



ANNUAL PERFORMANCE REPORT 2024/25 SUMMARY

Overview

The [Glasgow City Integration Joint Board](#) (IJB) was established in February 2016 and provides strategic direction and leadership for community health and social care services in the city, which are jointly delivered through the [Health and Social Care Partnership](#) (HSCP). The IJB is required to publish an [Annual Performance Report](#) (APR) and this summary focuses on key highlights from the 2024/25 report.

Our Vision and Priorities

We believe that Glasgow's people can flourish, with access to health and social care support when they need it. This will be done by transforming health and social care services for better lives. Our **Strategic Priorities** as set out within our [Strategic Plan](#) (2023-26) are:

- Prevention, early intervention and wellbeing
- Supporting greater self-determination and informed choice
- Supporting people in their communities
- Strengthening communities to reduce harm
- A healthy, valued and supported workforce
- Building a sustainable future



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Key Achievements in 2024/25

Key achievements from the last year relating to our strategic priorities include the following:

Prevention, Early Intervention, and Wellbeing

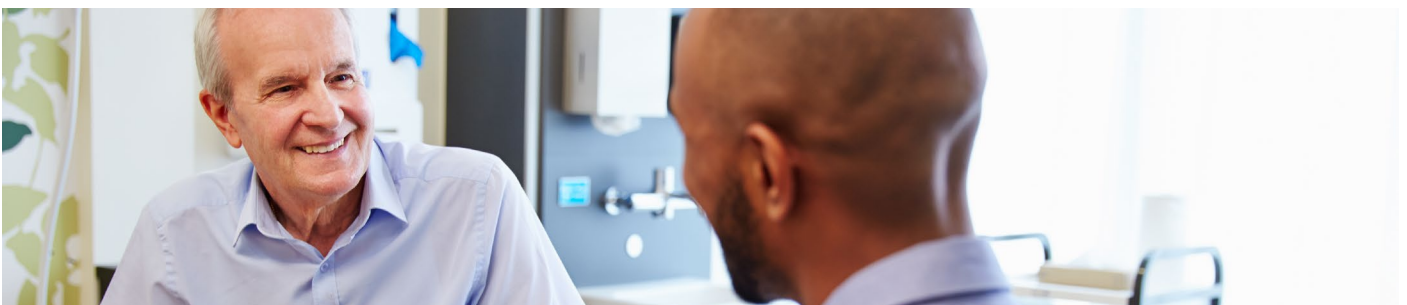
- Worked with staff in **further and higher education institutions** to increase their understanding of self-harm and support them to effectively assist students who may disclose self-harming behaviour.
- Piloted a 'Smoke Free App', providing clients with 3 months of free access to 24/7 smoking cessation advice and support, which has been evaluated positively.

Supporting Greater Self-Determination and Informed Choice

- Consulted upon day services provided for older people and adults with learning disabilities to ensure services remain person-centred and meet the evolving needs of service users.
- Developed a **Building Happier Futures** initiative with the John Lewis group, which offers young people work experience and a guaranteed job interview, leading to some of the initial participants securing employment.

Supporting People in Their Communities

- Opened the new **Parkhead Hub**, which brings together a range of health and social work services, previously located at nine different sites. The Hub also now hosts Parkhead library and provides community spaces and a social enterprise café for local residents.
- Introduced the Hospital at Home service which supports respiratory patients at home who would otherwise be seen in an acute setting, as well as the 'Call Before You Convey' service (CBYC) which seeks to avoid the unnecessary transport of care home residents to emergency departments.



Strengthening Communities to Reduce Harm

- Opened the UK's first safer drug consumption facility, **The Thistle**. This offers a safe place for people to inject drugs obtained elsewhere and aims to reduce drug-related overdoses and infections, while reducing the negative social impact of outdoor injecting.
- Introduced a health and wellbeing programme for offenders carrying out community sentences, providing sessions on a variety of topics including alcohol and drug use and mental health. Staff training was also delivered to improve their skills in supporting clients in these areas.

A Healthy, Valued and Supported Workforce

- Worked with partner organisations to deliver activities to support staff mental health and wellbeing, including the Wellbeing Hub which offers in-person wellbeing sessions; and the Active Staff Programme, which offers a range of physical activity opportunities.
- Provided a range of learning and development opportunities for staff and managers, including the 'Leading, Managing and Care programme', and the 'Coaching Conversations for Leaders Programme.'

Building a Sustainable Future

- Delivered the **Care Intern Partnership** programme, alongside Clyde Gateway College. This enables students to gain a Social Care qualification while carrying out a paid work placement and offers a guaranteed interview for a permanent Social Care Assistant post on completion.
- During 2024, the HSCP Practice Learning Team also successfully supported 75 social work student placements.



