

ANNUAL PERFORMANCE REPORT 2019/20 SUMMARY

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# **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 2019/20 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:**



# KEY ACHIEVEMENTS IN 2109/20

• The new £20m Woodside Health and Care Centre opened in June 2019 providing a broad range of services to the local community.

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- The Tomorrow's Residential and Day Care Programme was completed with the opening of two new care homes and two new day care centres - Victoria Gardens Care Home, Meadowburn Care Home and Day Care Centre and Woodside Day Care Centre.
- Free personal care for people under 65 was introduced in April 2019 with approximately 1,900 service users under 65 now in receipt of this.



 Developed an ambitious Maximising Independence programme which aims to encourage individuals and communities to support each other more and facilita

each other more and facilitate a step change in individual, family and community independence from statutory HSCP support.

 A social media campaign #spotlightondementia ran in December which reminded people to look out for changes in the health of older relatives



when visiting at Christmas. This included an **animation** based on **'Nancy and** Joe - A Christmas Story'.

- The new Enhanced Drug Treatment Service (EDTS) opened in November 2019. This service aims to reduce public injecting and save lives by reducing the risk of overdose and the spread of blood borne viruses.
- A Pre-Paid Card (PPC) system was introduced to increase the uptake of



personalisation and promote financial inclusion. The card, which functions like a bank debit card, is now being used by approximately 600 people with personalised services.

- Won the 'Achieving Better Outcomes in Partnership' category at the 2019 COSLA Excellence Awards for the Tomorrow's Women Glasgow (TWG) Partnership. This service works with women who have been involved in offending or returning from custody.
- Supported the successful co-production of the Glasgow Family Support Strategy (FSS) 2020-2023 with families and other



partners to improve outcomes by developing more local preventative and early support for families.  A new Youth Health Service (YHS) model was launched and is being rolled out across the city. This model adopts a prevent

This model adopts a preventative, early intervention approach and once completed, will create 9 venues citywide providing holistic services for young people aged 12-19.

 The Health Improvement Team within Sandyford Sexual Health Services commissioned and led the development of the new national

**Relationships, Sexual Health and Parenthood (RSHP)** online teaching and learning resource for children age 3 to 18.  Glasgow City HSCP 'Quit Your Way' (QYW) Smoking Cessation Services were recognised at the ASH Scotland Charter Awards for



demonstrating excellent collaborative work with dental practices and the City of Glasgow College as well as for supporting smoke-free play parks.



# **KEY PERFORMANCE IMPROVEMENTS IN 2019/20**

INDICATOR	BASELINE YEAR END 18/19	YEAR END 19/20
Children's Services		
Number of children in out of authority placements	51	46
Mumps, Measles and Rubella (MMR) Vaccinations: % uptake in Children aged 24 months	92.3%	93.2%
Criminal Justice		
Percentage of Community Payback Order (CPO) unpaid work placements commenced within 7 days of sentence	66%	76%
Percentage of Community Payback Orders (CPO) with a Case Management Plan within 20 days	76%	85%
Health Improvement		
Women smoking in pregnancy (general population)	11.5%	9.8%
Women smoking in pregnancy (most deprived quintile)	18.9%	1 <b>4.6</b> %
Exclusive Breastfeeding at 6-8 weeks (general population)	30.4%	31.8%
Exclusive Breastfeeding at 6-8 weeks (15% most deprived data zones)	21.2%	24.9%
Business Processes		
Percentage of NHS Stage 2 complaints responded to within timescale	70%	80%

