



Item No. 8

Meeting Date Wednesday 21st May 2025

**Glasgow City
Integration Joint Board
Public Engagement Committee**

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Update on Progress of Engagement for the Locality Plans 2025/26

Purpose of Report:	The purpose of this report is to update the IJB Public Engagement Committee on progress on the development of Locality Plans for 2025-26, confirm the status of Locality Plans for 2024-25, and to update on ongoing community engagement activity.
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Background/Engagement:	<p>Under the Public Bodies (Joint Working) (Scotland) Act 2014, Integration Authorities are required to establish a minimum of two localities within their area. The Scottish Government's <i>Localities Guidance</i> (2015) strongly recommends that Integration Authorities develop Locality Plans to detail how services are managed and delivered at the local level. Best practice indicates that locality plans should align with the Integration Joint Board's (IJB) Strategic Plan.</p> <p>The <i>Planning with People</i> guidance (refreshed in 2024) emphasises the importance of involving communities in the planning and development of care services. It reinforces the duty of NHS Boards and Integration Joint Boards to engage with stakeholders, ensuring that services are designed collaboratively with those who use them.</p>
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Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development.
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	HSCP Senior Management Team <input checked="" type="checkbox"/> Council Corporate Management Team <input type="checkbox"/> Health Board Corporate Management Team <input type="checkbox"/> Council Committee <input type="checkbox"/> Update requested by IJB <input checked="" type="checkbox"/> Other <input type="checkbox"/> Not Applicable <input type="checkbox"/>
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Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the contents of this report and the intention to provide a further update to the Public Engagement Committee in August 2025.
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Relevance to Integration Joint Board Strategic Plan:	
The GCHSCP Locality Plans are integral to the IJB's Strategic Plan, helping to ensure that service users, communities and stakeholders across Glasgow City can participate and influence service planning and delivery. As well as informing the content of Locality Plans, relevant feedback from locality plan engagement activities will also be channelled into processes to review the IJB Strategic Plan, in preparation for the development of the next Strategic Plan.	

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	The Locality Plans will support the delivery of all nine national integration outcomes.
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Personnel:	There are no direct personnel implications resulting from this report.
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Carers:	Carers continue to be a key stakeholder group in locality planning and are actively engaged through forums and targeted outreach during the engagement process.
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Provider Organisations:	Third and independent sector providers are involved in both the design and delivery of locality-level services and have been engaged throughout the planning process.
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Equalities:	Locality Plans outline the role localities have in helping to progress the vision and priorities outlined in the IJB Strategic Plan, which was subject to EQIA. Any significant areas of service change referred to within the draft Locality Plans will be subject to an individual EQIA and made available on the GCHSCP website.
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Fairer Scotland Compliance:	Locality Plans include a number of actions aimed at promoting equality and reducing health inequalities. The plans also set out headline findings from health and wellbeing survey results, including those linked to social health and deprivation.
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Financial:	There are no immediate financial implications arising from this paper.
Legal:	Locality Planning is a statutory requirement under the Public Bodies (Joint Working) (Scotland) Act 2014.
Economic Impact:	Effective locality planning supports improved local outcomes and can contribute to broader economic stability by ensuring services meet needs efficiently and reduce duplication.
Sustainability:	Planning decisions consider environmental and operational sustainability, particularly in the use of local assets and community resources.
Sustainable Procurement and Article 19:	Not applicable at this stage, but future service delivery linked to locality priorities will be procured in line with relevant policies.
Risk Implications:	None.
Implications for Glasgow City Council:	Locality planning aligns with the Council's strategic aims around community empowerment, wellbeing, and place-based working.
Implications for NHS Greater Glasgow & Clyde:	The outcomes of locality planning influence how NHS services are configured and integrated at local level. Continued alignment with board-wide service priorities is essential.

1. Purpose

- 1.1. The purpose of this report is to update the IJB Public Engagement Committee on progress on the development of Locality Plans for 2025-26, confirm the status of Locality Plans for 2024-25, and to update on ongoing community engagement activity.