Key Performance Improvements in 2024/25

Indicators where performance has shown the greatest improvement over the past 12 months:

Indicator		Target	Year End 2023/24	Year End 2024/25
Psychological Therapies: % of people who started treatment within 18 weeks of referral	North East	90%	78.7%	85.7%
% service users commencing alcohol or drug treatment within 3 weeks of referral	City	90%	93% (Q3)	97% (Q3)
Women smoking in pregnancy	General Population	10%	7.3%	5.5%
	Most Deprived	14%	10.8%	8.1%
Exclusive Breastfeeding at 6-8 weeks	General Population	33%	30.7%	32.7% (Q3)
	Most Deprived	24.4%	24.2%	26.5% (Q3)
Number of Future Care Plan summaries completed and shared with the patient's GP	City	360	399	605
Number of out of authority placements	City	25	26	24
% service users who receive a reablement service following referral for home care	From Hospital	75%	73.9%	84%
	From Community	75%	88.4%	90.7%
Intermediate Care: % users transferred home	City	30%	14%	23%
Social Work Sickness Absence Rate (%)	City	5%	11.5%	9.6%

Areas for Improvement in 2025/26

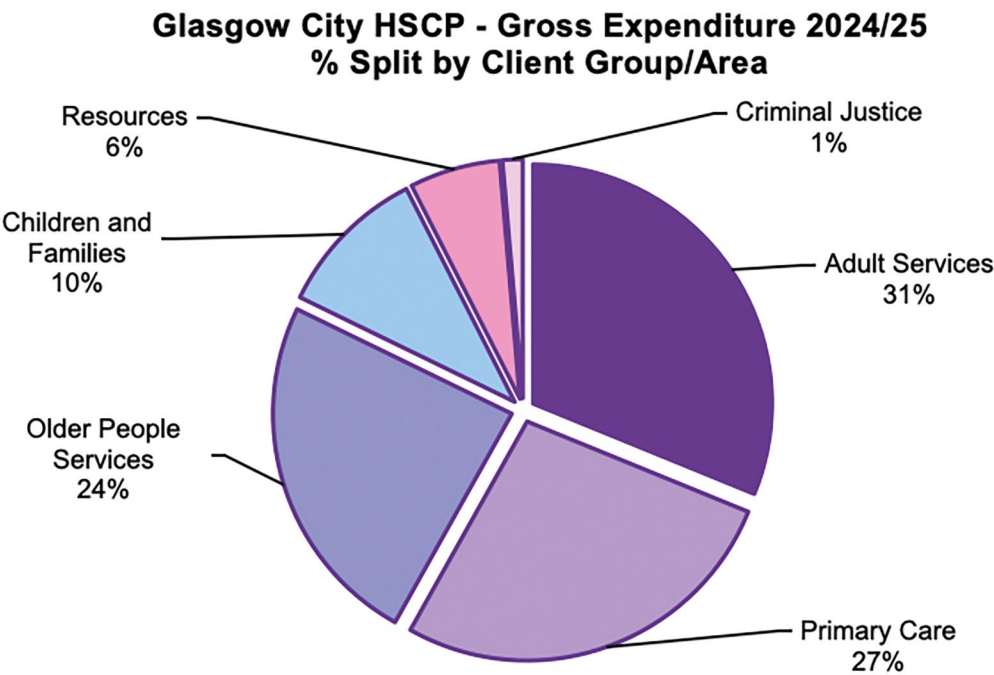
Specific areas where we would like to improve performance over the next 12 months include the following:

Indicator	Target	Year End 24/25
Mumps, Measles & Rubella (MMR) Vaccinations: (% uptake at 24 months)	95%	90.3% (Q3)
Psychological Therapies: % of people who started treatment within 18 weeks of referral	90%	85.7% (North East)
		80.9% (South)
Smoking Quit Rates at 3 months from the 40% most deprived areas	845 (Q3)	792 (Q3)
% of young people currently receiving an aftercare service known to be in employment, education or training.	75%	72%
Total number of i) Acute Delays and ii) Bed Days Lost to Delays (All delays, all reasons 18+)	120 (Delays)	172 (Delays)
	45,318 (Bed Days Lost)	62,352 (To Q3) (Bed Days Lost)
Total number of Adult and Older People Mental Health delays	20	39
Intermediate Care (IC): % users transferred home	30%	23%
Sickness Absence Rates (%) (Health and Social Work)	< 4% (NHS)	8.11% (NHS)
	< 5% (Social Work)	9.6% (Social Work)

More detailed performance information and updates on actions being progressed to improve performance can be accessed in our full [Annual](#) and [Quarterly](#) Performance Reports.

