

**Glasgow City
Health & Social Care Partnership
North East Locality Plan
2017/18**

FOREWORD

This is the second Locality Plan for North East since the establishment of the Health and Social Care Partnership (HSCP). This plan aims to provide an overview of the progress made during 2016/2017 and to identify our priorities and actions for 2017/2018.

Over the last year, we have taken opportunities through a diverse range of forums to engage with community representatives, the housing sector and third sector colleagues in what we do and what we want to achieve. A significant focus of our engagement strategy has also been to focus on meeting our staff and hearing from them what opportunities Health and Social Care integration gives us to improve the services we are responsible for delivering in the North East of the city. I am delighted to report that we have achieved performance improvement in a number of areas (detailed later in this report) and this is directly attributable to the efforts of our frontline staff and managers who are focussed on really making a difference to the lives of the people who use our services. Our aim is to continue this across our services in the coming year. We know the impact that poverty and deprivation has on the lives of people in places like the North East of Glasgow and we have worked on a number of initiatives to tackle poverty including the significant investment in financial inclusion and the Thriving Places approach across the North East area. Again, our aim will be to keep focussed on that work.

We continue to work in a challenging financial context which means we need to continue to ensure that we are delivering services that genuinely and significantly impact positively on people's lives and redirects resources where they don't.

We are committed to building on our achievements over the last year and looking forward once again to working closely and in partnership with our local communities, our staff and other agencies/ organisations.

We will be consulting widely on our plan throughout this year, and if it becomes apparent that we need to amend/ change any of it, we will commit to do so.

Ann Marie Rafferty
Head of Operations
North East Locality
GlasgowCity Health and Social Care Partnership

The plan has been developed in accordance with national locality planning guidance and is consistent with the aims, objectives and vision for Glasgow City set out within Glasgow City Health and Social Care Partnership's Strategic Plan 2016-19. <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=32948&p=0>

1. Introduction

Glasgow City Integration Joint Board (IJB) came into being in February 2016 and in March the Board endorsed a three year Strategic Plan for the period up to 2019. In that Plan the IJB set out its vision for health and social care services -that the City's people can flourish, with access to health and social care support when they need it. The IJB envisaged that this would be achieved by transforming health and social care services for better lives. This Locality Plan runs alongside and is driven by the Strategic Plan.



2. HSCP KEY PRIORITIES

The biggest priority for the HSCP is delivering transformational change in the way health and social care services are planned, delivered and accessed in the city. We believe that more of the same is not the answer to the challenges facing Glasgow and will strive to deliver on our vision as outlined below:

- early intervention, prevention and harm reduction
- providing greater self-determination and choice
- shifting the balance of care
- enabling independent living for longer
- public protection

In the HSCP localities are an important part of our integration arrangements to improve the delivery of health and social care services for the people of Glasgow. We have agreed three localities in Glasgow – one covering the North East of the city, one covering the North West and one the South of Glasgow. A key responsibility of localities is to produce a locality plan for the area they serve. This document is the locality plan for North East Glasgow. Similar plans are also available for the North West and South.

The purpose of this plan is to:

- show how we will implement the HSCP's Strategic Plan 2016-2019 in the North East of the city, and what this will mean for service users, patients and local communities; and
- how we will respond to local needs and issues.

The plan is a one year plan covering the period April 2017 to March 2018. The plan is based on:

- what we know about health and social care needs and demands and any changes from the 16/17 plan;
- our current performance against key targets;
- the key service priorities as defined in the HSCP's Strategic Plan, including health improvement and what we are doing to tackle inequalities; and,
- the resources we have available including staff and accommodation.

We will report later in the year on how we are doing in implementing the plan and identify further areas of improvement for next year's plan. If you have any comments on this plan, let us know.

3. COMMUNITY ENGAGEMENT – LOCALITY ENGAGEMENT FORUM ►

Glasgow City Health and Social Care Partnership recently completed a consultation on how best to engage with local people about health and social care issues. North East sector held a number of public consultations asking for people to comment on the HSCP Participation and Engagement Strategy and the comments made by North East Representatives during the Consultation. This resulted in a number of key actions to be developed:

- Groups should receive information regarding changes to services
- The opportunity to comment on changes before the final decision is taken.
- The importance of providing consultation feedback to service users explaining the reasons for the decision and evidence that their views were taken into consideration.
- Two way communications is very important.
- Particularly important is the commitment to provide support to enable people to participate in engagement activity.

