Item No. 14

Meeting Date **Wednesday 25th September 2024**

Glasgow City Integration Joint Board

Report By: **Karen Lockhart, Interim Assistant Chief Officer, Adults Services and North West Locality**

Contact: **Janet Hayes, Head of Planning and Strategy, Adult Services and North West Locality**

Tel: **0141 314 6243**

Glasgow City Health and Social Care Partnership – Locality Plans 2024/25

Purpose of Report:	To advise the IJB on the development of the Glasgow City Health and Social Care Partnership's Locality Plans for the North East, North West and South localities.

Background/Engagement:	The Scottish Government's Localities Guidance (2015) remains in place, supplemented by the Planning with People guidance (2021 and refreshed for 2024). That original 2015 guidance requires HSCPs to produce a Locality Plan for each of their localities. The GCHSCP Locality Plans are integral to the IJB's strategic plan, ensuring that service users, communities and stakeholders across Glasgow City have the opportunity to participate and influence service planning and delivery.

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 ☐ Update requested by IJB ☐ Other ☐

Recommendations:	The Integration Joint Board is asked to: a) Note the content of the report and provide feedback; and b) Approve the content of the Draft Locality Plans for stakeholder engagement.

Relevance to Integration Joint Board Strategic Plan:
Locality Plans were last produced for the period 2019-22. The decision was taken by the GCHSCP Exec Group in August 2021 to defer production of future plans in line with the decision, around that time, to defer production of the IJB's 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 including outcomes for children and criminal justice services.

Personnel:	N/A

Carers:	Locality Plans reference specific actions to support carers in their caring role.

Provider Organisations:	N/A

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.

Fairer Scotland Compliance:	The draft 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.

Financial:	Locality Plans will be taken forward within the resources available within each locality.

Legal:	The draft Locality Plans comply with the Scottish Government's guidance on localities issued in 2015.

Economic Impact:	N/A

Sustainability:	N/A

Sustainable Procurement and Article 19:	N/A

Risk Implications:	N/A

Implications for Glasgow City Council:	N/A

Implications for NHS Greater Glasgow & Clyde:	N/A

Direction Required to Council, Health Board or Both	
Direction to:	
1. No Direction Required	☒
2. Glasgow City Council	☐
3. NHS Greater Glasgow & Clyde	☐
4. Glasgow City Council and NHS Greater Glasgow & Clyde	☐

1. Purpose

1.1. To advise the IJB on the development of the Glasgow City Health and Social Care Partnership's (GCHSCP) Locality Plans for the North East, North West and South localities.

2. Background

2.1. Locality Plans were last produced for the period 2019-22. The decision was taken by the GCHSCP Executive Group in August 2021 to defer production of future plans in line with the decision, around that time, to defer production of the IJB's next Strategic Plan.

2.2. The Scottish Government's Localities Guidance (2015) remains in place, supplemented by the Planning with People guidance (2021 and refreshed for 2024). That original 2015 guidance requires HSCPs to produce a Locality Plan for each of their localities.

2.3. The intention of Locality Plans is to ensure that service users, communities and stakeholders across Glasgow City have the opportunity to participate and influence service planning and delivery.

3. Report

3.1. Extensive stakeholder engagement was undertaken to inform the service priorities and key actions set out in the 2023-26 IJB Strategic Plan. It is therefore the intention for 2024/25 Locality Plans to be a focal point for targeted engagement in the months to follow. That targeted approach will

include raising awareness of progress being made against Strategic Plan priorities ('Year 1' priorities, in particular).

3.2. It is hoped that such an approach will better strengthen understanding, participation and partnership working. The emphasis will be on promoting discussion and conversations that enable people to share their experience of care and accessing services. The focus will be on the value of that engagement, rather than the production of the document itself.

3.3. The format of Locality Plans has been influenced by feedback from members of Locality Engagement Forums; the 2024/25 Locality Plans are much more concise than previous published versions. The final versions will also be published in a more user-friendly, accessible format than previous versions.

3.4. The Locality Plans for the North West, North East and South give a broad overview of the lead responsibilities for the care group aligned to that locality. All Care Groups, however, feature within the Locality Plans. For example, the North West plan has a greater focus on Adult services, whilst still featuring the activity of Older People's and Adult services. Similarly, North East and South plans have a greater focus on Children & Family Services and Older People's Services, respectively.

3.5. The Locality Plans have been submitted for consideration at their respective Core Leadership Groups. Feedback was invited and has been used to update Locality Plans to the final draft version. Recommendations for content to be included in the 2025/26 Locality Plans were also made and will be followed up and actioned when the next round of locality planning begins.

4. Next Steps

4.1. The 24/25 North East Locality Plan is currently being formatted by in-house graphics team and the final draft version will be available on 26th September, the draft plan is attached at appendix 1. The 24/25 North West and South Locality Plans will be progressed with the in-house graphics team beginning on 15th October and 21st October respectively, draft plans are attached at appendixes 2 and 3.

4.2. Finalised draft versions of all Locality Plans presented by the graphics team will be made available by 4th November. The Locality Plans will be made available online through the GCHSCP website, and Your Support Your Way. Physical versions of the Locality Plans will be made available for all localities and will also be made available in accessible formats as required, including the production of easy read versions.

4.3. As described at 3.1, targeted engagement will take place on the draft Locality Plans following IJB approval. This will take place between September and December 2024, with final versions taking account of feedback – including seeking views on the potential content and format of Locality Plans for 2025/26. Engagement will also take cognisance of emerging work to scope engagement activities associated with the next IJB Strategic Plan.

5. Recommendations

5.1 The Integration Joint Board is asked to:

a) Note the content of the report and provide feedback; and
b) Approve the content of the Draft Locality Plans for stakeholder engagement.

Glasgow City HSCP
Health and Social Care Partnership

Appendix 1



SUMMARY OF NORTH EAST LOCALITY PLAN 2024-2025

NHS Greater Glasgow and Clyde

Glasgow City Council


Springburn/Robroyston
1
2
Dennistoun
3
Calton
4
East Centre
5
North East
6
Baillieston
7
Shettleston
1. Springburn/ Robroyston Area Partnership
2. Dennistoun Area Partnership
3. Calton Area Partnership
4. East Centre Area Partnership
5. North East Area Partnership
6. Baillieston Area Partnership
7. Shettleston Area Partnership



Foreword

As Assistant Chief Officer for Children's Services and the North East Locality, I am pleased to present our Locality Plan for 2024-25. This document represents our commitment to improving health and social care services for the residents in the North East of the City, ensuring that they are person-centred, accessible, and responsive to the needs of our community.

The development of this plan has been a collaborative effort, drawing on the insights and experiences from a range of key stakeholders, including local residents. Our aim has been to create a plan that outlines local progress against Glasgow's Strategic Plan for Health and Social Care (2023-26), identifies areas for improvement and reflects the priorities of those who live and work in the North East.

This plan builds on our community strengths and local assets, outlining how we will work together to deliver integrated services that promote health and wellbeing, prevent illness, and provide high-quality care and support when needed. Our strategic priorities reflect the values and aspirations of our community, focusing on areas such as mental health, tackling child poverty, support for older people, care for those with chronic conditions, and initiatives to reduce inequalities.

One of the core principles of our locality plan is engagement. We recognise that meaningful improvements can only be achieved through ongoing dialogue and partnership. To this end, we have established robust mechanisms for community involvement, ensuring that your voices continue to shape the services we provide. We are committed to transparency and accountability, regularly monitoring and reporting on our progress against priorities outlined in this plan.

In the context of a very challenging financial position, it will be necessary for us to continue to explore opportunities to deliver services in the most efficient and effective way possible. Where necessary, this will necessitate the release of funding to contribute towards our savings plans. However, in doing so, we will strive to ensure care, treatment and support continues to meet people's assessed need. Equality Impact Assessments will also be undertaken for programmes of work that recommend service change, to both inform and minimise risk.

I would like to extend my sincere thanks to everyone who has contributed to the development of this plan. Your input has been invaluable, and it is your dedication and passion that drive us forward. Together, we can create a health and social care system that truly meets the needs of all our residents, fostering a healthier, happier, and more inclusive community.

As we move forward with the implementation of this plan, I encourage you to remain engaged and involved. Only through collaboration can we strive to improve and respond to the evolving needs of our community. Let us work together to make the North East a place where everyone has the opportunity to live well and independently for as long as possible and receive the right care at the right time.

Karen Dyball
Assistant Chief Officer, Children's Services and North East Locality

Introduction

This Locality Plan provides information on key areas of work for 2024/25 across our care groups and services. It covers areas of work that are being implemented on either a City-wide basis or those specifically relevant to the North East locality, all of which are aligned to the strategic priorities and actions set out in Glasgow City IJB's Strategic Plan 2023-26. Each of the three localities in the City (North East, North West, and South) have developed their own Locality Plan to help demonstrate how the Strategic Plan is being implemented locally. All Locality Plans can be viewed by accessing the link below:

INSERT LINK

About Locality

Glasgow City is the largest HSCP in Scotland by population and budget and is responsible for health and social care provision across three localities in the City: North West, North East, and South Glasgow. North East covers a population of 170,613 people.