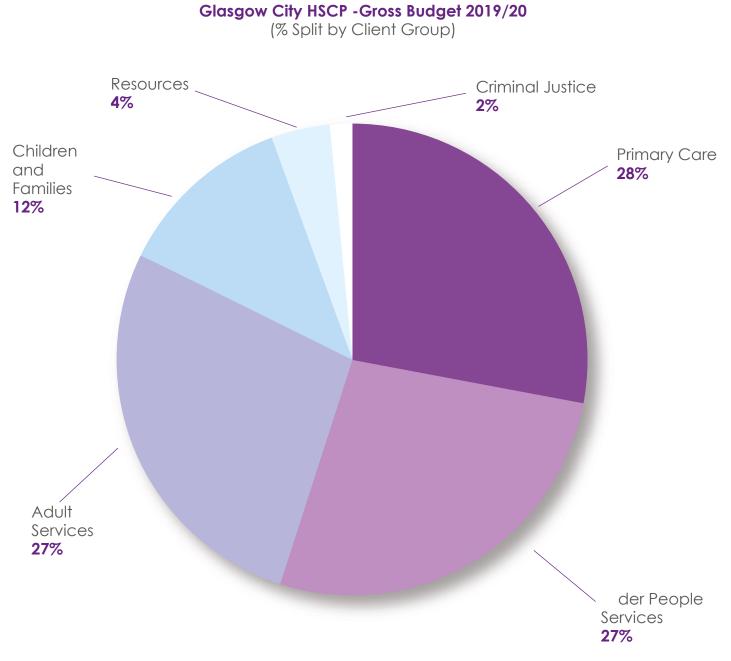
## **AREAS FOR IMPROVEMENT IN 2020/21**

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

INDICATOR	TARGET	ACTUAL
Older People		
Total number of Older People Mental Health (OPMH) patients delayed (Excluding AWI)	0	15
Intermediate Care: Percentage of users transferred home	>30%	19%
New Accident and Emergency (A&E) attendances (18+)	153,791	159,916
Total number of Acute Delays and Bed Days Lost to Delays (All delays and all reasons 18+)	20 (delays) 39,919 (bed days)	77 (delays) 45,318 (bed days)
Total number of Acute Bed Days lost to delayed discharge for Adults with Incapacity (AWI) (Older People 65+)	1910	6571
Children's Services		
Access to specialist Child and Adolescent Mental Health Services (CAMHS)	100%	51.9%
Percentage of young people currently receiving an aftercare service who are known to be in employment, education or training	75%	68%
Adult Mental Health		
Total number of Adult Mental Health delays	0	19
Health Improvement		
Alcohol Brief Intervention delivery (ABI)	5,066	4,394
HR		
Sickness absence rates	<4% (NHS)	6.37% (NHS)
	<10.2ADL (SW)	15.7 ADL (SW)
Business Processes	1	
Percentage of Social Work Stage 1 Complaints	70%	57%
Percentage of Social Work Stage 2 Complaints responded to within timescale	70%	51%

## MANAGING OUR RESOURCES

The total financial resources available to the Partnership for 2019-20 were around  $\pm 1.2$  billion. These were allocated across service areas as shown below.

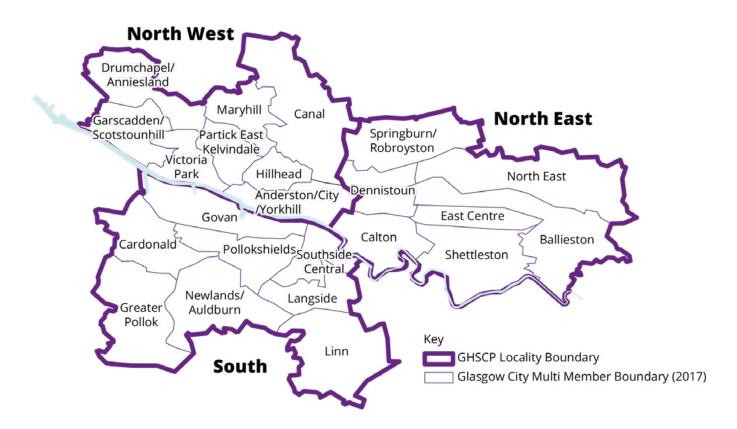


Budget Monitoring throughout 2019-20 had forecast an underspend of £8.5m. The final position secured in relation to these areas was an underspend of £7.9m. In addition to this, there are local and national priorities which will not be completed until future financial years and require funding to be carried forward (£3.5m). A balance of £3m also remains within the prescribing contingency and was not used in 2019-20.

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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 below.



Each area has their own Locality Engagement Forum (LEF), which brings together community representatives and local networks and groups. These are a key part of the **HSCP's participation and engagement arrangements**. During the past 12 months in addition to LEF meetings and events on locality plans and services, a number of city-wide sessions were held to consult on city-wide developments and strategies.

Each locality has developed a **Locality Plan**, which details how they are taking forward the IJB's **Strategic Plan (2019-22)** and responding to locally identified needs and priorities. To better align locality plans with the overarching 3-year Strategic Plan, current locality plans also now cover the 3-year period from 2019-22.

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 34,000. 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 required to undertake a number of duties including reviewing policies and practices to eliminate discrimination and advance equality of opportunity and access for people with 'protected characteristics'. An HSCP Equalities Working Group has been established to oversee the programmes of work related to equalities and report on progress. Highlights during the past year in respect of these duties include:

- Reported progress in taking forward the first HSCP Mainstreaming and Equality Plan (2016-20) and the equality outcomes specified within it.
- Developed a new Equalities Mainstreaming Report 2020-2024.
- Equality Impact Assessments (EQIAs) are now an integral component when creating, reviewing and making changes to HSCP services.
- Supported the roll out of the Gender Friendly Nursery Programme.
- Published the British Sign Language (BSL) Local Action Plan (2018 24).
- Worked to raise awareness of the importance of third party reporting of hate crime and signed the Hate Crime Pledge.

