

A Healthier City

Committee primarily responsible for development and progress of priorities: Wellbeing, Empowerment, Community and Citizen Engagement City Policy Committee.


Other relevant committee for implementation: Neighbourhood, Housing and Public Realm City Policy Committee.


Previous Performance:

2017/18 can be accessed [here](#).



2018/19 can be accessed [here](#).



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Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
38. Support service redesign that will result in Glasgow becoming a healthier, empowered city, with early intervention and prevention approaches at the heart of what we do.					
<p>38.1 Work with other public agencies and the third and community sectors to improve health outcomes, including:</p> <ul style="list-style-type: none"> • Designating Glasgow as a Health Promoting City, • A focus on early intervention and the prevention of ill health and its causes • The development of child, youth & adult wellbeing frameworks • Putting health promotion at the heart of neighbourhood planning & physical regeneration 	<p>Work with the Glasgow City IJB to continue to deliver the priorities within its Glasgow City IJB's Strategic Plan 2019-22 in order to achieve its vision for health and social care services in Glasgow, and engage in strategic partnerships to support the development and delivery of effective services across Glasgow to improve health outcomes.</p> <ul style="list-style-type: none"> • Produce Health Improvement Annual Report. • Produce Alcohol and Drug Partnership Annual Report • Produce Thriving Places Annual Reports. • Establish CPP Public Health Sub-Group 	<p>We continue to deliver the IJB's strategic priorities as detailed in the Glasgow City IJB's Strategic Plan 2019-22 and engage in strategic partnerships to improve health outcomes.</p> <p>The Glasgow City Health Improvement Annual Report 2019/20 was published in October 2020.</p> <p>Thriving Places (TP) activity continued to be progressed. Glasgow's Thriving Places Programme was shortlisted for an award in July.</p> <p>In response to the Covid-19 Pandemic the Scottish Government agreed that an annual report for Thriving Places is not required for 2019/20.</p>	<p>Health Improvement (HI) provision continues to be interrupted by pandemic response. Details of the HSCP's recovery plan can be found here: Glasgow City HSCP Recovery Strategy.</p> <p>The ADP Annual Report for 19/20 will be presented to the Integration Joint Board on 25th November.</p> <p>Ratification by the ADP of the new Prevention Framework for Alcohol and Drugs has been delayed by COVID-19 requirements.</p> <p>Gambling Summit is currently being planned.</p>	HSCP	



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<ul style="list-style-type: none"> • Ensuring services are accessible & responsive • Smoking, alcohol and drugs prevention and harm reduction 	<ul style="list-style-type: none"> • Continue to oversee the Well-being for Longer fund, which aims to reduce isolation. 	<p>The Public Health Oversight Board met monthly; programmes include:</p> <ul style="list-style-type: none"> • City Food Plan • Young People’s Mental Health • Gambling Commission • Community Mental Health • Children’s Neighbourhoods Scotland (CNS) <p>Well-being for Longer Fund update report was presented to the HSCP detailing COVID-19 amendments. All projects have continued to be funded for safe alternative provision.</p>	<p>3 CNS co-ordinators are in post and city steering group is being established.</p>		
<p>38.2 The provision of care and support will include: Engage with service-users to help them shape and design the services they use, at both a strategic and personal level</p>	<p>Support the continued implementation of the Glasgow City IJB’s Participation and Engagement Strategy including at a local level.</p> <ul style="list-style-type: none"> • Locality Plans for 2019/20 will reflect the new HSCP Strategic Plan and include engagement with LEFs, communities, partners and stakeholders. • HSCP’s Participation and Engagement Strategy will be reviewed during 2019/20 and will involve LEFs. • The structure of Structure of Strategic Planning Groups will be reviewed as part of the review of the Participation and Engagement Strategy 	<p>Draft Locality Plans 2019-22 for each of the 3 localities were approved by IJB in January 2020. The report includes details of feedback from engagement events that took place in October and November 2019.</p> <p>At the IJB on 23rd September 2020 the Participation and Engagement Strategy and the Communications Strategy were approved.</p> <p>All meetings and gatherings were cancelled from March 2020 due to COVID-19, however a number of engagement exercises were undertaken until March, including;</p> <ul style="list-style-type: none"> • Locality engagement with representation from the Community and 3rd Sector. Topics included; review of Out of Hours and proposal to develop an Urgent Care 	<p>The response to the COVID pandemic presents a real challenge to the way we communicate with our service users given that attendance and participation at public facing meetings is no longer possible. Use of virtual meeting platforms potentially excludes some service users who do not have access to equipment and/ or basic technical knowledge. This will mean that individual service users and local groups may require support with accessing technology to support engagement. Recent initiatives, such as Connecting Scotland provide an opportunity to support this access.</p> <p>Locality Plans and the HSCP Strategic Plan will be subject to review to understand the impact of ability to engage stakeholders in</p>	HSCP	

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		<p>Resource Unit, Older People's Strategic Plan, SAMH – Let's Talk and Relocation of HSCP facility and services in NE Locality.</p> <ul style="list-style-type: none"> • Children, young people, families and carers engaged in an online consultation of the Integrated Children's Service Plan. This included a Twitter consultation, designed by the Children and Young People's Advisory Group and followed up with a questionnaire which facilitated group and one-to-one participation. • 850 children and young people and 450 parents, carers and partners who work with children participated. • An online consultation on the development of the new Parkhead Hub in the North East of the city commenced on 23 July. Plans are being developed to engage with members of the public who do not have access to digital platforms, possibly through access to information at health centres. 	<p>discussion relating to shaping and designing the services they use and incorporate learning from the HSCP pandemic response.</p> <p>A report presenting options for the review of the Public Engagement Committee will be presented in December 2020.</p> <p>Participation and engagement activities with LEF members, community groups and voluntary sector continued via telephone, email and online.</p>		
38.3 Invest in the capacity of communities to support vulnerable citizens in the places where they live, reducing loneliness and isolation and providing locally-based support	Work closely with local communities through the Integrated Grants Fund and provide funding for several projects that tackle these issues.	Planning and reporting of the Integrated Grants Fund is reported under priority 101.		CED	See priority 101