As well as having responsibility for supporting the delivery of the range of services set out within this plan to our local population, the Assistant Chief Officer for the North East Locality also has strategic and operational lead responsibility within Glasgow City HSCP for Children's Services, including Health Visiting, Family Nurse Partnership, School Nursing, Children and Families Social Work Services and a range of family support provision, including services delivered in partnership with the third sector.



Health and Wellbeing

The Strategic Plan sets out the HSCP's commitment to working with a wide range of partners across the city to improve health and well-being and prevent ill-health and social isolation. This includes meeting the challenges of poverty and financial insecurity, increasing healthy life expectancy, and reducing health inequalities.

Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing support and delivering services that are sensitive to the social circumstances experienced by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, **Working together to stem the tide** which describes nine priority actions for improving the public health of people across the Greater Glasgow and Clyde area. The Adult Health and Wellbeing Survey has been undertaken by the Health Board in NHS Greater Glasgow and Clyde on a three yearly basis since 1999. Below is some key data and trend information for the North East Locality including the demographic profile from the 2022/23 report. Full report: **NHS Greater Glasgow and Clyde 2022/23 adult health and wellbeing survey: North East locality report**



Health and Illness

Views of Health

Proportion with a positive view of:

	Most deprived		Other areas
General Health	64%	**71%**	77%
Physical wellbeing	76%	**80%**	83%
Mental Wellbeing	79%	**81%**	83%
Quality of life	85%	**87%**	88%

Dental Health

69% rated their **mouth / teeth** as in **good health**

Feeling in Control

68% definitely f**elt in control** of decisions affecting their life

Most deprived	Other areas
61%	**74%**

Mental Health

25% had WEM / WBS scores indicative of **depression**

Most deprived	Other areas
30%	**19%**

Treatment

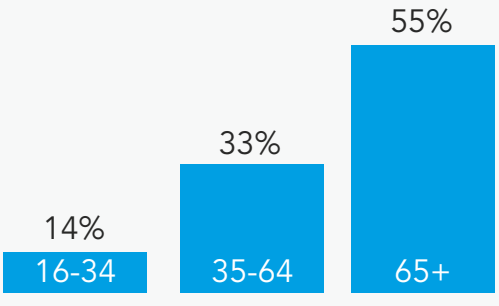
46% were **receiving treatment** for at least one illness or condition

Most deprived	Other areas
53%	**39%**

Limiting Conditions/Illnesses

3 in 10 (29%) had a long-term **limiting condition or illness**

Most deprived	Other areas
37%	**22%**



Belonging to Local Area



77% felt they **belonged** to their local area

Feeling Valued



63% felt **valued** as a member of their community

Most deprived **68%**

Other areas **59%**

Isolation

1 in 5 (20%) felt isolated from family / friends



Increase from 12% in 2017/18

Reciprocity



73% agreed "this is a neighbourhood where neighbours look out for each other"

70% men

75% women

Trust

71% agreed "generally speaking, you can **trust** people in my local area"

Most deprived **68%**

Other areas **73%**

Difficulty Meeting Expenses



47% had difficulty meeting the costs of **food** and / or **energy**

Most deprived **57%**

Other areas **36%**

Food Insecurity



21% experienced food insecurity in the last year.

Most deprived **27%**

Other areas **15%**

Increase from 10% in 2017/18

Glasgow City HSCP Strategic Plan 2024-2025

Strategic Priorities and Actions

The detailed priorities and actions set out in the Glasgow City HSCP Strategic Plan are grouped under six strategic priorities, namely:



1. **Prevention, early intervention and well-being**



2. **Supporting greater self-determination and informed choice**



3. **Supporting people in their communities**



4. **Strengthening communities to reduce harm**



5. **A healthy, valued and supported workforce**



6. **Building a sustainable future**

Locality Plan 2024-2025 North East, Priorities and Actions

The IJB Strategic Plan (2023-26) captures the detail of priorities and actions across all of our care groups and services. North East Locality has the lead for co-ordinating our services for Children and Families across the City. While the overall management responsibility for Children & Family Services is located in North East Locality, operational management responsibilities are, in the main, devolved to management teams within each of our 3 localities.

Appendix 1 of this locality plan highlights progress made so far over the last year across a number of key areas with Children and Family Services, where we committed to make significant progress within Year 1 of the Strategic Plan. Annual reports for the HSPC can be accessed here: **Annual Performance Reports**

This includes progressing the 100 actions set out in Keeping Glasgow's Promise Plan, including recruitment of the Promise Participation Workers and roll out of the Nurture programme across all of Glasgow's Children's Houses; collaborative review of accommodation and support services for young people 16+ years using the Scottish Approach to Service Design to re-shape options available; successfully commissioning the next iteration of our Family Support Services that enable joint working with providers for up to 7 years; continue to align Child Poverty Pathfinder and Whole Family Wellbeing work to provide holistic support to families and; ongoing development and investment in tier 1 and 2 community level mental health supports for children and young people, including the Youth Health Service, Children and Young People's Networking Team and the Compassionate Distress Support Service. Sessions with community members have also highlighted their areas of interest: creating appropriate public sector infrastructure to support new housing developments; developing more affordable and engaging spaces and activities for young people; building better awareness of supports and services available – particularly

for those who are new to area; making volunteering more accessible; continuing progress with developing effective suicide prevention strategies – ensuring we understand and attend to the experiences of those with protected characteristics; increase partnership working between public sector and voluntary sector and; continue to raise awareness of the services and activities on offer within the Parkhead Hub (the latest progress can be found at **Parkhead Hub**). The Appendix also summarises progress in other areas, with more comprehensive information on progress across a wider range of activities outlined in GCHSCP's Annual Performance Report for 2023/24.



For Children and Family Services our strategy aims not only to secure better outcomes and more positive destinations for children and young people but to enable Children and Family Services to operate more efficiently and effectively across the City. Our latest Integrated Children's Services Plan can be accessed via the following link: **Integrated Children's Services Plan**

The Plan sets out the key priorities for improving children and young people's wellbeing over the next three years, produced in partnership with children, young people, families, and the full range of stakeholders involved in delivering and designing services and supports for families.

01 **PRIORITY 1**: Children and young people are safe, protected and valued in their communities and neighbourhoods

02 **PRIORITY 2**: Children and young people's health and wellbeing is promoted and improved

03 **PRIORITY 3**: Children, young people and their families receive flexible support to address the impact of poverty and the Cost of Living crisis

04 **PRIORITY 4**: Children and young people are well supported in their families and communities

05 **PRIORITY 5**: Children and young people are supported to achieve their full potential through excellent and inclusive education, employment and life opportunities

06 **PRIORITY 6**: Children and young people are involved and included and their views are influential in the development and delivery of services

Performance

The Glasgow City Health and Social Care Partnership records performance against established KPIs which have been put in place across the partnership. These KPIs enable managers to scrutinise and oversee performance across HSCP services within the city. They are reported to the HSCP Senior Management Team and the Integrated Joint Board, within the HSCP's **Quarterly** and **Annual** Performance Reports.

Locality performance can be found within the Annual Report, which also includes a number of other KPIs which are reported upon at city wide level only and which each locality will contribute towards.



Maximising Independence

Maximising Independence is central to delivering asset and strengths-based programmes across Glasgow City. Maximising Independence is also one of the key strategic priorities for Glasgow City Health and Social Care Partnership and is supporting community organisations to make significant sustainable changes and improvements to how services are planned and delivered. Maximising Independence aims to develop projects in collaboration with service users and communities, some of which are:

- Wellbeing for Longer programme with 19 organisations funded up to 31st March 2025.
- Winter Social Fund where 62 organisations were funded with activity taking place between December 2023 and March 2024. As in previous years funding was available for local organisations providing services to Glasgow residents, to enable them to support individuals aged 16 and over who may be isolated.
- 'Make it Local' Community Hubs which aim to provide community-based services and activities that promote inclusion, improve wellbeing, support independence, and further decrease reliance on statutory services. The project group will engage with stakeholders including Glasgow Disability Alliance to ensure the language used aligns with their accessible language guidance.

Primary Care Section for HSCP Locality Plans 2024-25

Glasgow's **Primary Care Action Plan (PCAP) - 2023-26** was approved by the Integration Joint Board in September 2023 and builds upon previous iterations of our Primary Care Improvement Plans (PCIPs), which set out the commitment to enable GPs to focus more on people with complex needs by expanding the role of multi-disciplinary practitioners from the wider primary care teams, including community treatment and care services, MSK physiotherapy and Community Links Workers. The new PCAP covers the HSCP's wider responsibilities in relation to primary care including our role in managing the primary care prescribing budget; working with primary contractors (GPs, optometrists, dentists, and community pharmacists); and promoting the sustainability of primary care in Glasgow.