Representatives from North East Public Partnership Forum, North East Voices for Change, East End Community Addiction Forum and Carers Forum, met in March 2017 and agreed to establish the North East Locality Engagement Forum. In looking ahead we anticipate that for the next 12 months the priorities for this new Forum will be:

- Development work with community representatives to agree working arrangements ensuring that the Forum can achieve the aspirations set out in its new remit
- Further develop the membership of the Forum and establish a wider network to include hard to reach vulnerable groups
- Focus on the North East Locality Plan to ensure that local people have their say on current and future service provision
- Support wider public involvement in the planning and decision making of services that are delivered locally
- Approve full engagement on the Parkhead Hub proposal be carried out by the HSCP from April to June 2017

To find out more about the Locality Engagement Forum please contact: Tony Devine, community Engagement Officer (North East Locality) on 0141-553-2861

3. PERFORMANCE INFORMATION

Where We Are Performing Well

Older People:	Addictions:
Open OT activities : % over one year	% of service users with a Recovery Plan
Continence Service – Waiting Times	Primary care:
Home Care: % Reviews	Numbers on GP practice dementia registers
Reablement: % requiring no further home care support following reablement	Unscheduled Care:
number of Anticipatory Care Plans in place	Bed Days Lost to Delayed Discharge (Older People 65+)
number of Residential Care Reviews	Health Improvement:
number of referrals to Telecare	Breastfeeding: 6-8 weeks (exclusive)
Deaths in Acute Hospitals 65+ and 75+	Smoking Quit Rates
Homelessness:	Number of 3 – 5 year olds registered with a dentist
Number of individual households not accommodated over last quarter	MMR Vaccination uptake
Prescribing Costs:	Carers:
Compliance with Formulary Preferred List	Qualitative Evaluation Question: Improved your ability to support the person that you care for
Annualised cost per weighted list size	Number of Carers who have completed an Assessment during the quarter
Children:	Business Processes:
Access to specialist Child and Adolescent Mental Health Services (CAMHS) services – Waiting Times	% of elected member enquiries handled within 10 working days
% of children looked after away from home with a Primary worker	NHS complaints within agreed timescale
% of children looked after at home with a primary worker	SW Complaints - % handled within 15 days
% of HPIs allocated	SW Complaints - % handled within 28 days
	Human Resources:
	Social Work Sickness Absence Rate

Where Improvement Required

Older people:	Health Improvement:
Number of people in supported living services	Number of 0 – 2 year olds registered with a dentist
Reablement: % receiving a service following referral	Alcohol brief intervention delivery (ABI)
Intermediate Care :	Smoking quit rates at 3 months (40% most deprived areas)
Average length of stay	Breast Feeding 6 – 8 weeks (exclusive) in 15% most deprived areas
% of Intermediate Care Users transferred home	Addictions:
% Occupancy	% commencing treatment within 3 weeks of referral
Unscheduled care:	% of Parental Assessments completed within timescale
Delayed discharge: No. of patients over 65 breaching the 72 hour target	Criminal Justice:
No. of patients over 65 classed as AWI breaching the 72 hour target	% of CPOs with a Case Management Plan within 20 days
Adult Mental Health patients breaching the 72 hour target (Under and over 65 including AWI patients).	% of Unpaid Work (UPW) requirements completed within timescale
Adults under 65 breaching the 72 hour target.	% of Community Payback Order (CPO) work placements commenced within 7 days of sentence
Children:	% of CPO 3 month reviews held within timescale
% of young care leavers in employment, education or training	Homelessness:
% of looked after and looked after and accommodated children under 5 who have had a permanency review	Number of households reassessed as homeless or potentially homeless within 12 months
	% decision letters issued within target after initial presentation
	% of live homeless applications over 6 months duration at end of quarter
	Human Resources:
	NHS Sickness absence rate
	NHS staff with an e-KSF
	% of NHS staff with standard induction training completed within deadline
	% NHS staff who have completed mandatory healthcare support worker induction