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38.4 Ensure that families receiving support from council services also get access to other key professionals such as health visitors	<p>Working with partners, promote earlier identification and intervention for children and families in need.</p> <ul style="list-style-type: none"> • An evaluation of the revised Vulnerable Pregnancy Protocol will be undertaken and consideration given to future roll out. • Plans are in place to assess the impact of re-grading of Health Visitors. • Introduce the new universal early years' pathway which will enable additional family contact by health visitors and strengthen joint working with midwives and the third sector 	<p>The review of the Vulnerability in Pregnancy Protocol was completed but work to implement the protocol has been delayed due to issues in relation to the use of the GIRFEC framework, and also as a result of the HSCP pandemic response.</p> <p>Working with Universities, there is a rolling programme of training to ensure that Health Visitor vacancies are filled timeously.</p> <p>All elements of the universal pathway have been implemented, apart from the antenatal contact, which was about to be implemented when the COVID pandemic response was initiated.</p>	<p>Planning continues to implement the Vulnerable Pregnancy Protocol with midwifery leads.</p> <p>Continue to work with Universities to ensure Health Visitor vacancies are filled.</p> <p>Plan implementation of antenatal contacts as part of universal pathways.</p>	HSCP	
38.5 Focus on working with our partners in the third and community sectors to ensure that community-based services are available at the right time and in the right place, and that support is shaped around delivering the best outcomes for individuals.	Implement the Family Support Strategy.	Planning and reporting of the Family Support Strategy is reported under priority 50.		HSCP	See priority 50
39. Conduct an independent review of Self Directed Support and its implementation in Glasgow and consider its recommendations and areas for improvement.					
39.1 Commission an independent review of Self Directed Support	Work with the Glasgow City IJB to implement the recommendations of the	The Pre-Paid Card (PPC) system, which functions like a bank debit card, aims to increase uptake of	The focus of this Commitment will be amended from Year 4 to "Implement the recommendations of the	HSCP	


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	independent national review of Self-Directed Support (SDS), including making any amendments to current arrangements and processes.	<p>personalisation and promote financial inclusion. All service users in receipt of a Direct Payment (DPs) were transferred to Allpay cards by September 2019. Approximately 600 people are now in receipt of this card.</p> <p>The Glasgow Centre for Inclusive Living (GCIL) worked with GCHSCP and Allpay in respect of service user and carer communication and training prior to implementation and they continue to support service users..</p> <p>Under the requirements of the Carers Scotland Act, GCHSCP has a duty to offer unpaid carers SDS in their own right.</p> <p>GCHSCP has commissioned services delivering this through Carer Support Plans and Young Carer Statements and this would be included in any SDS review.</p>	<p>independent national review of Self-Directed Support”.</p> <p>This will take into consideration recent work related to SDS including;</p> <ul style="list-style-type: none"> the Scottish Government commissioned Independent National Review of SDS; Audit Scotland National SDS Progress Report. A Thematic Review of SDS in Scotland, carried out jointly by the Care Inspectorate and Healthcare Improvement Scotland (HIS) 		
39.2 Promote the uptake of Self Directed Support among groups who currently underuse it, such as people with mental health problems and the over-65s.	<p>Further develop the Your Support Your Way Glasgow website to promote and support increased uptake of Self Directed Support.</p> <ul style="list-style-type: none"> Review the structure of Your Support Your Way website and ensure it complies with new Accessibility Legislation. 	<p>A review of the YSYW website Is underway with the aim of improving the health and social care information available for patients, service users, carers, their families and the wider public.</p>	<p>Continue the review of the website as planned. This will be carried out by a project group and its scope will include branding, content and functionality.</p> <p>Implementation will follow successful testing and signoff.</p>	HSCP	
39.3 Work with partners in the third and community sectors, to help older people to live	Support older people to live healthier lives at home, in partnership with the third and community sectors as part of	Between its commencement in August 2013 and December 2019 the Local Area Co-Ordination (LAC) team has completed 2,000 referrals for	Communities and Health Inequalities Work teams are being established as part of the Maximising Independence Programme . These	HSCP	



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healthier lives at home, supported by early intervention-focused, community-based services.	transformational programme for older people's services. <ul style="list-style-type: none"> Continue to deliver Older People's Transformational Programme (2018-21) as set out in the new IJB Strategic Plan 	vulnerable older people in the city, working closely with 3 rd sector organisations and charities. <p>Consultation was undertaken with a range of 3rd and Community Sector projects regarding the Maximising Independence Programme to publicise the initiative.</p> <p>During the COVID-19 pandemic the LAC team have:</p> <ul style="list-style-type: none"> Made regular care calls to vulnerable individuals. Set up a resource directory from which they provide information to service users Developed a number of online activities working in partnership with other organisations for adults with Learning Disabilities. Supported service users and families to access IT and provide them with instructions on how to use the technology. 	sub groups will prioritise the allocation of resources and work with the 3 rd sector to develop project-based work. <p>A programme team for Maximising Independence is also being recruited. This includes a specific Partnership and Development post which will facilitate linkages between the HSCP and the 3rd and community sectors and support the development of community engagement in the programme.</p>		
40. Work with partners in the third sector to review the City's Independent Living Strategy and implement its recommendations.					
40.1 Implement the Council's Independent Living Strategy.	Continue to implement Glasgow's Independent Living Strategy with partner agencies which includes; employability and learning, unmet need and financial inclusion.	As previously highlighted the Independent Living Strategy is no longer a functioning Strategy however, existing projects continued to function and provide services.	The Social Recovery Taskforce has established a Disabled Communities workstream as one of its priority work areas. The work of the SRT is timetabled to conclude in July 2021.	HSCP/ CED	
40.2 Improve co-ordination and integration of employability, education and personal	Build on the work that informed the development of the Strategy's action plan including; engagement with	Examples of activity which took place in Glasgow during 2019/20 include:		HSCP/ CED	

