



Item No. 6

Meeting Date

Wednesday 12th November 2025

Glasgow City Integration Joint Board Public Engagement Committee

Report By: Dominique Harvey, Head of Planning and Strategy, Children's Services and North-East

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Community Network Approach at Parkhead Hub – Six Months On

Purpose of Report:	To update the IJB Public Engagement Committee on progress with Parkhead Hub's Community Network Approach, 6 months on from the opening.
Background/Engagement:	The Community Network Approach is a key feature of the development of Parkhead Hub as outlined in its Full Business Case. Specifically, the Community Network Approach sets out an ambition for community usage of the Hub alongside a creative engagement programme. The Community Network Approach has two key strands: – the work of the Network Task Group which plans and coordinate events by bringing services together with community and third sector groups to make the most of the opportunities at the Hub; and – the use of community rooms providing the local area with much needed meeting and social space.
Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☒ Council Corporate Management Team ☐ Health Board Corporate Management Team ☐ Council Committee ☐

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	Update requested by IJB ☒ Other ☐ Not Applicable ☐
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the contents of the report.
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Relevance to Integration Joint Board Strategic Plan:	
Parkhead Hub's Community Network Approach embraces a new way of considering health and social care which embraces the vision and priorities of Glasgow City HSCP including: • Communities can flourish and people can live healthier and more fulfilled lives with access to the right support at right time in the right place • Developing strong communities where people have healthier lives through: ○ having a say in what happens with access to resources, skills and opportunities ○ having good physical infrastructure and positive connections The Community Network Approach supports HSCP's six partnership priorities: 1. Prevention, early intervention and wellbeing 2. Supporting greater self-determination and informed choice 3. Supporting people in their communities 4. Strengthening communities to reduce harm 5. Healthy, valued and supported workforce 6. Building a sustainable future It also contributes to: • overall monitoring of performance and measuring progress • finance and resources • partnership and involving others; and • the mainstreaming of equalities	

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The community engagement activity highlighted in this report will support the achievement of these specific outcomes. • People are able to look after and improve their own health and wellbeing and live in good health for longer • People who use health and social care services have positive experiences of those services, and have their dignity respected • Health and social care services are centred on helping to maintain or improve the quality of life of those using the services • Health and Social Care services contribute to reducing social inequality • People who provide unpaid care are supported to look after their own health and wellbeing including to
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	reduce any negative impact of their caring role on their own health and wellbeing • People who use health and social care services are safe from harm • Resources are used effectively and efficiently in the provision of health and social care
Personnel:	N/A
Carers:	Individuals with caring responsibilities have been participating in creative engagement programmes.
Provider Organisations:	N/A
Equalities:	The overall Parkhead Hub project has been subject to an equalities impact assessment and ongoing EQIA updates. The Community Network Approach feeds into this process through its community engagement programmes which involve those in the most socio-economic disadvantage including local ethnic groups and individuals.
Fairer Scotland Compliance:	Representation in the Community Network Approach has been from across services and the community, actively engaging participation from those experiencing socio-economic disadvantage or exclusion – e.g. asylum seekers and refugees, older people, those with caring responsibilities and families Parkhead is one of the city's most disadvantaged areas hence it being the location of the new Parkhead Hub.
Financial:	A dedicated Planning Team budget has ring-fenced small funds for Community Network approach activities. Initial one-off community engagement activities were financed through Endowment funding and through third sector partnerships.
Legal:	None.
Economic Impact:	Parkhead Hub, with its co-location of services and community facilities, has an economic ripple impact in the local area and beyond. The Hub has positively changed the look of the local area with its contemporary architecture inspiring others to embark on improvements, e.g. the Forge and it has generated new business, e.g. Parkhead Schoolhouse, with new room bookings.