5. SERVICE PRIORITIES

Children and Families

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Early and effective intervention aiming to give all children and young people the best possible start in life	Review duty and redesign services which target families sooner and reduce need for statutory services	Review of North East early years Joint Support Teams (JST) took place and remit now expanded to discuss well being concerns by Named Person	Consultation on findings June 2017
	Continue to reduce the number of children placed on the Child Protection Register and the length of time of registration.	Third sector engaged in assisting with the provision of family support services across the locality at immediate point of contact and improved rapid response to early intervention Review impact of Family Group Decision Making (FGDM) in reducing the need for child protection registration	Ongoing September 2017
Involve children in decisions that affect them, have their voices heard	Continue to consult with young people and develop contemporary strategies which reflect how young people currently communicate through social media and determine how this can influence child protection and looked after children and processes	NE Safeguarding group established and have reviewed Have Your Say, Talking Mates and Viewpoint for all Looked After/Looked After and Accommodated Children Local consultation planned with health improvement, social work and planning detailing NE service user process and outcomes	Joint approach to this work with Children's Rights and will commence June 2017 and will consider role of social media June 2017

Children and Families (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
<p>Work with families to improve the life chances for children, with a specific focus on family resilience, health improvement, educational attainment and reducing the number of children looked after away from home</p>	<p>New discussion group model currently being reviewed in collaboration with health improvement team in order to consult with local parents to identify and remove barriers to participation</p>	<p>Uptake of primary care Triple P remains consistent over 2016/2017.</p> <p>All health visitors have been trained in the first three named person core elements during 2016.</p>	<p>July 2017</p>
	<p>Implement and evaluate Family Group Decision Making team. Promote extended family network searches via Life Long Links model of practice focusing on cusp of care, recently accommodated young people, pre birth and young people placed outwith Glasgow</p>	<p>Team Established and Training Completed</p> <p>Steering Group established</p> <p>Research and evaluation resource identified</p>	<p>Interim Report due September 2017 2017</p>
<p>Review Permanence Planning process and improve performance</p>	<p>Strengthen Permanence Forum outputs and review progress via locality performance group</p>	<p>Introduce new review systems via permanence tracker and identify ASM champions</p>	<p>City wide target of permanence reviews of 90% to be met by June 2017 and sustained</p>

Criminal Justice

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Better Access to Addiction, Mental Health and homelessness services for Criminal Justice Service Users	Produce action plan and generate awareness of agreed protocols in ensuring swift targeted intervention	Local liaison meetings commenced involving social work, health managers, housing, addictions and mental health services	July 2017
Promote interface, communication and information sharing with Children and Families services in response to child protection concerns	Children and families/Criminal Justice team leaders to produce improved framework to facilitate consistent information sharing	Information sharing tools developed focussing on the 'impact of parental offending behaviour' on children involved in child protection procedures	Pilot to commence May 2017

Adult Services

- Alcohol and drugs

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Early Intervention and Harm Reduction by increasing Blood Borne Virus (BBV) and HIV testing and increase in harm reduction interventions	BBV nurses to undertake non-medical prescribing training	HCV testing increased by over 35% from first half to second half of 2016	Complete by June 2017
	Addiction clinics specifically for patients with Hepatitis will target individuals who are not engaging with hepatitis treatment	Clinic has been established with evidence that patients are engaging more effectively with Hepatitis treatment.	Full year data will be available by February 2018
	Senior Medical Officer to take lead on monitoring of HIV presentations across HIV		Increase of 25% by June 2017
	Continue to receive regular feedback from ADP drug and alcohol death prevention sub group	Quarterly reporting from ADP Drug and Alcohol death prevention sub group has taken place quarterly and services are being redesigned to take account of the increase of HIV Diagnosis, with an improved link with Brownlee service	Quarterly during 2017/2018
Ensure recovery is an integral part of treatment, from the first point of contact through to exit from service	Launch of new service incorporating recovery in the title	New service launch has been delayed. Implementation began in February 2017	Completed by September 2017