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capacity-building services for people with disabilities.	disabled service users and the DWP	<ul style="list-style-type: none"> • Wellbeing for Longer in Glasgow Fund provided funding for 22 Glasgow based projects to promote and support independent living and aimed to reduce loneliness and social isolation • Glasgow Centre for Inclusive Living (GCIL) provided advocacy and training to support people with disabilities in the community in relation to self-directed support (SDS) and promoted the uptake of Direct Payments to service users with personalised services • The Momentum Bridging Service continued to assist clients with disabilities and long term conditions through their five stage employability programme. 			
40.3 Work with disability organisations to map and capture unmet need and reduce barriers to accessing services	Mapping of disability resources to highlight barriers			HSCP/ CED	
40.4 Work with housing providers to deliver appropriate housing with support where required, to maintain people in their own homes for as long as possible.	<p>Work with partners to increase the proportion and number of barrier free homes in Glasgow.</p> <ul style="list-style-type: none"> • Implement the SHIP, which is supported by the Social Care Housing Investment Priorities 2017-22 (SCHIP). 	<p>During 2019/20 the following were supported by the Council's Affordable Housing Supply Programme 2017-22 (AHSP):</p> <ul style="list-style-type: none"> • 2,142 homes were approved (1,983 new build homes and 159 improved/converted homes) • 1,002 homes were completed (799 new build homes and 203 improved/converted homes) • 207 new build wheelchair adaptable homes were approved for construction • 4 flats and communal facilities for tenants with learning difficulties, including staff support base 	<p>In accordance with Covid-19 guidance, we will continue to deliver the AHSP in partnership with RSLs. This will include recognising that the development timelines are likely to take longer due to health and safety measures.</p> <p>The Housing, Health and Social Care Group is considering the impacts that the Covid-19 pandemic has/is likely to have on projects/services included in the Housing Contribution Statement Action Plan. Actions will be prioritised and progressed.</p>	DRS/ HSCP	

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		<ul style="list-style-type: none"> 4 flats and communal facilities with visiting support for young people moving through care. <p>Work to progress the actions outlined in the Housing Contribution Statement 2019-22 was undertaken, however, a number of projects/services have been impacted by the Covid-19 pandemic.</p>			
	Develop new models of community-based Supported Living for frail elderly individuals.	<p>Through the implementation of the Clustered Supported Living Model, by March 2020 we had received 105 offers of void tenancies, 30 in excess of the 2019/20 target of 75.</p> <p>RSL's have suspended their allocations as a result of Covid-19. The Housing Options for Older People Team have been recording vacancies and are attempting to match these to suitable referrals from localities with the aim of moving people in.</p>	<p>Covid-19 recovery actions:</p> <ul style="list-style-type: none"> Reinstate allocations. Restart reporting and contract management of services. Revisit plans to introduce waking night cover at three sites (1 per locality). Carry out review of progress/ service user and stakeholder satisfaction. 		
	<p>Continue to provide funding through the Affordable Housing Supply Programme (AHSP) for house adaptations for people with disabilities and a range of other needs.</p> <ul style="list-style-type: none"> Continue to deliver adaptations element of Affordable Housing Supply Programme. 	<p>During 2019/20, £2.7million was invested towards adapting 994 Registered Social Landlord (RSL) properties through the Council's Affordable Housing Supply Programme 2017-22 (AHSP).</p> <p>£2.043million of Private Sector Housing Grant (PSHG) was invested to adapt 493 homes in the private sector.</p> <p>Extensive consultation on Housing solutions and adaptations protocol</p>	<p>For 20/21;</p> <ul style="list-style-type: none"> 2.7m has been allocated from Council's AHSP towards adapting RSL properties. £2m of Private Sector Housing Grant (PSHG) has been allocated towards adapting private sector housing. DRS aims to deliver a target for adaptable wheelchair housing in SHIP (10% of all new affordable housing) -subject to AHSP allocation and COVID 19 impact. 		