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	The relocation of the library brings additional benefits and footfall. People also use the social enterprise café whilst visiting the library or one of their health or social care appointments. The café itself offers work placements to young people with additional support needs. Glasgow Kelvin College, who rationalised their own facilities in and around Parkhead are now using the Hub to provide training for local people. Skills Development Scotland also use the Hub and they said: "I met with 2 customers at the Hub and both were considering voluntary work so it was easy to refer them to the Social Blend café, where one of them is now successfully volunteering" In the Hub's first 6 months, the community rooms - through the Community Network Approach - have brought new users to the facility for an exciting and diverse range of activity – from counselling sessions to crafting and from creative play to men's health. Additionally, HSCP across the city utilise the top floor training suite for a full range of, primarily, social work training courses.
Sustainability:	User groups have shaped services at the Hub which contribute to the Hub's longer term relevance value for money and promotes the best use of public resources, therefore, more likely to be sustainable in the longer term.
Sustainable Procurement and Article 19:	N/A
Risk Implications:	The Community Network Approach manages risks such being unable to meet deadlines or budgets to the Planning Manager NE and Head of Planning NE Locality and Children's Services. They report to the Executive Steering Group where potential risks are mitigated.
Implications for Glasgow City Council:	N/A
Implications for NHS Greater Glasgow & Clyde:	N/A

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1. Purpose

- 1.1. To update the IJB Public Engagement Committee on Parkhead Hub's first 6 months, and specifically its Community Network Approach alongside community engagement programmes.

2. Background

- 2.1. The Parkhead Hub brings together a number of community health and social care services, from nine different sites. It provides services for children, adults and older people, addictions, justice, homelessness, sexual health and health improvement. The Hub includes General Practitioner services, community pharmacy and dental services. The facility also provides community spaces including bookable rooms, the relocated Parkhead library and a café. The Hub is open from 8am to 8pm, Monday to Friday, and from 9am to 5pm on Saturday.
- 2.2. The total capital cost of the Hub was £71.4m, consisting of £65.6m from the Scottish Government, and £2.8m and £3.0m from Glasgow City Council/Glasgow Life and NHS GGC respectively.
- 2.3. More information about the Hub, including FAQs, is available on the [HSCP's website](#).
- 2.4. The Community Network Approach is a key feature of the Hub's full [business case](#). Through ongoing public consultation in the lead up to the development of the Hub, local groups fed into a wide-reaching consultation process and in doing so created the community space we see at the Hub today.
- 2.5. The Community Network Approach comprises:
 - community room bookings through a series of 5 dedicated group rooms with a booking process to support;
 - a Network Task Group which was established in the run up to the opening of the Hub. Its key purpose is to plan and coordinate events and associated programmes by bringing services across the Hub together with community groups and third sector organisations to make the most of the opportunities the Hub provides;
 - the Local Engagement Forum which meets quarterly, is also part of the Hub's Community Network Approach; and
 - an umbrella social prescribing programme that matches local people to non-clinical activity to support their broad health and wellbeing utilising Hub based Community Links team, Family Links practitioner and Glasgow Life's Live Well programme.

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3. Activity March to October 2025

- 3.1 Since the booking process went live mid-March 2025, there are now 45 third sector and community groups utilising community space at the Hub on a regular basis – whether for group meetings, activities or for one-off events. Images of groups utilising the space are included at Appendix 1 and feedback from events, etc. at Appendix 2.
- 3.2 This has generated more than 4,500 engagements connecting third sector groups and services with local people.

4. Events

- 4.1 Mainly coordinated through the Network Task Group, the first large scale event took place on 22nd May 2025 addressing the mental health and wellbeing of children, young people and their families.
- 4.2 There were more than 50 stallholders promoting services from across the HSCP family alongside community and third sector groups. Activity included dance, signing for fun, fitness, arts, crafts and play – all with the purpose of showcasing what is going on in the area that can support mental health and wellbeing.

“Wonderful event! Great to see so many services interacting and sharing information. Really positive energy all day, this kind of opportunity has been sadly lacking in recent years” – Event participant.

- 4.3 Over more recent weeks, the Hub has hosted:
- A focus on the Scotland-wide Challenge Poverty week 6-12 Oct, that challenges the stigma and discrimination often associated with poverty and encourages a unified voice against the injustice of poverty. There are stalls from third sector and other providers to link people using the Hub to prevention and intervention services.
 - A programme to celebrate World Mental Health Day on 10 Oct as a reminder of the importance of good mental health and the need to prioritise and invest in good mental health. This year’s theme was ‘access to services – mental health in catastrophes and emergencies’. A range of training, workshops and information stalls from partners was offered including:
 - a rolling programme of 10-minute group meditation and relaxation sessions led by Primary Care Adult Mental Health team.
 - information stalls from Young Movers, Cranhill Integration Network and Scottish Asian Counselling Service; and
 - ‘Random Acts of Kindness’ from the Hub’s in house café, Social Blend.
 - Participation in Scottish Refugee Festival with an international crafting session, staging a Glasgow Life community touring mini-production and supporting local groups to be self-led e.g. weekly craft group, women’s group and walking group.

