



North West Locality Engagement Forum

Thursday 8 November 2018

10.00 – 12.30pm

in

Maryhill Health and Care Centre

51 Gairbraid Avenue, Glasgow

Agenda

Welcome and Introductions (Robert Smith, Chair)

1. **Previous Minutes – 27 September 2018** **10.00 – 10.05**
 - i. Matters arising

2. **Housing and Homelessness** (Alan Robertson, HSCP Casework Team Manager & Jean Stevenson HSCP Health & Housing Lead) **10.05 – 11.00**

Tea Break

3. **Glasgow City HSCP Draft Strategic Plan** (Stuart Donald, HSCP Principal Officer) **11.15 – 11.45**

4. **Reports/Updates** **12.45– 12.05**
 - (i) **Closing the Gap** (Gordon MacInnes, Mental Health Network)
 - (ii) **VOICE Training** (May Simpson, CEO)
 - (iii) **NW Locality OPPG – 31/10/18** (attached)

5. **NW LEF Planning 2019** **12.05 – 12.20**

6. **AOCB** **12.20 – 12.30**

Dater of Next Meeting – 24 January 2019

NW LEF Meetings - 2019

- 24 January 2019 - Maryhill H & CC @ 10.00am
- Mid February 2019 – NW Locality Wide Event – venue and time TBC
- 14 March 2019 - Church Street Office, Partick @ 10.00am
- 18 April 2019 - Church Street Office, Partick @ 10.00am
- 23 May 2019 - Maryhill H & CC @ 10.00am
- 27 June 2019 - Maryhill H & CC @ 10.00am



North West Locality Engagement Forum

Draft Minutes of meeting held on 27 September 2018 in William Street Clinic

Present:

Robert Smith (RS) (Chair)	Mohammed Jamil (MJ)	Abdul Benjellon (AB)
Mark McBay (MM)	Alan McDonald (AMc)	Ann Kilgour (AK)
Winnie McPhail (WM)	Roy Greatorex (RG)	Mary McShane (MMcS)
Lilian Woolfries (LW)		

Apologies:

Jean Dougan (JD)	Florence Alison (FA)	John McVicar (JMcv)
Alison Horner (AH)	Kate Walker (KW),	Alan Gow (AG)
Janet Murphy (JM)	Bill Rossine (BR)	Ruby Chalmers (RC)
Barbara Wark (BW)	Margaret Smith (MS)	Colin Davidson (CD)
Nicky Neilson (NN)	Muriel Anderson (MA)	Sadie Gordon (SG)
Gordon McInnes (GM)	Rita Hepburn (RH)	Jane Maguire (Jane M)
Nan Wilson (NW)		

In attendance

Christine Tait, (NW Health Improvement)
 Pauline Toner, (HSCP Principal Officer)
 May Simpson, (Community Engagement Officer, NW Locality)

Robert Smith welcomed everyone to the NW Locality Engagement Forum meeting.	
1	Minutes of 16 August 2018 – agreed Matter Arising – none
2	Suicide Prevention – Citywide (Pauline Toner, HSCP Principal Officer) Pauline’s presentation covered the background from the ‘Choose Life’ programme which started in 2002 with the aim of reducing suicide in Scotland by 20% by 2016 (achieved 19% reduction); remit of Glasgow City Strategic Group and the new Strategy – ‘Every Life Matters’ which aims to reduce suicide by 20% by 2020. The Strategic Group has a number of work streams:– Suicide Safe Communities Award, Communication, National Suicide Prevention Day – 10 September, Candlelight Celebration of Life, Multi Agency Training –Safe Talk, Safe Suicide Talk and Assist) and a group in each Locality. AMcD raised concerns about Social Media companies not taking responsibility for their platforms – cyber bullying and the need to support vulnerable young people (Aberdeen student in the recent news. WMcP felt that ex –service men and women should get more support. Pauline highlighted the work of Helping Heros. She also advised that one of the action of the new Strategy - Action 10 – review of every death by suicide in order to learn lessons – this may improve and reduce death from suicide. Pauline advised that