- Alcohol and Drugs (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Ensure recovery is an integral part of treatment, from the first point of contact through to exit from service	Recovery planning from initial contact and throughout treatment and care, assisted by implementation of new model	82% of service users currently have recovery plans	Will be fully implemented by 2017 with at least 70% service users with recovery plans (amended from 100% in line with citywide performance target)services users with recovery plans
	Continue staff training for recovery	Recovery training for staff (social care, nursing and medical) commenced June 2016	To be completed by June 2017
	Continue to Support and develop Recovery Communities and Recovery Hubs	Recovery Hubs launched October 2016	20% increase in service users accessing recovery hubs by July 2017.
	Increase in number of alcohol and drug users in recovery and using community supports	Reporting framework in progress	Increase of 10% of service users leaving the service through planned discharge due to recovery by June 2018
	Engage with service users and communities over proposals to locate all NHSGGC addiction in patient beds and Greater Glasgow NHS day services at Gartnavel Royal Hospital with enhanced outreach provision	Implementation plans being developed for single day service at Gartnavel within existing accommodation	Achieve day hospital redesign by September 2017

- Learning disability

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Continue personalisation assessments for all people who have a learning disability and are eligible to receive a service	Ensure that all service users are assessed through personalisation, appropriate funding agreed commensurate with their level of need	104 new service users have been assessed through personalisation this year	Continues to be a priority area of work that will be reviewed every three months
	Outcome Based Support Plans are developed in collaboration with service users, families and other partners ensuring that people are safe, protected and supported to live as independent lives as possible	As Above	As Above
Partnership approach to remodelling of some of our social care provision to meet changing needs and financial challenges	Collaborative work ongoing with providers and HSCP in relation to service users profiles and modelling appropriate health and social care provision	10 service users placed in long stay hospital provision are now being jointly reviewed by HSCP to identify appropriate health and social care provision for going forward	Ongoing
	Continue to review all those brought through personalisation in the last two years, to ensure ongoing support is targeted to meet current needs and where appropriate remodel services/approaches	Review of personalisation by project based approach with proportionate reviews of all services users currently receiving services. Phase 1 completed with 56 people successfully reviewed with new care plans and individual budgets in place	City wide panels set up to complete 1,100 reviews of all service users across the city receiving day time supports – to be completed by October 2017
	Phase 2 – service users who receive sleepover services as well as day time supports – 132 service users care packages to be reviewed		Locality Care Management Project Team established to review all service users receiving services from social care providers - to be completed 2018

- **Adult mental health**

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Continue to improve waiting times to access Primary Care and Community Mental Health Teams	We will continue to review and monitor the effectiveness of new call back system as we implement the Community Services Framework and the CMHT's standard operating procedures.	New call back system implemented in May 2016	Ongoing review throughout 17/18
	Continue to ensure we have the most appropriate and efficient staffing model as we further develop the future CMHT models and clinical care pathways.	Review of all CMHT staffing posts across all disciplines	Ongoing
	Continue to maximise clinical time by best use of Anvil Centre	Commenced review of clinical time during 16/17	To be completed mid 2017
Ensure effective transfer of wards on Parkhead site to Stobhill Site	Continue to liaise with staff, patients and carers to ensure effective communication regarding progress	Plans during 16/17 were put on hold due to Stobhill site not yet being available	Ongoing and transfer expected by early 2018

- **Adult Mental Health (continued)**

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
<p>Complete personalisation assessments for all people who have a mental health difficulty and are eligible for services</p>	<p>Ensure all service users are assessed through personalisation, appropriate funding agreed commensurate with their level of need</p>	<p>At the beginning of the year we were supporting 140 people through personalised support plans</p>	<p>Continues to be a priority area of work that will be reviewed every three months</p>
	<p>Outcome based support plans are developed in collaboration with service users, families and other partners ensuring that people are safe, protected and supported to live as independent lives as possible</p>	<p>87 new people have been assessed through personalisation this year</p>	<p>Ongoing</p>
	<p>Require to improve performance in relation to the completion of Support Needs Assessments and Outcome Based Support Plans which will improve access to social care services. Additional performance targets to be set with all plans to be routinely completed within two month period</p>	<p>41 service users care plans were reviewed with support remaining in place</p>	<p>Resource Allocation Panels monthly to ensure performance targets are met for completion of Support Needs Assessment and Outcome Based Support Plans</p>
	<p>Improve how we work across HSCP and the voluntary sector to ensure that the spectrum of need from mild to moderate mental distress/illness to acute chronic and enduring mental illness is addressed</p>	<p>On going meetings with voluntary and social care providers</p>	<p>Ongoing – agreed approach for 17/.18 to be agreed at Adult Mental Health Management Team</p>