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5. Feedback and Improvements

- 5.1 Feedback from user groups and individuals highlighted a number of areas for improvement, including the following:

You Said	We Did
I want to know what's going on at the Hub, not necessarily to participate in things directly but more to understanding overall the services that are offered.	(i) weekly updating of the Internet Protocol Television (IPTV) screens across the Hub led by the admin team to create engaging and relevant content (ii) introduced blackboards to highlight events (iii) the creation of a new weekly what's on which is displayed on a pop-up stand.
The signage could be better.	Request made to have a print display stand and storage as the facility is not able to install posters.
More flexible table arrangements in the large group room would suit our needs better.	(i) the purchase of flexible portable tables for pop up info stalls (ii) the procurement team replaced existing tables with fold down ones on wheels for the large group room.

- 5.2 In the main, the improvements – particularly the introduction of the Weekly What's On – are primarily to further links between local people, HSCP and third sector services whilst sharing learning and what work partners are doing.
- 5.3 We are held to account by the Local Engagement Forum with whom we share progress at the Forum's regular meetings.

6. Next Steps

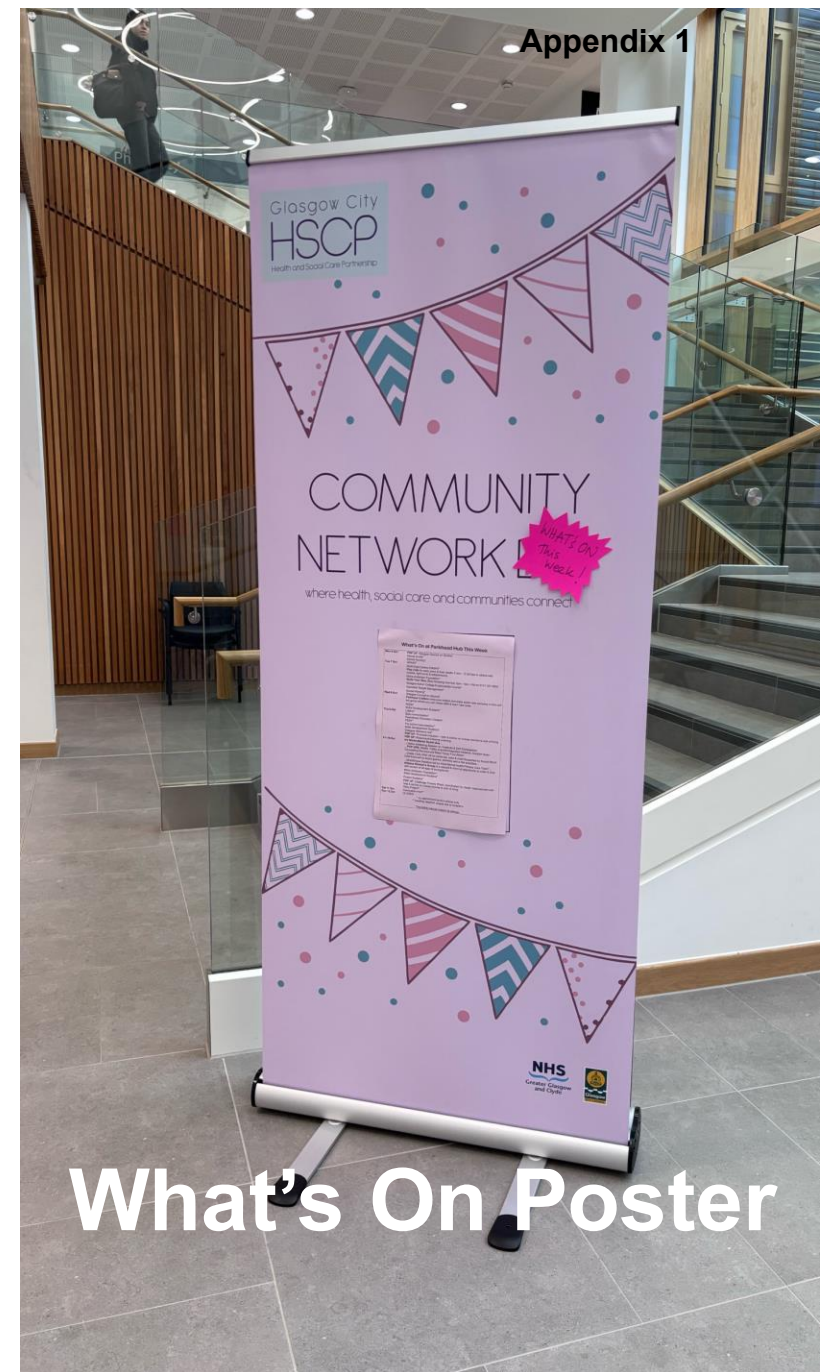
- 6.1. A focus will be on building a resource base that can support a dynamic engagement plan and activity programme through:
- marketing materials including notice boards, print displays etc;
 - Investing in data capture tools (people counters, built in iPads etc.); and
 - creating volunteering opportunities to support the engagement programme.

