary August 2023:

## Total Population



Glasgow City Population

**631,970**

representing **11.5%** of Scotland's population

## Population by Age-Band



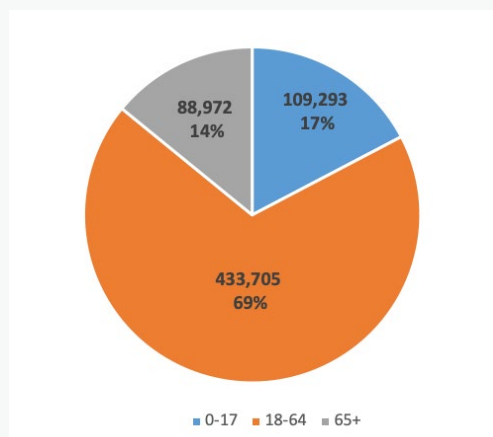
**17%** of Glasgow's population  
are aged 0-17 (**109,293**)



**69%** of Glasgow's population  
are aged 18-64 (**433,705**)



**14%** of Glasgow's population  
are aged 65+ (**88,972**)



## Population Projections to 2034



- ▶ A quarter of Glasgow P7-S6 pupils (**25.0%**) said they care for or look after someone because they have an illness or disability, mental health or addiction problem or problems related to old age.
- ▶ **12.9%** of Glasgow adults provide unpaid care to others

Source: National Records of Scotland (NRS) 2023 Mid-Year Estimates

Scottish Government (Schools) Health and Well-being Census 2021/22 - Glasgow City Council  
Education Services Infographics

Scotland's Census 2022

## Health and Social Care Needs Profile:



- ▶ More than a quarter of Glasgow adults, **28.6%**, live with a limiting long-term illness or condition.
- ▶ More than **8,000** people are estimated to be living with dementia in Glasgow.
- ▶ Around **3,700** people, **0.6%** of Glasgow's population, are recorded as having a learning disability, whilst almost **13,600** people, **2.1%**, are reported as having a learning difficulty.
- ▶ It is estimated that around **6,500** people in Glasgow have a form of autism.
- ▶ It is estimated that more than **100,000** people in Glasgow have a physical disability, **7.8%** of the population.
- ▶ **6.5%** of the population has been recorded as having a mental health condition.
- ▶ Glasgow has more than **18,000** problem drug users, **3.4%** of the adult population, more than the national average of **2.0%**
- ▶ Nearly a quarter (**23%**) of Glasgow adults have common mental health problems compared to **17%** of Scotland's adults, with higher proportions for females in both Glasgow and Scotland (**23%** Glasgow and **19%** Scotland) than males (**22%** Glasgow and **15%** Scotland).

For further information please visit [Demographic and Needs Profile for Glasgow City](#).

# Plans to Identify Carers

People become carers when a family member or friend has an illness, disability, a mental health problem or an addiction and cannot cope without their support. Healthcare settings where individuals receive medical support and information offer crucial opportunities to identify and connect with unpaid carers early in their caring journey. We remain committed to identifying opportunities to identify carers as early as possible in their care journey.

In 2022 the Glasgow Community Link Workers service gave a commitment to embedding awareness of carers in the community link worker role. You can find out more about how that commitment has been delivered in the [Community Link Worker Programme Annual Report](#).

[NHSGGC Support and Information Services](#) gave a commitment to embedding carer awareness in practice, increasing opportunities to identify carers in hospital settings. That commitment is being delivered within many NHSGGC hospitals.

Glasgow HSCP is delivering [Circles of Support](#) to encourage social care staff and others to think about the importance of support networks for the people they support. Our Circles of Support is intended to help families, friends and carers to support people to live independently within their local community, with the right support in place.

A [Carer Strategy EQIA](#) was co-produced with the National Carer Organisation Minority Ethnic Carers of Older People [Project](#). (MECoOPP) advise local authorities to adopt an intersectional approach to ensure carers are visible, valued and supported Glasgow HSCP acknowledges the contribution from MECoPP and are adopting their recommendations. Ensuring that unpaid carers are included in a broad range of HSCP strategies and plans.

The 2022 Carer Strategy contained carer pathways for each of the organisations that had committed to working with Glasgow Carer Partnership to support delivery of the Carer Strategy. i.e. mental health, dementia, Improving the cancer journey, etc.

There are now too many organisations and individuals supporting carers to acknowledge in the Carer Strategy.

The previous Carer Strategy included data and examples of support provided to carers. This resulted in a lengthy document combining a strategy and a performance report. Going forward, carer performance data will be published separately in an annual report. To find out more visit [How are we doing?](#)





# Assessment of Demand for Adult Carers

Our **Strategic Plan** highlights that 14% of Glasgow adults (around 74,000) are unpaid carers with a higher percentage of women (16%) than men (13%) undertaking this role.