- **Adult Mental Health (continued)**

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Support people to live as independently as they can within their own home with support	Review all service users currently within care homes/supported accommodation to ensure they are appropriate for this model of support and, where appropriate, facilitate 'move on' to their own tenancy with support	16 people in NE moved on from a care home setting to supported living through personalisation	Ongoing during 2017/2018
	Review all models of support to take forward the reshaping of supported accommodation and supported living to meet current needs, ensuring that people in most need can be prioritised for high levels of support	44 people currently supported within supported accommodation in North East	Ongoing during 2017/2018

- **Homelessness Services**

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Improve interface with housing providers to increase access to settled accommodation	Continue to input into Local Letting Communities	Represented at Local Letting Community Forums to achieve targets on settled accommodation	Ongoing
		Work ongoing to increase the number of available permanent tenancies through RSLs	Ongoing
	RSLs to provide sessions to the Community Homeless Team highlighting areas of tenancies that are regularly void	Referrals for permanent accommodation has increased significantly in the last six months	Ongoing throughout 17/18
Increase in number of households securing permanent accommodation	Increase in homelessness referrals for permanent accommodation	20% increase in resettlement plans has been achieved	20% increase in homeless applications being progressed to Section 5 referrals by July 2017
Improving tenancy sustainment through early support and identification of need.	Continue to embed Housing Options approach in practice with registered social landlords and Community Homeless Team	Housing Option approach rolled out across team and continuing to be developed	Completed by September 2017
	Continue to improve access to third sector support services	New Flexible Housing Outreach Support Services launched March 2017	Ongoing and completed by March 2017
	Improve knowledge, access and interface with Health and Social Care Partnership services for people at risk of homelessness	Updates and interface meetings have taken place over the past six months and will continue throughout 2017	Regular updates to be provided at NE ECF, Homeless Providers Forum and NE housing events

Older People's Services

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
<p>Further development of intermediate care:</p> <p>Work with commissioning to establish and embed new model of care</p>	<p>We will strengthen the multi disciplinary teamwork within IC by aligning dedicated staff, including social work, and a continued focus on supports at home</p>	<p>NE has ensured effective use of intermediate care (IC). IC occupancy levels consistently high during 16/17</p>	<p>May – August 2017</p>
<p>Implement the city wide Accommodation Based Strategy in the North East to make sure that local initiatives promote formal and informal care and support</p>	<p>We will continue to focus on supporting service users to return home, where possible, with the support of a range of health and social care services to meet their individual needs. Pivotal to this will be building supported living capacity and further application of the Cordia Supported Living Service</p>	<p>We have successfully developed effective multidisciplinary team (MDT) working in the implementation of a supported living MDT forum and staff development and awareness sessions</p> <p>We have successfully developed a Cordia Supported Living Service, in partnership with Cordia and other partners for individuals with more complex needs, the service has contributed to shifting the balance of care and reduction in care home admissions</p>	<p>Ongoing throughout 17/18</p>
	<p>Ensure telecare provision is optimised to support individuals to remain at home, recognising the importance of telecare solutions in supporting carers to continue with their caring role</p>		
<p>Implementation of the recommendations from the District Nursing Review</p>	<p>Contribute to city wide flexible working plan to ensure 24hr service availability</p>	<p>Service reviewed to achieve an appropriate DN skill mix. Single point of access for service successfully rolled out across NE providing a clear and responsive service access and releasing DN time from admin tasks inherent in the previous referral model</p>	<p>Ongoing</p>