NHSGGC's first **Primary Care Strategy** was approved in May 2024. It spans five years to 2029 and aligns to NHSGGC's Delivery Plan and long-term transformation programme (Moving Forward Together), as well as Glasgow City HSCP's Primary Care Action Plan 2023-2026. The Strategy sets out how we will maximise our contribution to the health and wellbeing of the people of NHSGGC, through collaborative action.



Carers

The Carers (Scotland) Act 2016 came into force on 1st April 2018 and places additional duties on Integration Joint Boards. The Act can be found here: **The Carers (Scotland) Act 2016**. There are well established locality carer forums and a city-wide Carer Reference Group who are represented on the Carer Strategic Planning Group and the city-wide operational delivery group. Young carer engagement has been facilitated through the Young Carer Strategy Group. The appointment of a Carers Champion and plans for quarterly engagement events with wider groups of carers will provide a focus for carers to influence the implementation of the Act. Find more **information** on the implementation of the Carers (Scotland) Act 2016.

Glasgow North East Carer Team, 30 Adamswell Street, Glasgow, G21 4DD

Telephone **0141 276 4710**

Email: **sw_carersnorthsupport@sw.glasgow.gov.uk**



Engagement

North East Locality has an engagement model that offers local people, service users and community and third sector organisations different levels of participation and involvement depending on their area of interest, expertise, and capacity. Priorities for 2024-2025 are:

- To continue to offer different levels of engagement across all services and in particular, with neighbourhood teams.
- To continue to work in partnership with key local networks and stakeholders, and support Glasgow City HSCP staff and services to promote greater participation and involvement of all groups of service users, including those with protected characteristics.
- To continue to support Glasgow City HSCP strategic priorities and facilitate consultation and engagement at a locality and citywide level as appropriate.
- Engagement through Locality Engagement Forums which invites stakeholders to discuss key issues and policy updates.



Equalities

As a public body, the IJB has requirements under the **Equality Act 2010**. The IJB has a legal obligation to pay due regard to meet the need to; eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share a **protected characteristic** and those who do not.

The IJB is required to:

- Publish its own set of equality outcomes.
- Report on progress towards the equality outcomes.
- Report on mainstreaming the equality duty.
- Conduct and report on Equality Impact Assessments.

Further information:

The GCHSCP Equality Outcomes 2024-2028

Further information on our **Equality activity**

For more information about this summary or to request it in an alternative format, please contact:

Appendix 1

Children and Families Services & North East Locality Strategic Priorities and Progress:

C&F Services Priority Actions for Year 1 of Strategic Plan	Summary of progress over the last year
Continue to deliver on the actions agreed within the **Keeping Glasgow's Promise Plan**.	The full 100 actions can be accessed via the following link: **Our Plan - glasgowspromise.co.uk (21-24)** Specific areas of progress to highlight over the last year include: **Recruitment of Promise Participation Workers (PPWs)** PPWs provide a feedback loop from children, young people, and frontline practice to leadership team to support decision making and service development. The PPWs have also enabled the re-launch of the Care Experienced CYP Champions Board to shape policy and practice. **Roll out of the Nurture programme in children's houses** Nurture programme in children's houses is supporting a consistent understanding of children's needs, linked to their developmental stage, promoting a culture of care and love across the houses. After a test of change indicated that the Nurture Framework could be successfully utilised to support and enhance the development of trauma-informed practice in Children's Houses, it has been implemented across all children's houses in Glasgow. All 450 adults working in houses have been trained in nurture practice. Another key development over the last 12 months has been the recruitment of a senior learning and development officer who will deliver the Nurture @ Nights programme to nightshift teams within the houses. This will also be supported by the leadership teams within the houses who will further support the integration of the framework through onsite coaching and supervision. **Review of 16+ accommodation and support services** In July 2022, a review of accommodation and support services that are available to young people who are ready to move onto more independent living was launched. Young people, supported by our PPWs, have been integral to this review and we are working in partnership with them and our accommodation providers to re-think and re-shape the options available. The team has worked with the Promise Design School to develop a shared understanding of the challenges associated with current accommodation options across all stakeholders – including young people and providers – before moving on to develop a solution. **Supporting brothers' and sisters' relationships** The Family Connections Assessment and Plan (FCAP) has been designed to help plan effectively for children who are part of a wider sibling group whether they live together on not. It is designed to be a dynamic tool that social workers can use at the point that children become care experienced to help map out brother / sister and other important relationships that need to be maintained. We have also created practice guidance to support this process. We have shared our practice in this area with several other local authorities at their request, and at the national Brothers and Sisters Community of Practice.

Continue to deliver on the actions agreed within the **Keeping Glasgow's Promise Plan**.

Direct Work Bag: Communicating with Children

This Work Bag has been created by practitioners and contains a number of tools and activities that workers can use with children and young people to help them share their views. The practitioner group who designed the Work Bag also run a series of workshops on a number of topics requested by practitioners (e.g. neurodiversity, domestic abuse, sectarianism etc).

Stay Together and Connected: National Practice Development

HSCP significantly contributed to Stay Together and Connected national practice guidance, with a citywide working group convened to develop guidance with CELCIS.

Investment in Family Support

Investment in GIFSS (Glasgow Intensive Family Support Service), and development of shared practice across HSCP and third sector partners, using STRENGTHS principles and Voice Validation and Hope model with multi-agency group supervision in place.

Relational writing

Work is currently focusing on language and relational writing, with a test of change involving three sub-teams, the Promise Design School, and Promise Participation Workers. The focus of this test is to create records for the adults that children will become, focused on supporting individuals to understand their care journey, and incorporating the recommendations of the Promise in relation to language, relationships and strengths-based and trauma informed approaches. In their exploration, the group has recognised that relational writing requires cultural change and that this is part of a longer-term journey, with more focus on defining and supporting the development of consistent strengths-based and trauma informed practice.

Trauma-Informed: My Meeting My Plan model

My Meeting, My Plan involves devising trauma informed meeting spaces for families. The goal is to bring this into all meetings chaired by Assistant Service Managers and Independent Reviewing Officers (IROs), which involves child protection meetings, with a focus on capturing decision making and evidence in a way which ensures that families fully understand the process and implications. The model itself recognises the trauma that children and birth families have experienced, acknowledging that HSCP meetings and services can be quite intimidating for families. This is part of the sider shift towards strengths-based practice, seeing families as experts in their own lives. A parallel process is in place to improve the Looked After Child review process and Care First recording.

The My Meeting / My Plan for care experienced children and young people focuses on key participation principles, including the IRO meeting the child / young person in advance, agreeing a meeting time and space that suits them, and agenda talking about the things that are important to them (and not the agenda of adults), paperless meetings, minimal adults in the room and a personalised My Plan written to the child / young person after their meeting.

Decrease in number of Looked After and Accommodated Children

There has been a continued decrease over the last 9 years - see the latest **Annual Performance Report**

	The Plan 24-30 The Promise Scotland has now launched The Plan 24-30. It can be accessed via the following link: **Plan 24-30**. The partnership will be reviewing progress and co-creating our next set of actions that will align with the 24-30 commitments organised around the five foundations of The Promise: Voice, Family, Care, People and Scaffolding.
Continue the development and **delivery of Family Support Services**.	This is being actioned through the Family Support Strategy (which will be refreshed this year), the HSCP funded third sector Family Support Services (both intensive and early intervention), and the work to align the Child Poverty Pathfinder and Whole Family Wellbeing work to provide seamless, holistic support to families with pathways onto peer mentoring and employability opportunities. During 2023 – 2024 we have developed and commissioned the next iteration of our model of Family Support Services. Using learning from previous processes, feedback from families and the experiences of current service providers we developed a robust service specification which will allow us to jointly work with providers offering Family Support for up to 7 years (potentially until June 2031) with an associated investment of £44.8m. The Whole Family Wellbeing Fund is also being expanded and further information can be accessed via the following link: **Child Poverty and Whole Family Wellbeing Fund Update** This will help us improve family wellbeing, reduce inequalities in family wellbeing, reduce the number of families requiring crisis intervention and, reduce the number of children and young people living away from their families. The existing Family Support Strategy can be accessed via the following link: **Family Support Strategy** We are developing a timetable for engagement during 2024 to ensure we deliver a refreshed Family Support Strategy that meets the needs of our children, young people, and families across Glasgow. We will prepare a draft Strategy towards the end of this year into early 2025, following approval by the IJB.
Develop a trauma informed, strengths-based practice model for family support, which can be accessed through universal services at the point that it is recognised that families could benefit from additional support.	We continue to work alongside families, understanding the impact of trauma, and seeing families as experts in their own lives. Provide seamless pathways to accessing support for families, via universal services (thereby allowing early intervention). Trauma-informed staff training is being rolled out across Glasgow HSCP. It began as a pilot with staff working in Addictions, Criminal Justice, Homelessness and Mental Health in the North East of the City. You can find out more at **Trauma Informed Staff Training Being Rolled Out** Glasgow Intensive Support Service (GIFSS) continues to be provided across the city for those families with a young person (12-18) at risk of becoming accommodated. GIFSS is a collaboration with HSCP, Aberlour, Action for Children, Right There and Include. It recognises that families are experts in their own lives and helps address challenges by identifying strengths and considers the needs and voice of all family members.