7. Recommendations

- 7.1. The IJB Public Engagement Committee is asked to:
- a) Note the contents of the report.



Random acts of Kindness



What's On Poster

Weekly Play Café supported by
Whole Family Wellbeing Fund and
delivered through third sector
organisation led by creative
practitioners



First Community Network Day, 22 May 2025



Social Blend Café

‘A lady now comes over every week and buys two takeaway soups – one for her tea tonight and another for tomorrow’.

Ben, Cafe Manager (Sep 2025)

Room Booking, Skills Development Scotland

‘I met with two [clients] at the Hub and both were considering voluntary work so it was easy to refer them to the Social Blend café, where one is now successfully volunteering.

The Hub is central, easy to access and familiar to many customers. It’s a lovely space and there is lots going on there, so will be many things for us to tap into going forward.

Additionally, one adviser based in Bannerman High School has been using the Hub as a meeting place for some school students who are non-school attenders. This alternative location is proving to be a success.

Another adviser noted that it was positive to have the pop-up stand at reception, notifying customers of our presence. He has had some referrals from the ESOL group run by Glasgow Life from the Hub, offering them employability support’.

Serena Robertson, Area Manager with Skills Dev Scotland (Sep 2025)

Room Booking, The Daisy Project

‘Just left the Health Hub. My colleague and I finished the day with a wee catch up in the cafe. BLISS! The group meeting room was perfect and access to the location is ideal [for our service users]. We will book again soon if that is OK? Staff couldn't have been friendlier, and we were impressed with every aspect of our day’.

Janice Morgan, Manager (Apr 2025)

Royal National Institute for the Deaf (RNID) Pop Up Information Stall

Thanks again for all the support on our first session. Over the morning, we saw 15 people for either Hearing Aid maintenance, a hearing check and information/advice – which was fantastic 😊

I had a few staff [from the Hub] asking about either further advice on tinnitus and/or potentially deaf awareness training. Quiet a few people who talked to us about tinnitus, had never spoken to a GP as they just thought nothing could be done about it and weren't aware of how to manage or cope with it.

Ayse Hassan, Near You Coordinator with RNID (Mar 2025)

Play Cafe

It looks amazing, so good to see the courtyard colourful with lots of giggles, just makes you happy to hear it 😊

Tracy Myatt, Social Worker with ADRS (May 2025)

Events

1. World Mental Health Day, 10 October 2025

From participants in Lifelink's free Wellbeing Session

- Thank you I feel more positive
- Thank you I really enjoyed the session it's set me up for the day on a very positive note

From participants in Primary Care's Adult Mental Health's free rolling programme of 10 minute 'mindful mediation' and 'relaxation' sessions

- This is great, I'm on my lunchbreak and could fit it in
- Have never tried before and enjoyed it, the short session is great for a newbie

2. Network Day, 22 May 2025

From participants:

- It was amazing to connect with people and such a good opportunity
- I came to network and I got all the information I needed. Remi (New Life Recovery, Hub Ethnic Minority organisation)
- Wonderful event! Great to see so many services interacting and sharing information. Really positive energy all day, this kind of opportunity has been sadly lacking in recent years

From stallholders:

- It's been a great day, great community participation and an opportunity to promote our services. Very well organised. Janine (Stallholder - Moria Anderson Foundation, Glasgow Hub)
- The day was a great day and busy with lots of people. The atmosphere was great and was good to get information from other organisations. Thank you for having us (Stallholder, North East Recovery Community)