Older People's Services (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Focus on and develop service capacity particularly in relation to prevention and early support	We will continue to build the numbers of service users who have an anticipatory care plan to reduce unscheduled admissions to hospital with a particular focus on a reduction of hospital admissions from a care home setting. This will be co-ordinated via NE (multi-disciplinary) Anticipatory Care Steering Group commencing January 2017	NE has met the target for anticipatory care plans	Ongoing
Post Dementia Diagnostic Support	We will continue to focus on the implementation of the Dementia Strategy including effective and timely post dementia diagnosis support	NE continued to achieve good performance in relation to number of service users with a diagnosis of dementia on the GP Dementia register (target 1,218, 1,457 registered)	Ongoing
Establish Integrated Neighbourhood Teams and the Home is Best (Hospital Discharge) Service	<p>Develop the agenda and implement Neighbourhood Teams for Older People and Adults affected by disability, including the implementation of the Occupational Therapy Review and Home is Best (Hospital Discharge) service.</p> <p>Ensure a focus on maintaining independence, health and well being, access to the right service at the right time, working effectively with communities</p>		December 2017

Health Improvement

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
<p>Support the further development of Thriving places workstream in Parkhead/Dalmarnock/Camlachie and in Easterhouse, Springboig/Barlanark</p>	<p>Review and refresh the action plan for Parkhead/Dalmarnock/Camlachie thriving place, informed by 3 consultation events to take place in May as well as ongoing community feedback</p>	<p>Easterhouse Community Organiser appointed and Practitioners Group established August 2016</p> <p>A range of community led activities delivered across 2016/17 including:</p> <ul style="list-style-type: none"> Winterfest Tea Dance (Springboig) Family Meal and Homework Club Residents Group (Easterhouse) Increasing ESOL provision in Easterhouse Baptist Church 	<p>Parkhead/Dalmarnock/Camlachie celebration and engagement events to be held in May</p> <p>Recruit Community Organiser for Springboig/Barlanark by June 2017</p>
	<p>Contribute to the production of local plans based around the three Thriving place geographies in the North East</p>	<p>Supported the Thriving Places workstreams and action plan and contributed to specific Partnership working in Dalmarnock</p>	<p>Local plans to be produced by October 2017</p>

Health Improvement (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Support individuals and families with health related issues: build positive mental health and resilience, reducing alcohol, drugs, tobacco use and obesity	Oversee the delivery of the adult stress management contract (provider – Lifelink)	1,650 beneficiaries attended Lifelink for counselling only by end of quarter 3. Additionally 150 had massage and 263 accessed groupwork/training/outreach/tasters	Quarterly reporting meetings; extract case studies and utilise in HSCP performance monitoring
	Oversee the delivery of the Lifelink Youth contract	128 young people have accessed counselling via Lifelink from July 2016 since commencement of new contract	Quarterly reporting meetings; extract case studies and utilise in HSCP performance monitoring
	Include consideration of mental wellbeing and resilience into all family focussed programmes e.g. family meal homework clubs	<p>Ripple Effect consultation findings disseminated and taken into Thriving Places for discussion</p> <p>Community Alcohol Campaign launched in Parkhead ran for six months and is undergoing evaluation</p> <p>Smoking cessation services: undertook a redesign to learn from best practice and support targeting of most deprived communities. Quarter 1 and 2 had 45 people from our 40% most deprived communities achieving a successful quit at 12 weeks</p>	Report on impact of resilience building work in a place context at mid year and end year via HSCP performance framework
	Develop health improvement contribution to the North East kinship pilot model		Initial discussions with Quarriers and Steering Group by April 2017. Actions agreed and capacity to deliver aligned by May 2017

Health Improvement (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Contribute to reducing poverty and supporting people living in poverty in North East Glasgow	Provide financial inclusion services delivered in a range of settings across North East Glasgow and influence other service areas and primary care to make referrals into this service	<p>Commissioned service received 664 referrals from NHS staff for patients during 2016/2017</p> <p>Cost of the school day – 71 teachers were trained in Glasgow city</p> <p>Parent Council Training was developed and delivered with supporting guidance document produced</p>	<p>Report on referrals to SMT in September 2017</p> <p>SMT to develop action plan by October 2017</p>
	Extend approaches to income maximisation in primary care building on the Parkhead Health Centre pilot		Commence implementation of I-HUB funding by April 2017
	Alleviate food poverty through the provision of programmes which include, as part of a wider activity, the provision of food e.g. extend the network of breakfast clubs in the North East for school aged children	Dalmarnock Summer Programme – 83 unique individuals attended with an average daily attendance of 63 per day	Roll out within resources available, the network of family meal homework clubs and summer holiday programmes in the North East by Summer 2017