Develop new mental health and well-being services with and for children and young people through Glasgow's Children's Services Plan.

The updated Glasgow's Children's Services Plan (2023-2026), and associated commitments can be accessed via the following link **Integrated Children and Young People's Services Plan**

A number of tier 1 and 2 community level mental health supports have been developed to meet children and young people's mental health needs, particularly where these do not require targeted clinical intervention. The services include the **Youth Health Service, Children and Young People's Networking Team**, Compassionate distress support service, and targeted and online mental health supports.

The **Youth Health Service** (YHS) continues to offer holistic, physical, social, and emotional supports to young people aged 12-19 and is operational during the evenings in 9 venues across Glasgow City. Demand remains high post-pandemic, and additional investment has supported the service to respond (with a total of 1,712 referrals to YHS in 2023/24).

The **Networking Team** offers support for children, young people and their families waiting on an Autism assessment and connects families into the range of tier 1 and 2 mental health and wellbeing supports. Support is also offered to professionals who are looking to identify appropriate supports to address children's mental wellbeing needs, and the Service is currently developing its approach to supporting families following diagnosis of Autism to ensure that the families receive access to the help they need, when they need it within their local communities. As well as improving the connectedness of services, this work is also helping to build an understanding of the range of children and young people's neurodiversity needs, which will help to further develop appropriate services, in line with GIRFEC (Getting It Right For Every Child) principles. Since January 2023 to March 2024, the Networking Team have received 393 referrals for children and young people who were awaiting an Autism assessment, which has resulted in their support of 831 family members with the holistic family approach support model.

Implement the 10 recommendations of the **People Achieving Change** (PAC) research into the mental health of young people with experience of care – including reducing delay in access for children and young people to mental health supports.

The 10 recommendations can be accessed via the following link: **People Achieving Change Mental Health Research**.

This has involved providing mental health supports at different levels (i.e. early intervention to specialist treatment), across a range of different formats providing choice (i.e. digital, face to face, group 1:1) and supporting those from marginalised and vulnerable groups. For the period July 2023-March 2024 there were 4,287 children and young people accessing services funded in whole, or in part by the Community Mental Health and Wellbeing Supports and Services grant. There were also 1,182 family members and carers accessing these supports. Examples of the types of supports provided include:

- Digital and online support around anxiety, exam / school related issues, family relationships and friends to secondary pupils
- Face to face support deliver 1:1 and in group workshops for young people (e.g. Art for Wellbeing; Walk & Talks)
- Healthcare Support Workers providing outreach services to Roma, Refugee and Asylum-Seeking families in Glasgow.
- Community Counselling provided by the Youth Health Service to 12–19-year-olds using a tiered suite of services.

- Compassionate Distress Response Service
- Peer supports, information sessions and courses for parents and carers around self-harm, suicide prevention and neurodiversity.
- LGBT+ specialist services
- Mental health support to families with a child on the waiting list for an Autism assessment by the Children and Young People's Networking Team

See the latest progress and actions to improve waiting lists contained within the **Annual Performance Report**

Continue to progress the HSCP's commitment to the reduction of domestic abuse through implementation of the Domestic Abuse Strategy

Domestic Abuse Children & Families Operational Group achievements to date:

- Roll out of the Safe & Together Training (South Locality) – which supports staff to adopt a new model of practice supporting families experiencing Domestic Abuse that seeks to reduce victim-blaming, increase accountability for those who are harming and improve outcomes for families.
- Nuffield Research involving practitioners in Glasgow - **The Rethinking of Domestic Abuse in Child Protection; Responding Differently** with preliminary findings presented early this year to support practice discussion, with final research output anticipated in the summer of 2024.
- Domestic Abuse Work Bag which includes development of a Children's Tool bag for working with children that was created to support staff to have early trauma-informed conversations surrounding Domestic Abuse.
- Domestic Abuse and Family Group Decision Making to involve the whole family in developing a support plan.
- Service map of existing supports / programmes in the area working with those who harm (both court-mandated and voluntary-based), as well as broadening out the service map to also include early intervention services that support dads.
- Established lived / living experience group in partnership with Aberlour Bridges Project, to capture the views of those with experience of domestic abuse views to inform HSCP service provision to support families impacted by domestic abuse.

There are four distinct subgroups each tasked with an area of focus in relation to Domestic Abuse:

- Domestic Abuse impacting young people under 12.
- Domestic Abuse impacting young people over 12.
- Working with those who harm.
- Working with those who are harmed.

Support service improvement and transformation by implementing the HSCP's Property Strategy 2023-26

Other locality plans can adapt as necessary for their locality / lead care group

Safer Drug Consumption Facility (SDCF)

This will be the first of its kind within the UK due to launch this year. This will be supervised healthcare settings where people can inject drugs, obtained elsewhere, in the presence of trained health and social care professionals in clean, hygienic environments. The service aims to reduce the negative impact that injecting outdoors has on local residents, communities, and businesses, reduce the harms associated with injecting drugs on individuals and support people to access help to improve their lives. Extensive engagement has been conducted with the local community.

Parkhead Hub

The Hub is due to open in Autumn 2024 and will be the largest of its kind in the UK. The new Hub will bring together a number of community health and social care services, which are currently located at nine different sites. It will provide services for children, adults and older people, addictions, justice, homelessness, sexual health, and health improvement. The Hub will include General Practitioner services, community pharmacy and dental services. The facility will also provide community spaces including bookable rooms, the relocated Parkhead library and a café. Extensive community engagement has been carried out, alongside a community arts programme which has included:

- A weekly play cafe for pre-schoolers and their adults, led by creative practitioners with wide variety of themed activity including the outdoors and Gaelic alphabet.
- A weekly art club for adults providing social activity and company alongside different arts and crafts techniques, also led by artists.
- Weekly Saturday Sewing group with peer learning across a wide age range from children and young people to older adults.
- Occasional support to ESOL group with 20+ individuals from 12 countries including Syria, Ukraine, Romania, and Sudan
- Children's Mental Health Week design workshops with 50+ young people, which included designing wallpaper for their youth club.
- Workshops through Community Links Workers groups including Women's Group and walking groups.
- Design and printmaking workshops with students from Glasgow Kelvin College

You can read more about the range of activities here: **Parkhead Hub: Arts Strategy**

Appendix 2

PG1: Title, PG2: Locality Map [all locality maps will be updated]

PG3 Foreword:

I am very pleased to introduce the North West Locality Plan for 2024 - 2025. The plan highlights the activities being progressed this year to support the delivery of Glasgow City Integration Joint Board's Strategic Plan, 2023 -2026.

Extensive stakeholder engagement took place to identify the priorities and key actions within the Strategic Plan. We will now take a targeted engagement approach to communicating the progress set out in this locality plan and to gathering feedback.

It is hoped this targeted approach to engagement will better strengthen understanding, participation and partnership working. The emphasis will be on promoting discussion and conversations that enable people to share their experience of care and accessing services.

North West Locality has the lead responsibility for co-ordinating services for Adults across the City. Similar lead responsibilities for Children & Family services sit with North East Locality. The lead of Older People's Services sits with South Locality.

The impact of the COVID19 pandemic over the last few years has, of course, been extremely challenging, both for individuals and for service delivery. While health and social care services have largely recovered from that difficult period, other challenges remain; particularly the challenging financial position. However, we will continue to strive to ensure our services meet people's assessed need and to maximise the opportunity for people to have independent and healthy lives, wherever possible.

Finally, I would like to take this opportunity to thank all of the staff in North West Locality and Adult Services for their ongoing hard work and dedication, as well as acknowledging the vital contribution made by other care providers, 3rd sector organisations and carers.

Karen Lockhart

Interim Assistant Chief Officer, Adult Services and North West Locality

PG4 Introduction:

This Locality Plan provides information on key areas of work for 2024/25 across our care groups and services. It covers areas of work that are being implemented on either a City-wide basis or those specifically relevant to the North West locality, all of which are aligned to the strategic priorities and actions set out in Glasgow City IJB's Strategic Plan 2023-26. Each of the three localities in the City (North East, North West, and South) have developed their own Locality Plan to help demonstrate how the Strategic Plan is being implemented locally. All Locality Plans, including more detailed information for Children & Family services (North East's plan) and for Older People's services (South's plan), can be viewed by accessing the link below:

INSERT LINK

PG5 Graphics:

PG6 About North West Locality:

Glasgow City is the largest HSCP in Scotland by population and budget and is responsible for health and social care provision across three localities in the City: North West, North East, and South Glasgow. North West covers a population of just over 222,000 people. Of which, approximately 75% are people aged between the ages of 16 years and 64 years. The remaining 25% of people is divided fairly evenly between those aged 0-15 years and those aged 65 years and over.