2. Background

- 2.1. Under the Public Bodies (Joint Working) (Scotland) Act 2014, Integration Authorities are required to establish a minimum of two localities within their area. The Scottish Government's *Localities Guidance* (2015) strongly recommends that Integration Authorities develop Locality Plans to detail how services are managed and delivered at the local level. Best practice indicates that locality plans should align with the Integration Joint Board's Strategic Plan.
- 2.2. The *Planning with People* guidance (refreshed in 2024) emphasises the importance of involving communities in the planning and development of care services. It reinforces the duty of NHS Boards and Integration Joint Boards to engage with stakeholders, ensuring that services are designed collaboratively with those who use them.

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- 2.3. Glasgow City HSCP has developed a locality engagement approach across three localities - North East, North West, and South and has committed to developing locality plans for each of these areas to help operationalise the priorities of the HSCP Strategic Plan at a local level.
- 2.4. Each locality within Glasgow City HSCP is aligned with specific care groups and hosted services, with North East aligned with Children's Services, North West with Adult Services and South with Older People Services.
- 2.5. The Strategic Plan 2023–2026 was approved by the IJB in [June 2023](#), following extensive consultation and engagement with stakeholders across the city.

3. Progress on 2025-26 Locality Plans

- 3.1. At its meeting on [19 February 2025](#), this Committee was advised that engagement on 2025-26 Locality Plans would be aligned with ongoing conversations around planning for the next iteration of the IJB's Strategic Plan. This was to ensure alignment with community engagement activities to avoid over-consultation and duplication.
- 3.2. Following the IJB's decision on [14 May 2025](#) to approve a two-year extension of the current the Strategic Plan, there is no longer a requirement to have a joint engagement plan for 2025-26 Locality Plans and Strategic Plan activity (which will now not begin until 2027).
- 3.3. In view of that, there will now need to be further development of the community engagement timeline for locality plans.
- 3.4. The majority of Locality Plan engagement will be undertaken between June and September 2025. It is proposed to provide an update on progress on that engagement activity to the Public Engagement Committee in August 2025.
- 3.5. The intended timescales following engagement are for draft Locality Plans to be presented to the GCHSCP senior management at its meeting scheduled for 15 October 2025, with submission to IJB for approval at its meeting scheduled for 26 November 2025.

4. Finalisation and Dissemination of 2024–2025 Locality Plans

- 4.1. The Locality Plans for 2024–2025 have been finalised and disseminated.
- 4.2. A targeted engagement approach was undertaken to inform the content of these plans, recognising the extensive stakeholder engagement already conducted for the 2023–2026 Strategic Plan.
- 4.3. Dissemination efforts included promotion through the HSCP website, Locality Engagement Forums, and community partners.

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5. Ongoing Community Engagement

5.1. Engagement activities remain active, focusing on understanding evolving community needs and maintaining dialogue with local stakeholders. Feedback mechanisms, including Locality Engagement Forums, surveys, and direct engagement with community organisations, are being maintained to gather insights that help inform service delivery, and will also go onto inform future Locality Plans. Recent examples include:

- The Community Network Approach within the new Parkhead Hub (North East Locality) is an integral part of its community engagement programme. Developed through extensive public consultation, the Hub integrates health, social care, education, and community services in an inclusive and shared space. The Hub - through proactive outreach by the Engagement and Equalities Co-ordinator - has already attracted a diverse range of third-sector and community groups, offering services from counselling and children's activities to crafts and health promotion. The Network Task Group – co-hosted by the Engagement and Equalities Co-ordinator and Health Improvement – now has 47 active members, coordinating programming and events to maximize the Hub's potential. The approach enhances sustainability by shaping services around user needs, optimising public resources, and supporting wellbeing through social prescribing and local partnerships. Feedback from community groups and organisations have been positive. A recent user of the community rooms stated:
- *“Just left the [Parkhead] Hub. My colleague and I finished the day with a wee catch up in the cafe. BLISS! The group meeting room was perfect and accessibility to the location is ideal. 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. Many thanks for your support! Much appreciated!”*
- There is also an upcoming Community Network Day on 22nd May which is outlined in a separate paper to this Committee, with an invite to members. This brings together over 25 stalls that will promote services from across the HSCP family but with the important addition of community and third sector groups. Activities also taking place, including Tai Chi, yoga, fitness, Glasgow Libraries Bookbug, arts and crafts and more; all with the purpose of showcasing what is going on in the area that can support mental health and wellbeing.
- The North East Locality Engagement Forum had its inaugural session in the Parkhead Hub which included a tour, and pop-up interviews with the health and social care services in the Hub, as well as feedback session about what is working well at the Hub, and areas for further development. This has included publicising the Locality Plan on the IPTV screens within the Parkhead Hub that has an estimated footfall of around 1,000 people each day (there are plans to embed electronic people counters for more accurate data recording of reach). The IPTV screens are digitally mounted TV displays positioned throughout public areas in the Parkhead Hub that rotate digital posters / content that are streamed over Internet Protocol (IP). Staff and organisations running sessions, supports, awareness campaigns, events and similar are invited to share information in a visually engaging and accessible format via the screens that may be of interest to those attending the Parkhead Hub.

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- As the carers service has continued to review and develop throughout 2024-25, areas focused on have been; proactive carer engagement, early intervention, and support structures. Furthermore, ensuring that an increased number of carers are identified, have access to relevant services, and are provided with opportunities which contribute to shaping their future care provisions.
- Members of the South Locality have been invited to engage with NHS Greater Glasgow and Clyde, in partnership with the HSCP via face-to-face and online sessions. This is to ensure the residents within our localities have the opportunity to have their say on how services are delivered. As part of NHSGGC refreshed Mental Health Strategy for 2023-28, they are looking at how it can deliver this, and how it currently provides in-patient mental health services. Shifting the balance of care towards a community-based model will allow services to be delivered earlier and reduce the need for in-patient care. It will also allow mental health services to be more cost-effective and better supported to meet the needs of patients closer to their home.
- South Locality led the city-wide evaluation of the use of Alexa devices as part of a trial which has shaped the next stages of the digital strategy. This included over 100 service users.
- There has been an ongoing series of sessions to support the introduction of technology enabled care. South Locality has led on the review of the "Helpful Hints for Home Technology" sessions which have operated across the city. Feedback from the sessions helps shape ongoing support to people.
- South Locality are taking forward the evaluation of the Falls prevention and community health outreach programme during September 2025.
- South Locality are also taking forward an engagement programme around the Huntington's Service provided to around 100 people which will include direct engagement reporting in March 2026.
- The North West Locality consulted closely with partners and people on the Locality Plans 2024-25 and offered pop-up engagement sessions in accessible neighbourhood venues. This was to encourage people who do not want to be part of traditional meetings to give their feedback on the proposed plan, changes to services, and share their recent experience of health and social care. Offering pop-up engagement sessions raises awareness of the HSCP and connects people to the role of the Locality Engagement Forum and the work of the IJB. Given their success and effectiveness in connecting with people during 2024 we will continue to use this approach to consult, engage and inform people and communities.
- The North West Locality is focused on supporting ongoing improvements to engagement and diversifying their audiences to gather different perspectives. There was consensus within the Locality Engagement Forum that the locality needs to do more to listen to and promote the wider voice of people accessing health and social care services.

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- To expand engagement, leading to a greater representation of the neighbourhoods, a North West locality database was introduced in January 2025. The membership forms include diversity data to demonstrate the gaps with under-represented groups. The database will support the developments of Locality Plans and ensure HSCP responses and participation is more inclusive and representative of the North West neighbourhoods.
- The North West Locality Engagement Forum is keen to introduce locality events in 2025 to align with the development of 2025-26 Locality Plans. The events are opportunities to showcase the range of services in the North West and gather people's feedback on health and social care and identify local priorities.

6. Recommendations

6.1. The IJB Public Engagement Committee is asked to:

- a) Note the contents of this report and that a further update on the Locality Plans 2025/26 will be brought to this Committee at its meeting in August 2025.