Primary Care

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Improve health life expectancy	Improve publicity and ensure health promotion opportunities at all contacts and locations ensuring all contractors are linked in	Know Who To turn To poster developed to be distributed to all GPs, Optometrists and Community Pharmacists	Ongoing, and will maximise publicity materials
	Continue to promote benefits of screening. Offer support/information to GP practices	<p>Prostate Cancer stand in health centres 30 weeks per year (Monday mornings)</p> <p>Macmillan@Glasgow libraries stands in health centres</p> <p>Agreement reached for promotional materials from Glasgow Libraries on cancer services to be installed in North East Health Centres</p> <p>COPD referral data provided to clusters for improving referral rates to the community respiratory services</p>	Ongoing, and will maximise publicity materials
Carers are encouraged to have life outside caring	Increase use of "A Local Information System for Scotland" (ALISS)	<p>Promoted identification of carers and use of booklets across GP Practices</p> <p>Promoted use of Public Health Directory across GP Practices</p>	April 2017 with ongoing work to promote its use

Primary Care (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Support older people to live healthier lives	Identify 'vulnerable' population and ensure they are linked into appropriate services through using <ul style="list-style-type: none"> • Anticipatory Care Plans • Chronic Disease Management 	Anticipatory Care Plans promoted at 17c annual visits and at Primary Care Strategy Group meetings GEMAP services and chronic disease management services promoted at 17c annual visits	Ongoing with particular focus on widening the number of staff who contribute to Anticipatory Care Plans Ensure chronic disease management programme continues
Support sustainable Primary Care services (including out of hours and urgent care)	Better utilise all members of the primary care team (for example increase access to treatment from community pharmacy and optometrists)	Know Who To Turn To poster incorporating Optometry requested by GP Practices and all North East community pharmacy and optometrists Making the most of Your Practice developed and translated into a wide range of languages	Ongoing preparatory work with implementation as part of new GP contract April 2017
Support sustainable General Practice	Continue to pilot new ways of working with GP Practices	Link Worker in one NE Practice Pioneer Project in four practices to provide additional clinical support Pharmacy initiative in 3 practices	Ongoing preparatory work with implementation as part of proposed new GP contract during 2017/2018
Support GP Cluster working	Continue to drive the agenda for Quality Improvements with across the NE GP Clusters	6 GP clusters and 6 Cluster Quality Leads identified. Working city clusters arranging educational meetings and patient self management documentation	Ongoing during 2017/2018

Cross cutting service priorities

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Continuing to further develop strong interface with the housing sector	Housing and Homelessness Lead will work with landlords as first point of contact for any tenancy sustainment issues and will continue to work with Housing Options staff in the North East	We have held joint meetings with Housing Options staff during 16/17 and our Housing and Homelessness Lead has been based in local housing associations to assist in the roll out of Housing Options approach	By June 2017
	Further housing events to be held during 17/18 with themes/topics developed in partnership with local landlords	Three housing sessions held with over 40 housing representatives at each event	Sessions scheduled for June and September covering a number of topics including support for older people and young people leaving care services
	Training will be offered to all landlords and any specific training needs will be identified	North East Training Plan developed in partnership with local housing providers	Training Plan will be updated throughout the year to show uptake and topics delivered
	Statements of Best Practice revised and will be disseminated across all housing providers	Essential Connections Forum continued to meet and share best practice during 2016 and SOBP refresh discussed	Statements of Best Practice will be shared with all housing providers and relevant staff teams by September 2017
Corporate Parenting	Ensure that all NE HSCSP staff are aware of their responsibilities to Corporate Parenting within the organisation	We have consulted staff and managers about the content of the Corporate Parenting plan, but now require to ensure it is presented and discussed on an annual basis at all team meetings.	April17 - March 18