As well as having responsibility for supporting the delivery of the range of services set out within this plan to our local population, senior officers in North West Locality also have a lead responsibility for overseeing services to Adults across the City.

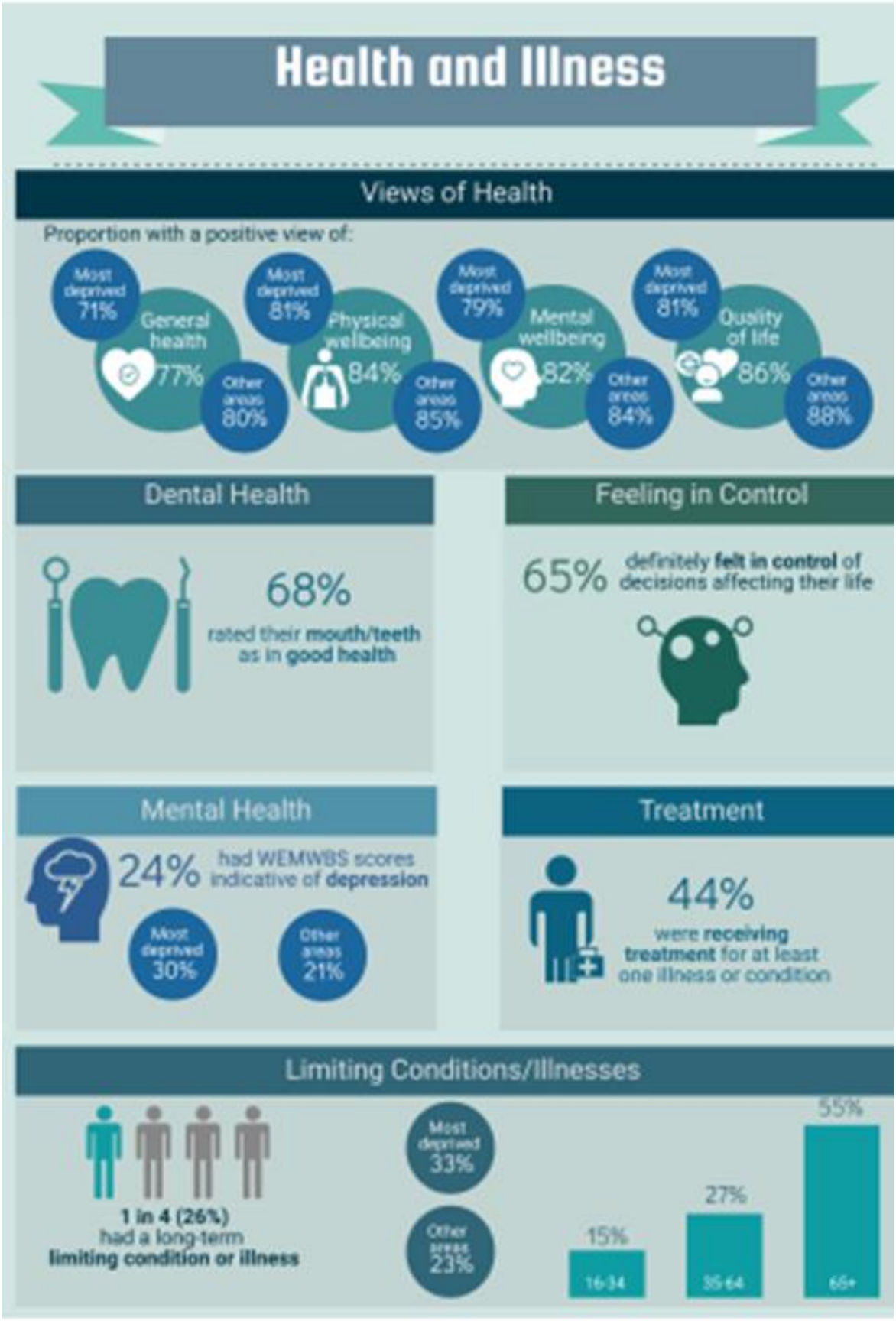
PG7 Health and Wellbeing:

The Strategic Plan sets out our commitment to working with a wide range of partners across the city to improve health and well-being and to prevent ill-health and social isolation among the people of Glasgow, wherever possible. This includes meeting the challenges of poverty and financial insecurity, increasing healthy life expectancy, and reducing health inequalities.

Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing and delivering services that are sensitive to the social circumstances experienced by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, Working together to stem the tide (scot.nhs.uk) which describes nine priority actions for improving the public health of people across the Greater Glasgow and Clyde area. The Adult Health and Wellbeing Survey has been undertaken by the Health Board in NHS Greater Glasgow and Clyde on a three yearly basis since 1999. Below is some key data and trend information for the North West Locality, including the demographic profile from the 2022/23 report. Full report:

NHS Greater Glasgow and Clyde 2022/23 adult health and wellbeing survey: North West locality report (scot.nhs.uk)

PG8 Graphic:


Health and Illness
Views of Health
Proportion with a positive view of:
Most deprived 71%
General health
77%
Other areas 80%
Most deprived 81%
Physical wellbeing
84%
Other areas 85%
Most deprived 79%
Mental wellbeing
82%
Other areas 84%
Most deprived 81%
Quality of life
86%
Other areas 88%
Dental Health
68%
rated their mouth/teeth as in good health
Feeling in Control
65% definitely felt in control of decisions affecting their life
Mental Health
24% had WEMWBS scores indicative of depression
Most deprived 30%
Other areas 21%
Treatment
44%
were receiving treatment for at least one illness or condition
Limiting Conditions/Illnesses
1 in 4 (26%) had a long-term limiting condition or illness
Most deprived 33%
Other areas 23%
15%
16-34
27%
35-64
55%
65+

PG9: GLASGOW CITY HSCP STRATEGIC PLAN 2024-2025

STRATEGIC PRIORITIES AND ACTIONS

The detailed priorities and actions set out in the Glasgow City HSCP Strategic Plan are grouped under six strategic priorities, namely**:**

1. Prevention, early intervention and well-being
2. Supporting greater self-determination and informed choice
3. Supporting people in their communities
4. Strengthening communities to reduce harm
5. A healthy, valued and supported workforce
6. Building a sustainable future

PG10: LOCALITY PLAN 2024-2025 NORTH WEST, PRIORITIES AND ACTIONS:

North West Locality has the lead for co-ordinating our services for Adults across the City. The care group of Adults usually covers people from the ages of 18 to 64 years. While the overall management responsibility for Adult Services is located in North West Locality, operational management responsibilities are, in the main, devolved to management teams within each of our 3 localities. North West locality also has the 'host' management lead for Sexual Health Services and Prison Healthcare across the Greater Glasgow and Clyde area. The graphic below summarises the various services that make up Adult Services:



The IJB Strategic Plan (2023-26) captures the detail of priorities and actions across all of our care groups and services. **Appendix 1** of this locality plan highlights progress made so far over the last year across a number of key areas with Adult Services, where we committed to make significant progress within Year 1 of the Strategic Plan.

This includes the development of a new community based residential care service for people with a learning disability who have complex care needs; activities to prevent homelessness, including the Private Rented Sector Hub and the successful work to avoid children becoming homeless; our efforts to reduce harm caused by alcohol and drugs, including the development of our safer drug consumption facility; and work to refresh our Mental Health Strategy to continue the shift towards developing more supports in the community. The appendix also summarises progress in other areas, with more comprehensive information on progress across a wider range of activities able to be accessed in GCHSCP's annual performance report for 2023/24.

PG 15: Performance

The Glasgow City Health and Social Care Partnership records performance against established KPIs which have been put in place across the partnership. These KPIs enable managers to scrutinise and oversee performance across HSCP services within the city. They are reported to the HSCP Senior Management Team and the Integrated Joint Board, within the HSCP's Quarterly and Annual Performance Reports.

Locality performance can be found within the annual report, which also includes a number of other KPIs which are reported upon at city wide level only and which each locality will contribute towards.

PG15: Maximising Independence:

Maximising Independence is central to delivering asset and strength-based programmes across Glasgow City. Maximising Independence is also one of the key strategic priorities for Glasgow City Health and Social Care Partnership and is supporting community organisations to make significant sustainable changes and improvements to how services are planned and delivered. Maximising Independence aims to develop projects in collaboration with services users and communities. Examples include:

• Wellbeing for Longer Programme with 19 organisations funded up to 31st March 2025. • Winter Social Fund where 62 organisations were funded with activity taking place between December 2023 and March 2024. As in previous years funding was available for local organisations providing services to Glasgow residents, to enable them to support individuals aged 16 and over who may be isolated. • Make it Local Community Hubs which aim to provide community-based services and activities that promote inclusion, improve wellbeing, support independence, and further decrease reliance on statutory services. The project group will engage with stakeholders including Glasgow Disability Alliance to ensure the language used aligns with their accessible language guidance.