	<p>more men than women die by suicide and that there has been a downward trend in recent years until 2017 when it had risen slightly to 88 lies lost that year. She noted that the majority of suicide deaths are by people not in receipt of Mental Health services – making it a really really difficult to prevent.</p> <p>ABJ raise concerns about young people who have suicidal thoughts and what support can be put in place for them. RS felt that more work should be done with community groups working in multi-storey flats, working with young men and raising the profile of the World Suicide Prevention week.</p> <p>Suicide Prevention – NW Locality Christine Tait (NW Health Improvement).</p> <p>Christine described her role as a Suicide Prevention Trainer and the training programme available in NW Locality; the need to ‘break the taboo and stigma’ of suicide and the WHO Suicide Toolkit - Prevention.</p> <p>The NW Mental Health, Wellbeing and Suicide Safer Communities Forum meet 5 times per year and is open to anyone who has an interest in Mental Health, Wellbeing and Suicide Safer Communities. The work being progressed presently is</p> <ul style="list-style-type: none"> • Support Community/Neighbourhood approach • Drumchapel – Community Engagement • Resilient Milton <p>Next Forum Meeting is on Wed 10th October 2018 in Lifelink , 1455 Maryhill Road at 9.30am – 12.00pm</p>
3	<p>Volunteer Charter (Fiona Moss, HSCP, Head of Health Improvement)</p> <p>Fiona Moss confirmed that the HSCP had been achieved Volunteer Charter in March 2018. The HSCP provide a wide range of safe and governed opportunities for volunteers - from working with children and young people to peer support for people affected by addiction to working in our Health and Care Centres providing information and advice.</p> <p>The HSCP maintain a data base of volunteers and are committed to promoting volunteering opportunities. Additional checks are required depending on the volunteer role (i.e. vulnerable adults, children, patients etc). It was noted that members of the NW LEF attended on a voluntary basis and many members volunteer in their own community. Fiona reassured members that they could be registered on many volunteer data bases – not just one. There was a discussion on volunteering can sometimes impact on peoples benefits re availability for work but wouldn’t affect people who are retired. Fiona assured members that being on the data base would not compromise or restrict members to express their opinions in relation to HSCP service delivery concerns.</p> <p>Action: MS agreed to send out the Volunteer Application forms to all LEF members. Stamped address envelope included - returned to Sandra Duff – NW Volunteer Co-ordinator.</p> <p>Abdul BJ expressed and interest in volunteering with the HSCP. Action MS to pass on contact details to Sandra Duff.</p>
4	<p>HSCP – Strategic and Locality Planning (May Simpson, NW Community Engagement</p>

	<p>Officer)</p> <p>The HSCP has a 3 year 'rolling' Strategic Plan. The present Strategic Plan 2016 - 19 will finish on 31 March 2019 with the next Strategic Plan starting on 1 April 2019 and ending on 31 March.</p> <p>Each Locality has a one year 'rolling' plan that progressing the aims and ambitions of the 3 year Strategic Plan. The NW Locality Plan 2018 – 19 was agreed at the last Integrated Joint Board meeting on 19/9/18.</p> <p>The next draft Strategic Plan 2019 – 2022 will go to the HSCP Integrated Joint Board on 24/10/18 and then after there will be a period of consultation. The following session have been organised:</p> <ul style="list-style-type: none"> • 6/11/18 at 9.30 -12.30 in Royal Concert Hall – Strategic Planning Group members • 8 /11/18 at 10.00 - 12.30 in Maryhill H & CC – NW LEF Meeting • 7 /11/18 at 9.00 - 4.00pm in William C Centre – part of Equalities event • 23/11/18 am at 9.30 -12.30 in Royal Concert Hall – Children & Families focused • 29/11/18pm at 1.00 – 4.00pm in Royal Concert Hall – Older People focused • 6/12/18 am at 9.30 -12.30 in Royal Concert Hall – Adult Service focused
5	<p>Reports</p> <p>(i) Disability, Diversity and Doing for Ourselves – 7/9/18 – report distributed and noted</p> <p>(ii) Resource Allocation and Overnight Allowance Service User and Carer Engagement – 13/9/18 – report distributed and noted</p> <p>(iii) Older People Planning Group – 19/9/18 – report distributed and noted</p>
6	<p>AOCB</p> <p>(i) Mental Health Network - Closing the Gap Public on 3/10/18 @9.30 – 3.00pm in GTG, South Street</p> <p>(ii) Involvement in Glasgow University – 4/10/18 in Glasgow Centre for Population Health @ 10.00am</p> <p>(iii) Carers Focus Event – 5/10/18 in City Halls @ 10.00 – 12.30pm – Action: RG to attend</p> <p>(iv) Voices Training – Mon 29 October 2018 in Maryhill H & CC 9.30 – 12.30 Action: Roy G, Winnie Mc, Ann G, Alan Mc and Lilian W to attend</p> <p>(v) Membership – RS raised concerns and membership. It was noted meeting do not have to take place on a Thursday. Action: It was agreed to discuss membership at a future meeting.</p>
	<p>Date of Next meeting - 8 November 2018 – Housing and Homelessness & HSCP Strategic Plan 19-22</p>

NW LEF Meetings - 2019

- 24 January 2019 in Maryhill H & CC @10.00am – Communication & LEF Recruitment/Membership
- 14 March 2019 in 35 Church Street @ 10.00am
- 18 April 2019 in 35 Church Street @ 10.00am
- 23 May 2019 in Maryhill H & CC @10.00am
- 27 June 2019 in Maryhill H & CC @10.00am