Cross Cutting Service Priorities (continued)

Local Priorities	Key Actions 17/18	Progress 16/17	Target/Timescale
Continue to review all of our accommodation, both leased and owned across the North East to ensure that we have accommodation which meets the needs of services users and staff	<p>We will continue to rationalise our use of buildings across North East</p> <p>We will complete the communication strategy for the development of Parkhead Health and Social Care Hub and continue to identify capital and revenue funding to finance this initiative</p>	Accommodation Strategy Group set up and meeting bi monthly	<p>Ongoing</p> <p>April – June 2017</p>
Provision of employability support for local people	40 students attending NQ (Level 4) and 16 students attending SVQ 2 Health and Social Care courses and all will work towards placements within NE locality	Joint initiative with Glasgow Kelvin College with new Placement Coordinator in post as of February 2016. 53 students on courses and 50 placed within health and social care placements, with 47 progressing to further training/employment	Students across both courses to complete and take part in placements with 100% progression to further training/employment
Continue to raise awareness of adult carers and promote the single point of access within the health and social care teams	Continue to build increased links with all older people, primary care and adult teams to promote carer pathways	300 adult carers and 100 young carers per locality (target for 16/17) – awaiting actual figures	Increase referrals from Primary Care – further info available following Carers SPG in May 2017
	Ensure all staff are aware of their roles and responsibilities in identifying and supporting carers	Asset and Outcome Based Training delivered to all social work and voluntary sector staff during 16/17	Ongoing
Continue to identify and support young carers through a family based approach	Ensure all staff are aware of their roles and responsibilities in identifying and supporting young carers	Training on Outcome Star delivered and this is now embedded within the young carer assessment process	Family Based approaches training to be delivered to all young carer staff by May 2017
	Continue to work in partnership with Education Services to develop pathway from schools to young carers' services	Young Carer Education CIS worker now in post and working in partnership with Education Services to develop resources and promote young carer pathway and support services	Pathway embedded and resources developed across all schools

8. EQUALITIES

We have continued to ensure that local equalities priorities flow from Glasgow HSCP Equality Plan 2016-18. Our Equalities Group has continued to meet and during 2016/2017 actions undertaken have included:

- Work with the acute sector on leaflets for the redesign of older people's services at Lightburn, especially in relation to making sure that public information is accessible
- Follow up on the event hosted by the Glasgow Disability Alliance to develop a set of actions to improve quality of and access to services for disabled people
- Provided multi-agency training to raise awareness of referral pathways
- Funded various local organisations to deliver projects, workshops and seminars on violence against women and related topics
- Review of equality impact assessments undertaken across the various services

We will continue to monitor this work and link in with the city wide Equality Action Plan for the coming year.

9. BUDGET

The table below shows the indicative net recurring budget for North East Locality (17/18). This will be confirmed over the next few weeks.

GCHSCP - North East	2017/18
	£
Children and Families	14,163,300
Prisons Healthcare and Criminal Justice	2,591,400
Older People	26,610,100
Addictions	4,075,800
Carers	551,200
Elderly Mental Health	7,872,400
Learning Disability	19,282,000
Physical Disability	5,274,200
Mental Health	25,690,200
Homelessness	3,936,000
Prescribing	41,690,100
Family Health Services	51,922,100
Hosted Services	5,000
Other Services	5,892,900
Total	209,556,700

10. PARTNERSHIP WORKING

We will continue to work with our community planning partners (including Education, Police Scotland, Scottish Fire and Rescue, Voluntary Sector, Glasgow Kelvin College, Glasgow Life, Skills Development Scotland) through the Area Senior Officers Group and the Community Planning Partnership Board and will ensure that we continue to take forward the community planning strategic objectives to address the issues of alcohol, youth unemployment and vulnerable people whilst contributing to the emerging community planning transition process.

In addition, a main priority for the North East in 16/17 was our partnership working with the housing sector to improve housing access within the community as well as linking this to our accommodation based strategy for older people. During 16/17 we hosted three events with the housing sector and this will continue over the coming year. Events for this year will again focus on our HSCP services and how we can best work with housing providers more effectively and efficiently.