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		was undertaken including event and focus group work. A broad outline of approach was agreed for implementation during 20/21.	Due to the Covid-19 lockdown measures, only emergency adaptations have been carried out by RSLs during Q1. Both the budget and adaptations programme will be monitored closely over the coming quarters.		
41. Review community care charges, in partnership with the HSCP Integrated Joint Board and those who are impacted by them.					
41.1 Review community care charges to assess the impact on service-users and the Council's budget.	Review Review Social Care Charging Policy and process around charging for social care within the context of national legislation and COSLA good practice guidance.	Complete. Final update reported end of Year 2 (2018/19) .		HSCP	Complete
42. Continue our work on the People Make Glasgow Fairer Strategy to tackle poverty, considering how we can address emerging issues such child hunger and period poverty.					
42.1 Continue our work on the People Make Glasgow Fairer Strategy to tackle poverty, addressing emerging issues such as child hunger and period poverty.	Introduce free sanitary products in schools in Glasgow and scope out extending access to other areas. <ul style="list-style-type: none"> • Provide free sanitary products for the City Chambers complex commencing Summer 2019. • Develop and consider costed proposals for roll out of free sanitary products to community groups. 	Currently Simon Community Period Friendly Points have been established in six Glasgow Life community centres and 11 community libraries across the north west of the city. The pilot has been a success with positive feedback from users, staff and the Simon Community volunteers. However there have been delays in the Period Poverty plans due to COVID 19.	The next stage in the partnership with the Simon Community will see an increase from 30 to 300 period friendly points rolled out over the next three years. Further information can be found at the following here: A Bleeding Good Step to End Period Poverty .	Financial Services/ Education Services	
	Deliver the People Make Glasgow Fairer Strategy	Two Poverty Leadership Panel (PLP) meetings have been held during this period. Presentations and discussions included: <ul style="list-style-type: none"> • day in the life of a Foodbank manager • the council's STEM team 	We will be working with partners, the community activist panel members and the new co-chair and city treasurer Councillor Bell to determine the most effective way to work together during COVID restrictions to ensure we continue to mitigate poverty across the city.		



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		<ul style="list-style-type: none"> the Challenge Poverty Week events. local community connector the Scottish Government's minimum alcohol pricing strategy. <p>During the Covid-19 pandemic Direct Line offered £100k for the purchase and delivery of boxes of toiletries, which include sanitary and incontinence packs, to 3rd sector and voluntary organisations. The Financial Inclusion team received applications from 21 different organisations and we arranged for delivery of over 2,700 packs.</p>	<p>We will also be working to deliver a programme for Challenge Poverty week with the social distancing rules in place.</p> <p>Deliver the targets set out in Glasgow's first local strategy to reduce child poverty in the city in line with national ambitions and through the People Make Glasgow Fairer strategy continue to tackle all aspects of poverty in the city.</p>		
43. Review the current provision of changing places toilets across Glasgow and work in partnership with businesses and developers of new build properties to expand provision.					
43.1 Provide options for how to invest or upgrade toilets in the city's buildings to Changing Places standards to improve accessibility.	<p>Work to expand Changing Places compliant facilities during future refurbishment and new developments.</p> <ul style="list-style-type: none"> Build new Changing Places toilets at the Riverside Museum and the Burrell Collection. 	<p>Glasgow Life has concluded proposals for the creation of a changing places facility at Riverside Museum.</p> <p>Plans are progressing for the implementation of a fully compliant changing places facility at Scotstoun Leisure Centre.</p> <p>Delivery of Changing Places in Glasgow schools will be reported at 37.3.</p>	<p>Consideration of the potential for changing places toilets is now embedded as business as usual in all large scale new builds or refurbishments with public facing areas.</p>	DRS/ Glasgow Life	
44. Work to implement the Health Commission recommendations on mental health and wellbeing. ensuring mental health is embedded into policy considerations and employment programmes.					
44.1 Deliver mental health services for children and young	Implement recommendations from the review of Youth Health Services.	<p><u>Youth Health Services</u></p> <p>We continued to implement the new model following the Re-design and</p>	<p><u>Youth Health Services</u></p> <p>Since COVID-19 YHS services have been delivered on-line and by</p>	HSCP	



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people, bringing together healthcare and education, to ensure faster treatment without stigma.	<ul style="list-style-type: none"> Implement new model of Youth Health services across the city establishing three hubs in each locality. 	<p>Development of Youth Health Services (YHS) across the city. YHS opened in Gorbals and Shettleston as planned.</p> <p>Young People's Mental Health National Taskforce for Young People's Mental Health. Notification of school counselling resources and community well-being resource intent received.</p> <p>School counselling provision being commissioned but procurement delayed by pandemic response; likely to commence in spring 2021.</p>	<p>telephone. Plans are in place to re-establish face to face delivery on a phased basis. Planning for two additional sites by the end of 2020/21 are underway.</p> <p>Child and Adolescent Mental Health Services (CAMHS) Improvement Plan HSCP to assume management responsibility for Glasgow CAMHS services from 20/21. A CAMHS Improvement Plan has been developed across NHS Greater Glasgow and Clyde, and work is underway in Glasgow HSCP to address the waiting list for CAMHS.</p>		
	<p>Implement Strategic Framework for improving the mental & emotional health and wellbeing of young people</p> <ul style="list-style-type: none"> Report upon progress through the Children and Young People Integrated Service Plan 2017-20 by end 2019. 	<p>Quarterly reporting has continued through the Children's Services Executive Group.</p>	<p>Progress will be reported through the July 2020 Public Health Oversight Board.</p>		
44.2 Incorporate the principles of the See Me campaign into Council-wide service planning and delivery.	<p>Implement the Mental Health Strategy which Incorporates the principles of the Scotland-wide See Me campaign and disseminate it across all Council services to influence Council-wide service planning and delivery.</p> <ul style="list-style-type: none"> Continue to raise awareness across Council services. 	<p>The Mental Health Strategy has created a dedicated digital work stream to develop public engagement through the NHSGGC Heads-Up Mental Health website and associated social media to include developed and clear well-being components and onward supports. One focus of the Prevention and Early Intervention work is addressing loneliness and social isolation, recognising the needs</p>	<p>A draft suicide cluster guidance policy has been drafted for sign off by GCC and NHSGGC.</p> <p>During Q1 Glasgow City was awarded the designation of a Suicide Safer Community by Living Works in recognition of 10 years of progress in suicide prevention work. Glasgow City is the first local authority in</p>	HSCP	