An adult carer who wishes to access support and information should request a Carer Support Plan. The Adult Carer Support Plan will gather information about the levels of care the carer provides or intends to provide, the personal impact of the caring role and what can be done to support the adult carer as an equal partner. To find out more about requesting support as an adult carer visit [www.glasgow.gov.uk/carers](http://www.glasgow.gov.uk/carers)

The effectiveness of the 2022-2025 strategy was measured using data from carers requiring or requesting a carer support plan or young carer statement. The data didn't include carers who declined the offer of support and does not fully reflect the assessment of demand for carer support in Glasgow.

We are taking steps to better understand the demand for support for adult carers.

## Digital solutions

Access to public, economic and social life is increasingly being driven by the internet and digital technology. The COVID-19 pandemic restrictions accelerated the use of technology and digital platforms by carers.

We're now routinely looking for innovative technical solutions to support people to live more independently at home.

Our **Helpful Hints for Home Technology** team is meeting people at drop-ins across the city to show them how technology can help, and listen to their technical issues and aspirations.

Glasgow HSCP started the Helpful Hints for Home Technology service at the beginning of 2024. It was established by the HSCP in recognition that technology is a key enabler to everyday living and therefore it's important that we support people who may be unaware or not confident in its use. We provide this digital support in a friendly, informal and accessible way.

Our aim is to make technology less scary, show how it can help you to stay independent, connect with others and make life easier to manage. We've found that carers in particular are interested as it can support them in looking after people they care for.

If you want to find out more email:  
[helpfulhints@glasgow.gov.uk](mailto:helpfulhints@glasgow.gov.uk)

Or contact your nearest [carer service](#)



# Assessment of Demand for Young Carers

Our **Strategic Plan** highlights that 2.5% of Glasgow's children under 15 years are unpaid carers compared to 2% of all Scottish children.

A young carer who wishes to access support and information should request a Young Carer Statement. The Young Carer Statement will gather information about the levels of care the young carer provides or intends to provide, the personal impact of the caring role on the child or young person and what could be done to alleviate the caring role. To request young carer support visit **[www.glasgow.gov.uk/carers](http://www.glasgow.gov.uk/carers)**

**Getting it right for every child** (GIRFEC) is Scotland's approach to strengthening the wellbeing of every child and young person, including young carers who hold a caring role. A young carer is still entitled to the same support, protection and opportunities offered to other children. The principles and values at the core of the GIRFEC approach apply for young carers just as they do any other child.

GIRFEC is central to all government policies which support children, young people and their families and is delivered by encouraging service providers, third sector organisations and public bodies to work in collaboration with children, young people and their families. This will allow children and young people to achieve their full potential across all of the wellbeing indicators (sometimes known as **SHANARRI indicators**, helping them to thrive and be able to better respond to the challenges and opportunities that life brings. GIRFEC also respects parents' rights under the European Convention on Human Rights (ECHR).

## **Support in schools**

We know that young carers often report feeling isolated, stigmatised, bullied and unsupported in schools due to their caring role and that caring can lead to increased absenteeism or lateness. Education authorities have duties to identify, provide for and review the additional support needs of all their pupils, and in particular young carers. This includes ensuring that there are the staff and resources in place to support them in their learning.

(2022 National Carer Strategy)

More information can be found at **[National Carer Strategy](#)**







Supporting young carers in Glasgow is critical. In 2022-2023, 44% of referrals received by the Carer Service were for young people under 18 years of age. Young carers take on more responsibilities than other children and young people that can impact on their health, education, and relationships.

For the past eight years, Glasgow has prioritised early intervention and family support, reducing the number of children living away from home by strengthening families and improving relationships. Our practice seeks to improve identification of young carers and provide robust support. We are dedicated to supporting our young carers and ensure we meet our responsibilities to them under GIRFEC, the Promise and UNCRC and move towards becoming a Carer Aware City.

Our Children's Services Plan (CSP) outlines our commitment as a Children's Services Partnership to help and support young people, including young carers. The CSP priorities include supporting children and their families at home, improving children and young people's health and wellbeing, raising levels of attainment at school and supporting transitions into adulthood. Our recently refreshed Family Support Strategy 2024-2030 also identifies Glasgow's Practice Principles that include centring the voice of children and young people, inclusivity and accessibility, non-stigmatising and flexible and responsive support. We are committed to listening to what young carers say about themselves and their caring roles.

We deliver tailored support to young carers through Young Carers' Statements. A Young Carers Statement is a plan to help any child or young person who cares for someone else. It helps young carers work out how caring responsibilities affect their life. In 2023-2024, the Glasgow Carers Support Service were able to offer a Young Carers' Statement to 195 young carers. This number was made possible by the Young Carers' tender, which provided funding to agencies to provide inclusive and holistic support to carers within Glasgow. A further 667 parents caring for people under 18 accepted the offer of carer support plans. They provide plans to maintain quality of life, health and wellbeing through person-centred, coordinated, outcome focused services.

### **Dominique Harvey**

Head of Planning (Children's Services and North East Locality),  
GCHSCP

We are taking steps to better understand the demand for support for young carers.