Item 5

NW LEF Meetings and Wider Engagement Planning – 2019

Service Area	2018 - Date, Topic/Service & Type of Engagement -	2019 Topics/Services	Date & Type of Engagement
Cross cutting	March 18 – Diabetes &HSCP Accommodation - LEF April 18–Performance, Local Plan& Strategic Plan - LEF Sept 18-Volunteer Char-LEF Nov 18 - Homelessness Housing & Health - LEF	Strategic Plan19-22 HSCP Communication Plan LEF Member Recruitment Locality Plan – year 1	Nov Dec 18 – LEF Citywide &wider Jan 19 – LEF Jan 19 - LEF Feb 19– LEF &NW
Primary Care	May 18– Primary Care Plan & Out of Hours Review - LEF & NW wide	- Out of Hours Review Update	Feb 18 - LEF& NW wide
Mental Health	Jan 18 – MH 5 Year Plan NW Locality Citywide Sept 18 – Suicide - LEF	- Update on 5 year Plan priorities	
Alcohol and Drug Recovery Services		Young & older people affected by addiction	
Learning Disability	Sept 18 – Overnight Support - Citywide Sept 18 – Doing It For Ourselves - NW wide	- Overnight Support Update	
Young People		- YP with disabilities – transition into adult services - YP access to Mental Health services	
Children and Families			
Carers			May 2019
Older People	Nov 17– Dementia, Cordia, Palliative Care & End of Life, Falls, Neighbourhoods – LEF & NW wide July 18 - OP Residential & Daycare Development -LEF	- Being safe at home - Hospital Discharge &community support services - Isolation & Frailty - Continuity of care	
Physical Disability	Sept 18 – Doing It For Ourselves - NW wide		
Sexual Health Services	Nov 17 – Sexual Health Service & Review - LEF		
Health Improvement	April 18 – Equality, Service & Priorities - LEF		
Criminal Justice	July 18 – Criminal Justice Service & Priorities - LEF		

Glasgow City HSCP
Homelessness Services
Presentation to North West Locality
Engagement Forum
8th November 2018

By Annemarie McDougall

Glasgow City HSCP Services - Homelessness

- Glasgow HSCP carries out the statutory duty to provide housing options and homelessness services on behalf of Glasgow City Council
- Three locality Community Homelessness Teams - North West, North East, South
- Three specialist teams: Asylum and Refugee Team, the Prison Casework Team and the Homeless Out of Hours Service
- Teams work with Health and Social Care Services across HSCP

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Trends

- In 2017/18, the HSCP received 9,017 approaches for homelessness related advice and assistance through Housing Options (9,732 in 2016/17)
- In 2017/18 there were 5,203 homeless applications (5,417 in 2016/17), of which 4,046 households (4,238 in 2016/17) were assessed as being unintentionally homeless
- In 2017/18 for NW CHT, there were 1833 approaches for assistance, which progressed to 1264 homeless applications

Housing Options Assessment & Prevention

- Duty to provide homelessness prevention, advice and assistance services
- Work with partners:
 - Health and Social Care Teams
 - Registered Social Landlords
 - Private Rented Sector Landlords
 - Law Centres
 - Shelter Scotland
- Provide Support Services:
 - Money and Debt Advice
 - Housing Support
 - Mediation

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When Homelessness Occurs

- Homelessness Duties:

Provide Advice and Information

Assess Care and Support Needs

Provide Temporary Accommodation

Assess eligibility for homelessness services

Duty to secure Settled Accommodation

Accommodation Options

- GCC Residential: James McLean project (Young People)
Chara Centre (Women)
Rodney Street (Men)
Elder Street (Women)
- Commissioned Emergency Services
- Temporary Furnished Flats – RSL and PRS
- Commissioned supported accommodation and resettlement services
- Bed and Breakfast

Homeless Application – Decision Outcomes

- Ineligible for a homelessness service
- Not homeless
- Homeless – Threatened With (intentional or unintentional)
- Homeless – Unintentional
- Homeless – Intentional
- Homeless – no local connection (intentional or unintentional)

Discharge of Homelessness Duty

- In 2017/18, 78% of all homeless applications were assessed as unintentionally homeless with a local connection to Glasgow
- Duty to secure settled accommodation
- Settled accommodation: RSL Tenancy, Private Residential Tenancy
- 68 Registered Social Landlords operating in the Glasgow area, 19 of which have stock in the North West

North West Community Homelessness Team

- 13.5 Social Care Workers
- 2 Senior Community Homelessness Workers
- 1 Community Homelessness Manager

Moving Forward

- Work with partners to implement recommendations of the Homelessness and Rough Sleepers Action Group (HRSAG)
 - Housing First
 - Rapid Resettlement
- City Ambition Network and City Centre Hub