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		<p>of groups who are often more isolated by language, cultural and/or disability which will include piloting community on-line ventures e.g. virtual community centres for regular connectivity.</p> <p>Digital platforms have been developed for delivery of training to all staff groups, including suicide prevention awareness with schedules for online delivery and evaluation plan. Proposals are developing at city level on responding to suicide clusters linked to locations of concern in order to avoid contagion.</p> <p>The Glasgow City Choose Life (Suicide Prevention) Strategy Group continues to coordinate partnership working on suicide prevention. Due to Covid-19 the 2019 statistics for deaths by suicide are not expected to be available from ScotSid (Scottish Suicide Information Database) until Dec 2020 at the earliest.</p> <p>In Q3 and Q4 the group held development sessions and developed a new multi- agency draft action plan for the city which reflects and builds on the national suicide prevention action plan “Every Life Matters.”</p> <p>National Suicide Prevention Week activities were undertaken in Sep 2019, including a public meeting in the</p>	<p>Scotland to achieve this designation which lasts for 5 years.</p> <p>In quarters 2 and 3 online suicide prevention awareness modules are being piloted with a range of partners as an alternative to face to face training in the context of Covid-19.</p> <p>During Q2 a short life Covid-19 Suicide Prevention Sub Group has been established to develop an action plan of priorities in the context of the anticipated impact of Covid-19. In addition, activities and public information for National Suicide Prevention Week in September was organised during Q2.</p>		


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		<p>City Chambers on World Suicide Prevention Day and media articles.</p> <p><u>Training</u> In addition to regular monthly multi-agency suicide prevention training sessions 12 new ASIST trainers were trained in Q4 to add to the pool of trainers in the city.</p>			
44.3 Have an integrated approach to employability support working with mental health teams, along with advice to maximise income and mitigate welfare benefit cuts	<p>Continue to work with partners to provide employability support for mental health service users</p> <ul style="list-style-type: none"> Recruit an employability lead for the HSCP in 2019/20. Implement Phase 2 of the ESF Employability Pipeline for people with mental health conditions. 	<p>The GCHSCP Employability Board was re-established.</p> <p><u>ESF Employability Pipeline</u> Current ESF contracts and internal agreements were extended to the end of June 2020.</p> <p>The ESF programme went into full suspension in November 2019 and payments to GCC suspended. Procurement of phase 2 subsequently put on hold. Representation via COSLA and SLAED resulted in the resumption of payments in late January 2020.</p>	<p>Meetings of the Employability Board were interrupted during lockdown but have been re-convened in September 2020.</p> <p><u>ESF Employability Pipeline</u> Review scope and targets of phase 2 in light of COVID-19 impact.</p> <p>Review position in relation to procurement of phase 2 in Q1 aiming to advertise in May 2020. Includes impact of COVID-19.</p> <p>Request a 3-month extension to the whole programme (to end March 2023) to allow phase 2 to be a full 2 years.</p> <p>Further extend ESF contracts and agreements to the end of March 2021.</p> <p>Procurement schedule has been reviewed because of COVID-19 restrictions. Procurement delayed until at least August. Impact will be monitored in relation to mental health and involvement in mental</p>	HSCP/DRS	A

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			<p>health lead in scoring once the process is established.</p> <p>Develop procurement for Phase 2 ESF to include mental health support, to commence delivery April 21. Year 4 Milestone will be procurement of ESF Phase 2.</p>		
45. Expand our support for carers through the carers' card, a strengthened role for the Carers' Champion and a new Carers' Forum.					
45.1 Work with carers to refresh the job description of the Carers Champion and, support the recruitment of the Carers Champion.	<p>Recruit Elected Member Carers Champion along with an unpaid Carer Champion.</p> <ul style="list-style-type: none"> Recruit Elected Member Carers Champion along with an unpaid Carer Champion (Carers Reference Group to progress) 	<p>To date, the Carers Reference Group (CRG) have been unable to identify or elect a Carers Champion. Covid-19 has further delayed opportunities to progress this matter.</p> <p>Given the challenges at local and national level of recruiting 'Carer Champions' the CRG have expressed interest in linking with Local Engagement Forums as an opportunity to represent the voice of unpaid carers.</p>	<p>Given the ongoing difficulty in recruiting a Carer Champion, we propose amending this commitment for year 4. The CRG will link with Local Engagement Forums as an opportunity to represent the voice of unpaid carers. The CRG are being made aware of options available to them at this time.</p> <p>Carer representation has also been included within the ongoing Glasgow City HSCP review of Participation and Engagement structures and arrangements across the Partnership.</p>	HSCP	
45.2 Host quarterly Carers engagement events.	<p>Further develop engagement mechanisms with local carers in the city.</p> <ul style="list-style-type: none"> Organise annual consultation events including Carers Week and Carers Rights Day for adult and Young carers. 	<p>Carer Strategy Consultations were concluded in June 2019 and are now available on the Your Support Your Way (YSYW) Glasgow website.</p> <p>All face to face carer consultations have been suspended during the current Covid-19 pandemic.</p>	<p>A Hospital Consultation is planned for Carer Rights Day in November 2020.</p> <p>The intention is to use YSYW Glasgow website to host online consultations at this time.</p> <p>Your support Your Way Glasgow is being updated to make it more user</p>	HSCP	