PG 16: Primary Care

Glasgow's Primary Care Action Plan (PCAP) - 2023-26 was approved by the Integration Joint Board in September 2023 and builds upon previous iterations of our Primary Care Improvement Plans (PCIPs), which set out the commitment to enable GPs to focus more on people with

complex needs by expanding the role of multi-disciplinary practitioners from the wider primary care teams, including community treatment and care services, MSK physiotherapy and Community Links Workers. The new PCAP covers the HSCP's wider responsibilities in relation to primary care including our role in managing the primary care prescribing budget; working with primary contractors (GPs, optometrists, dentists, and community pharmacists); and promoting the sustainability of primary care in Glasgow.

NHS GGC's first Primary Care Strategy was approved in May 2024. It spans five years to 2029 and aligns to NHSGGC's Delivery Plan and long-term transformation programme (Moving Forward Together), as well as Glasgow City HSCP's Primary Care Action Plan 2023-2026. The Strategy sets out how we will maximise our contribution to the health and wellbeing of the people of NHSGGC, through collaborative action.

PG 17 Graphics:

PG18: Carers:

Glasgow is a carer-friendly city, where unpaid carers are treated with compassion and kindness. The Carers (Scotland) Act 2016 came into force on 1st April 2018 and places additional duties on Integration Joint Boards. The Act can be found here: www.legislation.gov.uk/asp/2016/9/contents , and the GCHSCP Carers strategy can be found here: Glasgow City HSCP Carers Strategy 2022-2025 (yoursupportglasgow.org)
Independent Carer Groups are being developed and this is being led by members of the previously established Carer Reference Group. Locality Engagement Forums are being used as a channel for carers to attend, and participate in discussions which aim to shape services, within their localities. https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/carer-forums/

Information on Local Carer Services and where to find locality contact information can be found following this link. https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/local-carer-services-in-glasgow/

PG 19: Engagement

Glasgow City Health and Social Care Partnership is committed to involving local people and communities in decisions that affects them. Glasgow City HSCP Locality Engagement Forums is the structure for people who live or work in Glasgow City to connect and network with health and social care colleagues on the local health and social care needs and priorities.

North West LEF members meet regularly in community settings, inviting contributions from health and social care staff on topics of interest or to learn more about proposals for service change. Members can comment on proposed changes, as well as having the opportunity to participate in local and national surveys and consultations. The forum follows the engagement principles set out in the HSCP Participation and Engagement Strategy ensuring that the forum is inclusive and accessible to all. To express an interest in joining the North West LEF please click here.

Examples of recent and ongoing engagement activity led by North West Locality includes working with families and carers of people who access our learning disability day services. This is part of our work to explore opportunities for modernising and improving our day services. Another example is the supporting the work of the Older People's Team in North West to

improve services; partnering with Knightswood Connect* to find out more from families and people who access services about what is most important to them in accessing and receiving care.

*Knightswood Connect is a community project focussed on preventing loneliness and social isolation in older people.

We have also facilitated 'pop-up' engagement sessions, for example around proposed changes to the GP Out of Hours service. These sessions are located in accessible neighbourhood venues and encourage people to give their views on proposed changes to services or to share their recent experience of health and social care. Offering pop-up engagement sessions such as this helps to raise awareness and connect people to the role of the LEF and the work of GCHSCP.

To strengthen participation and involvement in 2024/25, we are currently establishing a North West locality stakeholder database. The database will allow us to better target engagement activities and to ensure a diversity of views and interests have the opportunity to contribute.

PG20: Graphics

PG21: Equalities:

Glasgow City Health and Social Care Partnership is an organisation that aims to promote and lead on both equality and diversity. By learning about unique and shared experiences and celebrating individuality; we can work with communities by developing services that are accessible to everyone throughout the city.
As a public body, the IJB has requirements under the Equality Act 2010. The IJB has a legal obligation to pay due regard to meet the need to; Eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and Foster good relations between people who share a protected characteristic and those who do not.
The IJB is required to: • Publish it's own set of equality outcomes. • Report on progress towards the equality outcomes. • Report on mainstreaming the equality duty. • Conduct and report on Equality Impact Assessments.
The GCHSCP Equality Outcomes 2024-2028 can be found here.
Further information on our Equality activity can be found here.

PG 22: Contact Information:

For more information about this summary or to request it in an alternative format, please contact: Name/Post/email.

Appendix 1

Adult Services & North West Locality Strategic Priorities and Progress

Adult Services Priority Actions for Year 1 of our IJB Strategic Plan	Summary of progress over the last year
Continue to develop community mental health supports	We are leading work to develop a 'Refresh of the Strategy for Mental Health Services in Greater Glasgow and Clyde 2023-2028'. Improving and strengthening mental health services and making further shifts in the balance of care from inpatient services towards supports community services and supports. We are currently finalising arrangements to engage with a range of stakeholders over the summer of 2024 to inform our implementation plans.
Develop service for adults with a learning disability	We have secured and substantially refurbished accommodation and surrounding grounds for a new enhanced community living service for adults with a learning disability who have complex needs; designed as part of the model to replace NHS long stay beds for such individuals. It is anticipated this service will be operational in July 2024
Progress initiatives that prevent and reduce the risk of homelessness and improve access to information and advice for people at risk of homelessness	We have achieved a significant increase in settled lets in 2023/24, as part of our Rapid Rehousing Transition Plan. Housing First has secured 308 tenancies for households, with a current tenancy sustainment rate of 86.36%. In the past year alone, the Private Rented Sector (PRS) Hub has ensured that 380 children avoided homelessness due to services provided. This good progress is set against the backdrop of significant increases in demand and in the number of homelessness applications, alongside wider pressures on the availability of housing.
Reduce drug-related harms and improve alcohol and drug treatment and care services throughout the city	We have led work to produce Glasgow City's Alcohol and Drug Partnership Strategy Refresh for 2023-26. This set out multiple partnership objectives aimed at reducing the harm caused by alcohol and drugs and improving the quality of life for people suffering harm. Glasgow City is piloting Scotland's first safer drug consumption facility (SDCF). It will be based in upgraded accommodation at Hunter Street and will provide a safe, supervised, and controlled healthcare setting where people can inject drugs, obtained elsewhere, in the presence of trained health and social care professionals in clean, hygienic environments. The aim is to reduce the negative impact that injecting outdoors has; reducing the harms associated with injecting drugs and supporting people to access appropriate help. The facility will open in 2024. We have also made good progress towards the implementation of the national Medication Assisted

	Treatment (MAT) standards - evidence based standards to enable the consistent delivery of safe, accessible, high-quality drug treatment. In Glasgow City, we have achieved a 'green' RAG status for all ten MAT standards following the April 2024 evidence submission.
Continue to progress the HSCP's commitment to the reduction of domestic abuse through implementation of the Domestic Abuse Strategy	We have made good progress in the first year of implementation of our Domestic Abuse Strategy, 2023-28. The strategy aims to ensure better outcomes for people who use or who need our services, and for all people in our communities who experience, are affected by, or who cause harm by domestic abuse, through improving our staff's knowledge, skills, and involvement.
Progress Justice Social Work (JSW) and Community Justice initiatives aimed at strengthening communities and reducing harm	Good progress continues to be made across a number of initiatives, including: the ongoing implementation of 'Your voice – an improved service user feedback system; improving housing outcomes for prison leavers through better throughcare; working with partners as part of Community Justice Glasgow to reduce reoffending; and providing JSW support to the Women's Problem Solving Court – taking a more trauma informed approach to address the underlying causes of offending behaviour.
Support service improvement and transformation by implementing the HSCP's Property Strategy 2023-26	Progress has been made in to : • Planning work underway for the refurbishment of social work accommodation at Church Street, Partick. This will lead to the consolidation of services currently operating from there and Gullane Street. • Purchase and refurbishment of accommodation for people with a learning disability with complex care needs (referred to earlier) • Work commenced on city-centre location to accommodate the Complex Needs Team. • Stakeholder engagement commenced to explore the potential for new-build accommodation for learning disability day centre.

Appendix 3

PG1: Title, PG2: Locality Map

PG3 Foreword: DRAFT FOREWARD FOR THE SOUTH LOCALITY PLAN

As Assistant Chief Officer for Older People and the South Locality, I am pleased to present our Locality Plan for 2024-2025. This foreword outlines our key initiatives and strategic priorities and places a strong emphasis on addressing the unique needs and demands of our residents; ensuring everyone can access quality services and the support they need to lead fulfilling, independent lives.

The South Locality is characterised by its diverse and vibrant communities, which make up many of the local organisations, community groups and residents. It is our pleasure to be able to work in partnership with each of these key stakeholders. Our aim in the South is to prioritise preventative measures, early intervention, and holistic support through our many programmes which work to increase the well-being, independence and resilience of our communities and locality.

