

NORTH WEST LOCALITY PLAN 2024-2025





1. Drumchapel/ Anniesland Area Partnership
2. Garscadden/ Scotstounhill Area Partnership
3. Victoria Park Area Partnership
4. Partick East/ Kelvindale Area Partnership
5. Maryhill Area Partnership
6. Canal Area Partnership
7. Anderson/ City/ Yorkhill Area Partnership
8. Hillhead Area Partnership

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



Image courtesy of Glasgow Life / Paul Watt Photography

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 [HSCP Locality Plans](#).

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.



Image courtesy of Glasgow Life / Paul Watt Photography

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.

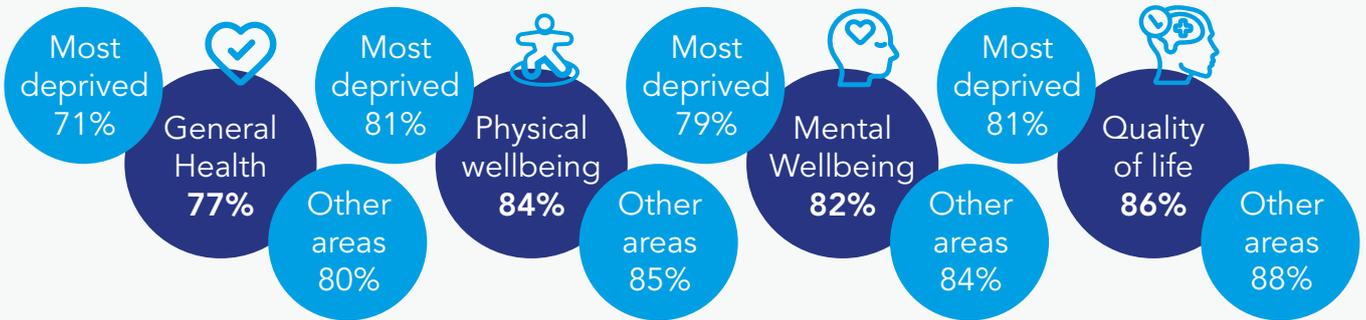
Glasgow City HSCP understands that tackling health inequalities and achieving health equity requires the removal of barriers to accessing and delivering services that are sensitive to the social circumstances experienced by citizens. The HSCP is committed to working with our community planning partners to implement the NHS Greater Glasgow and Clyde Public Health Strategy, **Working together to stem the tide** 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**



Health and Illness

Views of Health

Proportion with a positive view of:



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 WEM / WBS scores indicative of depression

Most deprived
30%

Other areas
21%

Treatment



44% were receiving treatment for at least one illness or condition

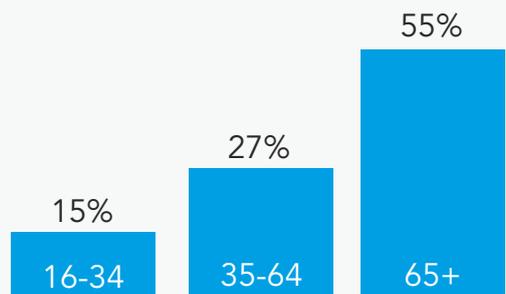
Limiting Conditions/Illnesses

1 in 4 (26%) had a long-term limiting condition or illness



Most deprived
33%

Other areas
23%



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



4. Strengthening communities to reduce harm



2. Supporting greater self-determination and informed choice



5. A healthy, valued and supported workforce



3. Supporting people in their communities



6. Building a sustainable future



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 within 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.

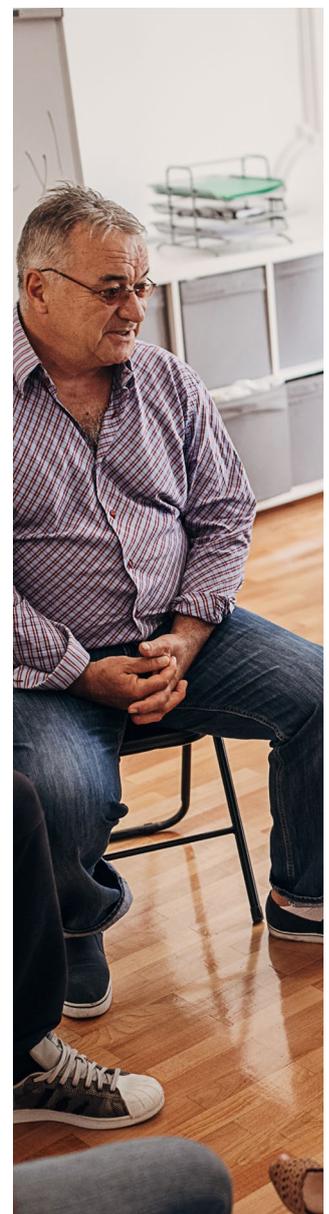
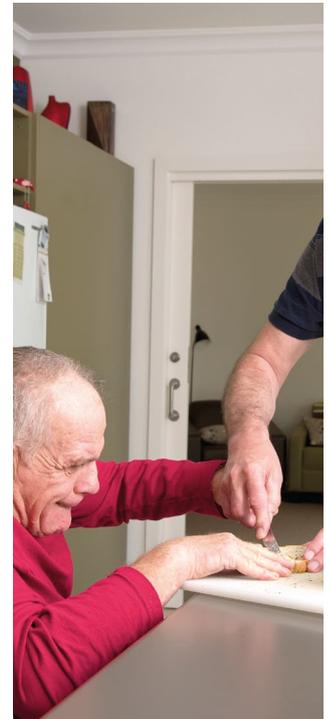
Performance

The Glasgow City Health and Social Care Partnership records performance against established KPIs which have been put in place across the partnership. These KPIs (Key Performance Indicators) 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, including 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 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.

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.

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:

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, and the GCHSCP Carers strategy can be found at [Glasgow City HSCP Carers Strategy 2022-2025](#).

Independent Carer Groups are being developed and this is being led by members of the previously established Carer Reference Group. Locality Engagement Forums provide an opportunity for carers to attend and participate in discussions which aim to [shape services, within their localities](#).

Information and where to find a locality contact can be found at the [Local Carer Services](#).

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 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 expand engagement, leading to a greater representation of the neighbourhoods we will introduce a North West locality database as a new system of engaging and involving people. The database will support future HSCP responses and participation to be more inclusive and representative of the North West neighbourhoods.

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](#).

Contact Information

If you would like to:

- Request further information for any of the themes or services reported within the 2024/2025 Locality Plan,
- Provide feedback or discuss any themes or services within the 2024/2025 Locality Plan further,
- Request alternative formats or languages,

Please send any enquiries to GCHSCP.Communications@glasgow.gov.uk and your information will be forwarded to the relevant team/service.

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 community services and supports.

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.

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:

- 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.