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			friendly for carers as per feedback from 2019 Carer consultation. CRG members are currently attending Carer Operational Delivery Group via MS Teams.		
45.3 Support Carers to access services and support through the Carers' Card.	Continue to promote the Carers' Card which provides access to a range of services and support. <ul style="list-style-type: none"> Continue to promote the Carers' Card and expand the numbers issued. 	Carer Centres have continued to distribute the Carers' Card . Young Scot Card has introduced a Young Carers package attached to their card and this will be promoted for young carers.	Current practice in relation to Carers' Cards will be continued.	HSCP	
45.4 Improve identification of carers across the city and introduce a single pathway to access support Improve co-ordination and integration of the full range of support to carers.	Continue, through the Glasgow City Carers' Partnership to increase the identification of carers including young carers across the city and improve the co-ordination of support provided to them through the single point of access pathway. <ul style="list-style-type: none"> Update Carers Information Strategy Booklets Continue work to identify carers with protected characteristics. Develop use of social media in carer centres to promote carers support. 	Commissioned and statutory Carer Services continue to support carers as per requirement of the Carer (Scotland) Act 2016. Online carer Self-referral was introduced to make it easier for carers to self-refer. careFirst 6 Carers Act updates are ongoing. Charging Policy Short Term Intervention guidance for adults and older people has been introduced. Commissioned Services Self-Directed Support guidance is in place. Carers (Scotland) Act 2016 Training was being delivered for HSCP staff before Covid-19 outbreak and will continue when safe to do so.	Work ongoing with careFirst 6 and GCHSCP Finance to support delivery of the requirements of the Carer Act legislation. Work ongoing to ensure Service packages and SDS support provided by Carer Services will be recorded on careFirst 6. In response to Covid-19 pandemic carer services have created a Glasgow Carer Advice and Information Team from existing resources to make better use of social media to raise awareness of information and advice available as well as identifying unpaid carers. Review of training and peer support ongoing including linking with Glasgow Carers Academy work stream.	HSCP	


A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
			Updating Your Support Your Way Glasgow website.		
45.5 Work to stabilise funding for carers' centres & support services	Continue to invest in third sector carer services and centres to widen range of services available for carers. <ul style="list-style-type: none"> Implement new tender arrangements for carer centres from May 2019. 	New Carer centre contracts and funding in place. Funding is for duration of contracts - May 2019 through April 2022 with the option to extend for 1 or more years.	Complete.	HSCP	
	Consolidate all carer funding programmes including proposed additional investment from the Carers (Scotland) Act 2016. <ul style="list-style-type: none"> Plans, with investment details to be submitted to the IJB for approval on an annual basis. 	Complete. Final update reported end of Year 2 (2018/19) .			
46. Develop a homelessness strategy in partnership with providers, building on recommendations of the homelessness summit and strengthening the Rough Sleepers' Initiative approach.					
46.1 Continue to work with partners across the city to reduce and work towards eliminating unintentional rough sleeping in Glasgow	Deliver the Glasgow City Homelessness Strategy 2015-20 in partnership with providers, building on the recommendations of the homelessness summit. <ul style="list-style-type: none"> Implement Rapid Rehousing Transition Plan Phase 1 recommendations. Establish a Housing First Strategic Working Group. Finalise tender for the Homelessness Commissioning Alliance framework (December 2019). 	Prior to the current COVID pandemic we continued to implement the actions detailed in the Glasgow Rapid Rehousing Transition Plan ; this plan reflects the aims and priorities of the Glasgow City Homelessness Strategy 2015-2020 . Since March social distancing measures flowing from the Covid-19 pandemic has had a significant impact on the social housing system and homelessness service. The movement to a crisis led service on the part of the RSLs led to an ending of mainstream letting activity. This has resulted in an increase in the	Key activities from the Recovery Plan will focus on increasing prevention activity/Housing Options activity in order to attempt to mitigate the likely impact of the economic impact of the pandemic on Glasgow's citizens. <ul style="list-style-type: none"> Work with partners to secure a substantial increase in the number of settled lets from the City's RSLs to allow us to reduce our reliance on City Centre Hotels that have been repurposed to provide emergency accommodation for homeless households. 	HSCP	

A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		<p>Council's use of emergency bed and breakfast accommodation and temporary furnished flats supplied by the RSL's.</p> <p>In light of the Covid-19 pandemic a R RTP Recovery Plan has been developed. The recovery plan is aligned to the core objectives set out within the plan and sets out the actions the HSCP will undertake in order to refocus activity in light of the impact upon the HSCP, service users and key partners flowing from Covid-19.</p>	<ul style="list-style-type: none"> • Work with partners in the Alliance to End Homelessness to redesign the homeless system to improve the care and support offered to homeless service users. • Work with key partners to deliver our Housing First programme. The Housing First Programme has a proven efficacy in accommodating and supporting service users with complex case histories who are often not well served by current service responses. We have a target of accommodating 120 service users with support through HF during 2020/21. 		
<p>46.2 Increase the supply of temporary furnished accommodation and phase out the use of B&Bs. Consider building rather than purchasing short term accommodation.</p>	<p>With the Wheatley Group, deliver the joint Temporary Furnished Accommodation plan.</p> <ul style="list-style-type: none"> • Continue to meet with the Wheatley Group to monitor performance and explore options to identify and track outcomes. <p>Develop and implement a Rapid Rehousing Transition Plan (2018-23)</p> <ul style="list-style-type: none"> • Implement Phase 1 of Rapid Rehousing Transition Plan in partnership with DRS and RSL's. <p>Implement the Scottish Housing Regulator Action Plan.</p>	<p>During Q3 and 4 the HSCP worked in line with the Glasgow Rapid Rehousing Transition Plan (RRTP) 2019-24 to reduce, in the longer term, both the use of B&Bs and Temporary Furnished Flats so that people affected by Homelessness can move onto settled/permanent accommodation earlier.</p> <p>The pandemic period has resulted in a significant increase in the Council's use of emergency bed and breakfast accommodation and temporary furnished flats supplied by RSLs. We are working with partners in RSLs to secure up 90% of all settled mainstream lets through the coming period to step down from the City Centre Hotels that have been repurposed. Service is now reaching</p>	<p>HSCP working with RSLs as mainstream letting activity resumes to ensure rapid resettlement of homeless service users.</p> <p>Continue to work with Vanguard Scotland to remodel section 5 resettlement processes to improve time scales to secure settled housing from RSLs.</p> <p>HSCP agreed to increase use of private sector leasing scheme for YPeople to provide 350 additional temporary tenancies over twelve months.</p> <p>Propose the commitment be reworded from Year 4 to take into account more recent Homelessness Strategy; the HSCP no longer wants</p>	HSCP	