In this plan, we outline key priorities and initiatives that reflect our dedication to improving health outcomes, reducing inequalities, and promoting social inclusion. We are focused on enhancing access to services, supporting caregivers, and maximising independence. This plan directly underpins our commitment to creating a supportive environment for individuals, as laid out in the new Glasgow City Health and Social Care Partnership's Strategic Plan 2023-26.

We recognise the continued challenges to our residents such as the after-effects of the Covid-19 pandemic and the cost-of-living crisis, which is reflected in the financial position faced by all Health and Social Care Partnership's across Scotland. We therefore aim to work together, drawing on resident experiences, the dedication of our skilled workforce, and by actively engaging with our communities and stakeholders to ensure we can reduce the impact felt from social challenges.

Where services in the South may require development leading to future changes, it is done through robust, evidence-based planning and to meet the changing needs and demands of our residents. Equality Impact Assessments are carried out to support any intended changes to inform on and reduce any potential risks. Our intent for the South is to make a lasting and positive bearing on the future of Health and Social Care within Glasgow City.

I would like to take this opportunity to thank our many teams and partner organisations who work tirelessly within the South to improve healthy living and the quality of care we deliver. I would also like to thank everyone involved with the development of this locality plan, the residents, and the communities within the South, for your continued support and collaboration as we work together towards a healthier, more inclusive future for all.

Stephen Fitzpatrick,
Assistant Chief Officer, Older People and South Locality.

PG4 Introduction:

This Locality Plan provides information on key areas of work for 2024/25 across our care groups and services. It covers areas of work that are being implemented on either a City-wide basis or

those specifically relevant to the South locality, all of which are aligned to the strategic priorities and actions set out in Glasgow City IJB's Strategic Plan 2023-26. Each of the three localities in the city (North East, North West, and South) have developed their own Locality Plan to help demonstrate how the Strategic Plan is being implemented locally. All Locality Plans can be viewed by accessing the link below:

INSERT LINK

PG5 Graphics:

PG6 About Locality:

Glasgow City is the largest HSCP (Health and Social Care Partnerships) in Scotland by population and budget and is responsible for health and social care provision across three localities in the City: North West, North East, and South Glasgow. South Locality covers a population of 230,229 people.

As well as having responsibility for supporting the delivery of the range of services set out within this plan to our local population, the Assistant Chief Officer for the South Locality also has a lead responsibility within Glasgow City HSCP for managing all Older people, Physical Disability and Unscheduled Care Services. This includes Sphere, the Continence Service that is hosted by Glasgow City HSCP on behalf of all HSCPs in Greater Glasgow and Clyde.

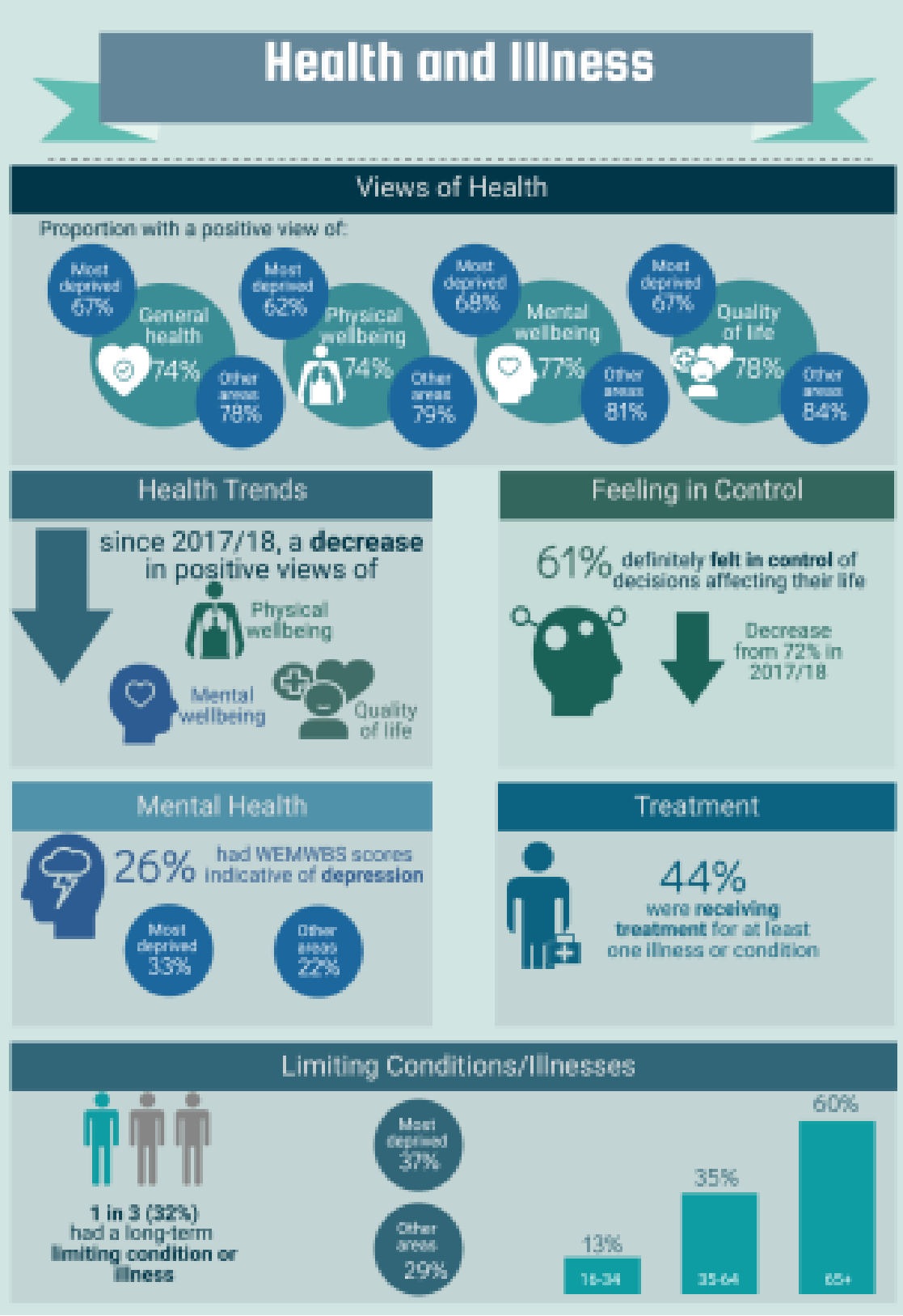
PG7 Health and Wellbeing:

The Strategic Plan sets out the HSCP's commitment 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. This includes meeting the challenges of poverty and financial insecurity, increasing healthy life expectancy, and reducing health inequalities.

Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing and delivering services that are sensitive to the social circumstances experienced by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, Working Together to Stem the Tide which describes nine priority actions for improving the public health of people across the Greater Glasgow and Clyde area. The Adult Health and Wellbeing Survey has been undertaken by the Health Board in NHS Greater Glasgow and Clyde on a three yearly basis since 1999. Below is some key data and trend information for the South Locality including the demographic profile from the 2022/23 report. Full report:

NHS Greater Glasgow and Clyde 2022/23 adult health and wellbeing survey: South locality report.

PG8 Graphic:


Health and Illness
Views of Health
Proportion with a positive view of:
Most deprived 67%
General health
74%
Other areas 78%
Most deprived 62%
Physical wellbeing
74%
Other areas 79%
Most deprived 68%
Mental wellbeing
77%
Other areas 81%
Most deprived 67%
Quality of life
78%
Other areas 84%
Health Trends
since 2017/18, a decrease in positive views of
Physical wellbeing
Mental wellbeing
Quality of life
Feeling in Control
61% definitely felt in control of decisions affecting their life
Decrease from 72% in 2017/18
Mental Health
26% had WEMWBS scores indicative of depression
Most deprived 33%
Other areas 22%
Treatment
44%
were receiving treatment for at least one illness or condition
Limiting Conditions/Illnesses
1 in 3 (32%) had a long-term limiting condition or illness
Most deprived 37%
Other areas 29%
13%
16-34
35%
35-64
60%
65+

PG9: GLASGOW CITY HSCP STRATEGIC PLAN 2024-2025

STRATEGIC PRIORITIES AND ACTIONS

The detailed priorities and actions set out in the Glasgow City HSCP Strategic Plan are grouped under six strategic priorities, namely**:**



PG10: LOCALITY PLAN 2024-2025 SOUTH, PRIORITIES AND ACTIONS:

The South Locality is aligned to the Older People's Care Group and coordinates both locality specific and city-wide services. Priority activities and actions will be delivered consistently across each locality area and are identified as "city-wide;" however, they will be delivered and monitored by each locality. Some specific actions will be delivered in a single locality, reflecting local needs and priorities.