Managing Our Resources

The total financial resources available to the Health and Social Care Partnership for 2024-25 were around £1.5 billion. These were allocated across service areas as shown below.

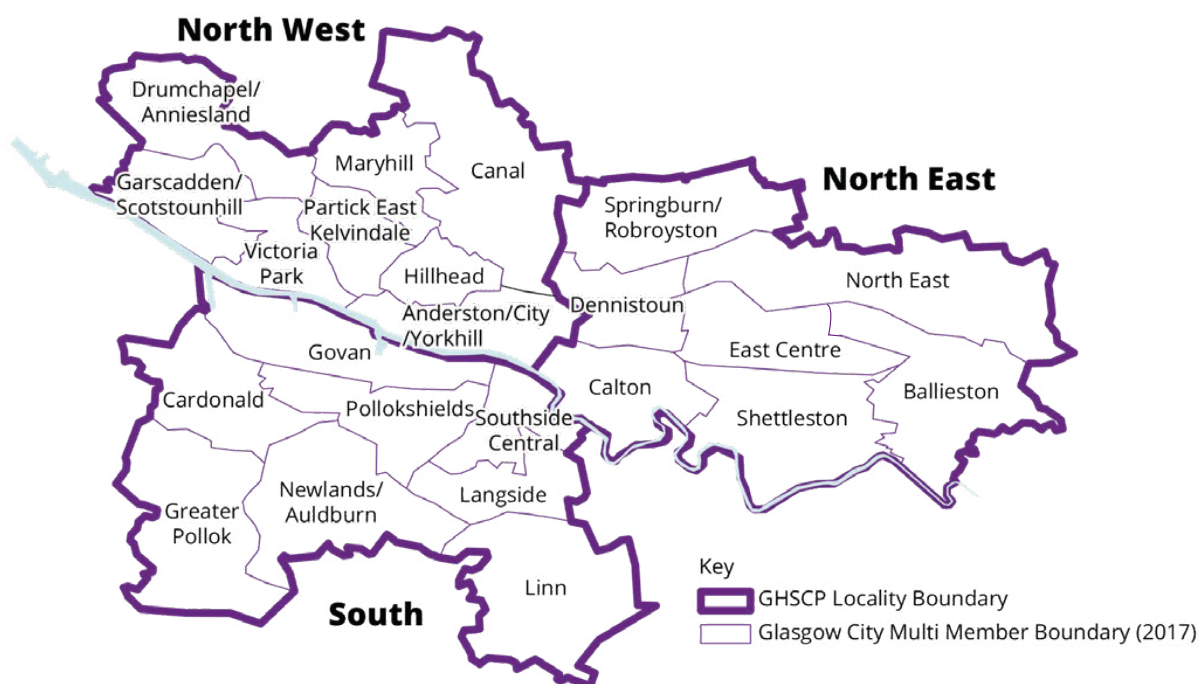


The IJB is operating in an increasingly challenging environment with funding not keeping pace with increasing demand for service and increasing costs linked to delivery. This requires the IJB to have robust financial management arrangements in place to deliver services within the funding available. The IJB reported a final operational underspend of £0.4m for 2024/25.



Our Localities

The Partnership is divided into three areas, known as localities, to support operational service delivery and respond to local needs. These localities - North East, North West and South - are shown in the following map.



Each locality has developed a [Locality Plan](#) which details how they are taking forward the IJB's [Strategic Plan](#) and responding to locally identified needs and priorities. We have also established [Locality Engagement Forums](#) (LEFs) in each area, made up of a range of local stakeholders, including service users and carers. LEFs have an important role to play in ensuring service user and carer voices are heard in the governance, decision-making and planning structures of each locality and the overall HSCP.



Equalities

The [**Equality Act 2010 \(Scotland\)**](#) and the [**Fairer Scotland Duty**](#) set out specific requirements the IJB is required to undertake in respect to mainstreaming equalities. Glasgow City HSCP Equalities Working Group oversees programmes of work to advance equalities practice across all HSCP business areas. Key activities undertaken over the last year include the delivery of regular equality training and awareness raising; the publishing of 46 [**Equality Impact Assessments**](#) (EQIAs); and the introduction of an annual audit to consider the changes made as a result of these EQIAs. Other achievements have included the award of the [**LGBT Charter at Gold level**](#) to the Youth Health Service by LGBT Youth Scotland. Overall progress in delivering against our agreed Equalities Outcomes is regularly reported to the IJB within [**Equalities Progress Reports**](#).