A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
	<ul style="list-style-type: none"> Continue to implement and monitor the Scottish Housing Regulator (SHR) Action Plan. 	<p>99% compliance with duty (Quarter 1) to provide emergency accommodation at first time of asking.</p> <p>Discussions ongoing with the Wheatley Group & Community Based Housing Associations on need to secure substantial increase in settled lets.</p>	to increase use of Temporary Furnished Flats with the focus being on earlier transition to permanent settled accommodation instead.		
46.3 Review and strengthen welfare support to ensure people are not made homeless due to benefit issues	Planning and reporting on mitigating welfare benefit cuts is reported under priority 47.			HSCP	See priority 47
47. Review the provision of benefits, welfare and other advice to continue to identify opportunities to integrate and maximise support for people affected by welfare reform, or long term conditions.					
47.1 Review and strengthen welfare support to ensure people are not made homeless due to benefit issues	<p>Continue to implement the Housing Options approach, identifying and supporting at an early stage people who may be at risk of homelessness due to benefit issues.</p> <ul style="list-style-type: none"> Future planning and reporting on the Rapid Rehousing Transition Plan will be reported under priority 46. 	<p>The Homelessness Prevention agenda remains a key priority of the Rapid Rehousing Transition Plan.</p> <p>The service recruited three Senior Homelessness Workers in February 2020. These workers will lead the development of the Housing Options approach within each of the Community Homelessness Service access points.</p> <p><u>Private Rented Sector</u> The Private Rented Sector (PRS) Hub team assisted 126 families during the period October 19 to March 20 and 66 families were identified as having a health-related issue.</p>	<p>Housing Options/prevention activity was undermined due to the social distancing measures during the pandemic period as service moved to a crisis intervention model to support vulnerable households.</p> <p>The service has now reconstituted its Housing Options Working Group. A brief review will be undertaken to identify the core prevention pathways that require to be enhanced to provide coherent options for service users at risk of homelessness. The service will work to enhance relationships with key partners within prevention services to allow service users clear referral pathways.</p>	HSCP / Financial Services	


A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		<p>During 2019/20 the PRS team supported 228 families to sustain their tenancies with homelessness prevented in 94% of cases; 111 families were identified as having a health issue.</p> <p>The team has supported 455 families since the service was introduced in 2017. This support has included referrals/case discussions/partnership working as well as direct financial support and welfare benefits advice to ensure families are able to sustain their PRS tenancies.</p> <p>The team referred 26 families to Turning Point's Turning Point's Flexible Homelessness Outreach Support Service (FHOSS) as there had been a risk to their tenancies due to neglect/breach of tenancy agreement, which placed them at risk of action by their landlord.</p>	<p>We will also work with the Housing Options Hubs to roll out the National Housing Options Training Toolkit by December 2020.</p> <p>We will also review the Homelessness Service's Housing Options Performance management framework.</p> <p><u>Private Rented Sector</u> The PRS Hub team current rate for prevention of homelessness rate is 97%.</p> <p>Funding secured to deliver PRS Hub service until March 2022. We will work closely with partners to ensure vulnerable families are supported and homelessness is prevented. Closely monitor the anticipated increase in demand for the service during 2020/21.</p>		
	<p>Develop a common "support package" for new tenants to address the wider financial challenges they face.</p> <ul style="list-style-type: none"> Pilot a common support package for new tenants in the North West of City during 2019. 	<p>The one-year pilot of the common support package continued in the North West of the city during Quarters 3 and 4. The pilot involved partners in Homelessness teams, Commissioned Services, CBS Revenues and Benefits and 4 RSL's (North Glasgow, Milnbank, Queens Cross & Maryhill).</p> <p>Agreement was received by all parties to extend the pilot. It is anticipated that the outcomes from the pilot will provide useful learning for the HSCP Homelessness Service in rolling out</p>	<p>The final evaluation of the pilot was temporarily suspended due to the realignment of activity as a consequence of the Covid-19 pandemic. Glasgow Centre for Population Health (GCPH) have agreed to independently evaluate the pilot; an evaluation plan is under development.</p> <p>The HSCP will work with leads from the Financial Inclusion Team to publish policy evaluation and bring</p>		