# Involving Carers in Hospital Discharge

The 2022 Carer Strategy gave a commitment to involving unpaid carers as equal and expert partners at all stages of their journey through hospital. The Scottish Government are currently implementing the Discharge without Delay Improvement Programme to support health boards and health and social care partnerships across Scotland to improve discharge planning procedures. The programme recommends that 'discharge planning should begin the moment someone is admitted to hospital.'



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We are committed to helping carers and those they support to think about the future and plan ahead. By having realistic conversations and understanding what is important to people, we can work together to create plans that work for everyone, whether they are currently in hospital or living in the community.

**Jennifer Watt**

Home First Design and Implementation Manager

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NHSGGC have developed a [Plan More Stress Less Toolkit](#) to support carers to prepare for hospital admission and discharge. They also have information on their [website](#) including the contact information of local [Carer Support Services](#).

For information about NHSGGC Emergency and Future Care Planning visit [www.nhsggc.scot/planningcare](http://www.nhsggc.scot/planningcare)

## Carer Eligibility Criteria

GCHSCP must set a local Carer Eligibility Criteria. Eligibility criteria help local authorities to prioritise support and to target resources as effectively and efficiently as possible. All Carers looking after someone resident in Glasgow are eligible for support with a universal offer of information and advice for all.

The Carer (Scotland) Act 2016 guidance describes a carer's eligible needs as, "Those identified needs for support that cannot be met through support to the cared-for person or through accessing services that are available generally."

For more information, please see [Glasgow HSCP Carer Eligibility Criteria](#)

## Single point of Contact

The 2022-2025 Carer Strategy committed to delivering a single point of access into support services for carers. Glasgow carers have told us that accessing support has become confusing, overcomplicated and needs to be improved. In December 2022, the Care Inspectorate recommended all HSCPs should consider improve carers' experiences of systems and processes including initial access, resource allocation and reviews

We are committed to improving carers experiences of accessing support and are currently reviewing Glasgow Carer Partnership Services.

In May 2024 GCHSCP commissioned three dedicated carer services to provide early intervention support for adult and young carers. To find out more visit [services for carers](#) To find out more about support available for carers visit: Your Support Your Way Glasgow - [What supports are available?](#)

# Glasgow HSCP Carer Strategy Workplan

01

## Prevention, early intervention and well-being

Glasgow HSCP is committed to working with a wide range of partners across the city to improve health and well-being and prevent ill-health and social isolation among the people of Glasgow wherever possible.

02

## National Health and Wellbeing Outcome 6

People who provide unpaid care will be supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing.

03

## Supporting people in their communities

Glasgow HSCP will work together with our partners and stakeholders, across all types of care, to provide the conditions required to enable people to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them.

- Glasgow HSCP will work with the University of Strathclyde to deliver the collaborative cultures research project.
- Glasgow HSCP older people and adult services are implementing maximising independence.

04

## Glasgow City Integrated Children's Services Plan 2023-2026

Children and Young People are well supported in their families and communities.

05

Develop and improve the accessibility and availability of short breaks available to support carers to continue to care.

- We will improve the accessibility of short breaks to support carers to continue to care

06

Promote awareness of the rights that carers, including 'hidden carers', have to an adult care support plan and the benefits of having one in place.

- We have adopted an intersectional approach to ensure that unpaid carers rights are considered in a broad range of HSCP strategies and plans.
- We will develop carer awareness resources into a Carer Aware Glasgow campaign to make unpaid carers visible, valued and supported.
- We will improve the accessibility of short breaks to support carers to continue to care

07

Improve carers' experiences of systems and processes including initial access, resource allocation and reviews.

- We are committed to improving carers experiences of accessing support and are reviewing Glasgow Carer Partnership Services.
- We will review carer care management processes to be more inclusive of carers.
- We will take steps to better understand the needs of carers.

08

Ensure there is refocus on prevention and early intervention, self-directed support and outcomes-focused practice for carers.

- Carer Aware Glasgow materials will be updated and promoted in venues where there are opportunities prevention and early intervention.
- We will publish an annual carer advice and information service performance report with a refocusing on prevention and early intervention.

09

Further support social work and social care staff to be more knowledgeable about the Carers (Scotland) Act 2016.

- We will promote SSSC and (NES) TARRAS learning resources.
- We will embed requirements of the Carer (Scotland) Act 2016 in care management



10

Further develop carers engagement and consultation approaches including evaluation of these approaches and how best to feedback carers' views.

- We will work in partnership with Glasgow Carers to increase opportunities for carer engagement and consultation.

11

Ensure that local carer strategies, short-break services statements and eligibility criteria are up to date and are coproduced with carers and carers' organisations.

- All three documents will be reviewed with support from carers and carer organisations and published by June 2025.

12

Ensure there is meaningful and representative inclusion of carers in planning and governance groups that impacts positively on service improvement.

- We will work in partnership with Glasgow Carers to ensure carers voices influence the design and delivery of Glasgow HSCP services and strategies.