The IJB Strategic Plan (2023-26) captures the detail of priorities and actions across all of our care groups and services. **Appendix 1** of this locality plan highlights progress made so far over the last year across a number of key areas with Older People's Services, where we committed to make significant progress within Year 1 of the Strategic Plan. Annual reports for the HSPC can be accessed here:

This includes the development of an Information Hub: Your Support Your Way Glasgow which aims to increase both public and staff information aligned to the MI (Maximising Independence) ethos and asset-based approach. The continued implementation of our Domestic Abuse Strategy, 2023-26. Working in partnership with NHS24; pathways have been developed to use as a mechanism for accessing GP Out of Hours, triage and direction to minor injuries, community pharmacy and other alternatives to Accident & Emergency.

PG 15: Performance

The Glasgow City Health and Social Care Partnership records performance against established KPIs which have been put in place across the partnership. These KPIs enable managers to scrutinise and oversee performance across HSCP services within the city. They are reported to the HSCP Senior Management Team and the Integrated Joint Board, within the HSCP's Quarterly and Annual Performance Reports.

Locality performance can be found within the annual report, which also includes a number of other KPIs which are reported upon at city wide level only and which each locality will contribute towards.

PG15: Maximising Independence:

Maximising Independence is central to delivering asset and strength-based programmes across Glasgow City. Maximising Independence is also one of the key strategic priorities for Glasgow City Health and Social Care Partnership and is supporting community organisations to make significant sustainable changes and improvements to how services are planned and delivered. Maximising Independence aims to develop projects in collaboration with services users and communities that use them, some of which are:

• Wellbeing for Longer Programme with 19 organisations funded up to 31st March 2025. • Winter Social Fund where 62 organisations were funded with activity taking place between December 2023 and March 2024. As in previous years funding was available for local organisations providing services to Glasgow residents, to enable them to support individuals aged 16 and over who may be isolated. • Make it Local Community Hubs which aim to provide community-based services and activities that promote inclusion, improve wellbeing, support independence, and further decrease reliance on statutory services. The project group will engage with stakeholders including Glasgow Disability Alliance to ensure the language used aligns with their accessible language guidance.

PG 16: Primary Care Section for HSCP Locality Plans 24-25

Glasgow's Primary Care Action Plan (PCAP) - 2023-26 was approved by the Integration Joint Board in September 2023 and builds upon previous iterations of our Primary Care Improvement Plans (PCIPs), which set out the commitment to enable GPs to focus more on people with complex needs by expanding the role of multi-disciplinary practitioners from the wider primary care teams, including community treatment and care services, MSK physiotherapy and Community Links Workers. The new PCAP covers the HSCP's wider responsibilities in relation to primary care including our role in managing the primary care prescribing budget; working with primary contractors (GPs, optometrists, dentists, and community pharmacists); and promoting the sustainability of primary care in Glasgow.

NHS GGC's first Primary Care Strategy was approved in May 2024. It spans five years to 2029 and aligns to NHSGGC's Delivery Plan and long-term transformation programme (Moving Forward Together), as well as Glasgow City HSCP's Primary Care Action Plan 2023-2026. The Strategy sets out how we will maximise our contribution to the health and wellbeing of the people of NHSGGC (NHS Greater Glasgow and Clyde), through collaborative action.

PG 17 Graphics:

PG18: Carers:

Glasgow is a carer-friendly city, where unpaid carers are treated with compassion and kindness. The Carers (Scotland) Act 2016 came into force on 1st April 2018 and places additional duties on Integration Joint Boards. The Act can be found here: www.legislation.gov.uk/asp/2016/9/contents , and the GCHSCP Carers strategy can be found here: Glasgow City HSCP Carers Strategy 2022-2025 (yoursupportglasgow.org)

Independent Carer Groups are being developed and this is being led by members of the previously established Carer Reference Group. Locality Engagement Forums are being used as a channel for carers to attend, and participate in discussions which aim to shape services, within their localities. https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/carer-forums/

Information on Local Carer Services and where to find locality contact information can be found following this link. https://www.yoursupportglasgow.org/glasgow-homepage/pages/are-you-an-unpaid-carer/content/local-carer-services-in-glasgow/

PG 19: Engagement

South Locality has an engagement model that offers local people, service users and community and third sector organisations various levels of participation and involvement depending on their area of interest, expertise, and capacity. Priorities for 2024-2025 are:

• To continue to offer various levels of engagement across all services and in particular, with neighbourhood teams. • To continue to work in partnership with key local networks and stakeholders, and support Glasgow City HSCP staff and services to promote greater participation and involvement of vulnerable people and groups • To continue to support Glasgow City HSCP strategic priorities and facilitate consultation and engagement at a locality and citywide level as appropriate. • Locality Engagement Forums which invites stakeholders to discuss policy and locality updates.

PG20: Graphics

PG21: Equalities:

Glasgow City Health and Social Care Partnership is an organisation that aims to promote and lead on both equality and diversity. By learning about unique and shared experiences and celebrating individuality; we can work with communities by developing services that are accessible to everyone throughout the city.

As a public body, the IJB has requirements under the Equality Act 2010. The IJB has a legal obligation to pay due regard to meet the need to; Eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and Foster good relations between people who share a protected characteristic and those who do not.

The IJB is required to: • Publish it's own set of equality outcomes. • Report on progress towards the equality outcomes. • Report on mainstreaming the equality duty. • Conduct and report on Equality Impact Assessments.

The GCHSCP Equality Outcomes 2024-2028 can be found here.

Further information on our Equality activity can be found here.

PG 22: Contact Information:

For more information about this summary or to request it in an alternative format, please contact: Name/Post/email.

Appendix 1:

Older People's Services & South Locality Strategic Priorities and Progress:

Older People's Services Priority Actions for Year 1 of Strategic Plan	Summary of progress over the last year
Working with partners to ensure community assets are being used effectively, resulting in more people being supported within their own communities – as part of our Maximising Independence priorities.	Maximising Independence uses relevant data to understand need and identify where resources should be directed to provide approaches which promote early intervention and prevention. This is monitored and governed through the Programme Delivery Board, with focused updates being provided at every leadership event. As part of the MI programme, development of an Information Hub: Your Support Your Way Glasgow, has been in development. YSYWG aims to increase both public and staff information aligned to the MI ethos and asset based approach.
Where people receive a life changing health diagnosis, carers will be identified early in their caring role and provided with the support and information they need to help maintain and improve their health and well-being so that they can continue to care, if they so wish, and have a life alongside caring.	The Carers Service has refreshed the carers strategy for 2022-25. The Carer Strategy aims to play a key role in delivering Glasgow City HSCP's commitment to making Glasgow a carer-friendly city, where unpaid carers are treated with compassion and kindness. Glasgow City HSCP Carer Services provide a dedicated Carer Advice and Information Team (CAIT) which works to identify carers as early as possible in their caring role. CAIT is made up of 6 workers providing carer awareness information sessions to individuals and organisations in settings where there are likely to be unpaid carers. • Community health services that the public can access directly to meet health care needs. i.e. GP Practice, Pharmacy, Child Development Centres, District Nurse Services, Dementia Services, Community Rehabilitation Services, Community Link Workers, etc. • In Hospital or following hospital discharge. i.e. outpatient clinic, Reablement services, Home Care Services, etc.
People will be encouraged, supported and enabled to take responsibility for decisions affecting their lives and how they manage risk	Improvements to the personalisation of services has made good progress. Aiming to give more choice and access to adult service users in receipt of personalised service, and children with disabilities in receipt of personalised services. Anticipatory Care Plans (ACP) are now shared with a patient's GP upon completion; improving the sharing of information between GCHSCP and partners to achieve better outcomes for all service users and patients.

Implement 'navigation hubs' to support patients seeking access to urgent / unscheduled care.	Working in partnership with NHS24 pathways have been developed to use as a mechanism for accessing GP Out of Hours, triage and direction to minor injuries, community pharmacy and other alternatives to Accident & Emergency. Board-wide and local programmes aim to identify most appropriate service for people to call or attend. This pathway includes information on the role of community pharmacy / Opticians and other community services.
Continue to progress the HSCP's commitment to the reduction of domestic abuse through implementation of the Domestic Abuse Strategy	We have made good progress in the first year of implementation of our Domestic Abuse Strategy, 2023-28. The strategy aims to ensure better outcomes for people who use or who need our services, and for all people in our communities who experience, are affected by, or who cause harm by domestic abuse, through improving our staff's knowledge, skills and involvement.
Work closely with the Scottish Government and partners to reduce timescales for processing Adult with Incapacity (AWI) applications, including investment in an additional Glasgow City Council Team. Promote Power of Attorney to mitigate AWI requirements on an ongoing basis.	We have invested in a Power of Attorney campaign to promote POA applications. This included investment in additional legal capacity within the NHS GCC team to liaise closely with both private and LA applications, and to monitor delayed discharge numbers and bed days associated with AWI. Senior Officers met with Home Office representatives regarding Delayed discharge and AWI challenges. At this meeting officers escalated concerns for winter planning. Officers continue to escalate the need for legislative change via the mental welfare division of the Scottish Government.