A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		aspects of the Rapid Rehousing Transition Plan over the next 5 years.	forward recommendations from the pilot.		
<p>47.2 Integrate advice and support on income maximisation and the mitigation of welfare cuts with other service provision</p> <p>Further poverty and stress-proofing our services</p>	<p>Continue to support vulnerable social care service users affected by the impact of ongoing Welfare Reforms through Social Work Services Welfare Rights and Money Advice.</p> <ul style="list-style-type: none"> Continue to maximise service users income with particular focus on service users who became entitled to free personal care from April 2019. Continue to represent Glasgow residents at benefit appeal tribunals. Continue to support tenants through the new dedicated DRS income maximisation team. Continue to provide appropriate Welfare Rights training and advice to staff and voluntary organisations. 	<p>There is regular ongoing engagement with DWP and Scottish Government Officers participated in DWP workshops and assisted in preparation of responses to Social Security consultations to bring influence implementation of relevant welfare initiatives.</p> <p><u>Welfare Rights</u> The Corporate Welfare Reform Working Group continues to meet on a quarterly basis to share the national policy position and information about legislative changes including forthcoming implementation of Scottish Social Security Benefits, and the continuing impact of the DWP welfare reform programme.</p> <p>During 2019/20, £5.09m has been generated in successful claims for benefit for service users receiving a chargeable service. This compares to £4.55m made in 2018/19.</p> <p>Between October and March there were a further 350 appeals making 843 appeals for the whole year.</p> <p>We continue to provide Welfare Rights Officer (WRO) support within Development and Regeneration Service's Private Landlord Team.</p>	<p>The Corporate Welfare Reform Working Group will continue to meet on a quarterly basis to share the national policy position and update on legislation.</p> <p>Timetable for the introduction of the new Scottish Disability Benefits has been delayed due to Coronavirus.</p> <p>Income maximisation work continues but has changed from face-to-face to telephone and posting forms.</p> <p>Appeals are being conducted by telephone and from 10 July by video conference. Written submissions have also been provided to enable some cases to be determined without a hearing.</p> <p>Training had been temporarily paused due to Coronavirus with a view to using video conferencing in the near future.</p>	HSCP / Financial Services	


A Healthier City					
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		Between October and March, Welfare Rights staff delivered a further 57 training sessions to staff and voluntary organisations, giving a total of 121 for the year. Approximately half of them were regarding Universal Credit.			
47.3 Work with partners to expand the range and level of services to ensure it meets the needs of citizens across the city.	<p>Pollok Credit Union (PCU) to work with RSLs to develop bespoke loan products.</p> <ul style="list-style-type: none"> Develop a bespoke loan product for each of the RSLs and their tenants, with the RSLs taking a proportion of the risk. 	<p>No update required as this action is closed. No further development on the work of Pollok Credit Union (PCU).</p> <p>GCC is not part of this revised PCU proposal to work with RSLs and business confidentiality is likely to exclude us from any future development in this area.</p>	GCC will not be part of this PCU proposal and therefore no further action required.	Financial Services	
	<p>Continue to develop and extend the Long Term Conditions and Macmillan service.</p> <ul style="list-style-type: none"> Launch the Glasgow Royal Infirmary service in 19/20 	<p>Glasgow Royal Infirmary (GRI) outreach service continues to thrive with numbers consistently exceeding expectations. Homelessness is a recurring theme for in-patients posing issues with co-ordination of care.</p> <p>Planned review of LTC sites was put on hold until 2020 until outcome of discussion around NHS funding was known.</p> <p>Volunteer driver service for ICJ extended to include support for LTC clients at the Beatson Cancer Centre. This was introduced in light of challenges around transport to, and parking at, the Beatson site.</p>	<p>NHS funding agreed for LTC to provide welfare support to Glasgow Hospitals covering 20/21. However, the pandemic has unfortunately delayed this work and cannot be recommenced until NHS advise plans for reintroduction of external services to the hospital environment.</p> <p>The pandemic has temporarily changed our LTC service to telephone support, forcing smarter working with our partners in DWP. Discussions have been ongoing since lockdown and have resulted in many positive changes, specifically reduced verification for all who meet "special rules" criteria (DS1500) and online submission of all major benefit applications, ID and verification. This is a huge step forward however work</p>		


A Healthier City					
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			will be required to ensure this remains <i>in situ</i> post lockdown.		
	<p>Continue to develop and extend Improving the Cancer Journey.</p> <ul style="list-style-type: none"> • Introduce Stage 1 of an ICJ volunteer programme in Summer 2019. • Rollout ICJ across GG&C. West Dunbartonshire go live April 19. Renfrewshire is expected launch date early 2020. • Implement stage 1 of ICJ volunteer driver programme (HNA Driver) July/August 19. • Launch new ICJ Housing Service at The Beatson supporting early discharge from May 19. 	<p>The ICJ service was extended during Q3 and Q4 and is now live in West Dunbartonshire and Renfrewshire.</p> <p>Following the successful implementation of the volunteer driver role (phase 1) ICJ's Board agreed progression to phase 2. This phase will see volunteer drivers take ICJ clients to support services identified during Holistic Needs Assessment (HNA), facilitating access to support quicker for those who need it most, whilst making better use of the support services available across the city.</p> <p>A new development has been agreed with our partners @SPT providing trusted partner status for ICJ that delivers free travel to all ICJ clients who have palliative care status, (DS1500) with minimal verification and a streamlined process. This will also provide free travel for carers when traveling with main applicant.</p> <p>In partnership with NHS, ICJ submitted and was subsequently granted access to a new system</p>	<p>In Partnership with NHS and Macmillan @Glasgow Life ICJ/LTC have requested access to the "Click To Be Contacted" service held on NHS Informs website. This site also hosts a national service directly, providing information on a range of health concerns alongside a wealth of support services available in their chosen area. The "click to be contacted" section will be presented to citizens allowing a direct referral to our service at the click of a button. As usage of NHS Inform and Scotland Service Directory have increased substantially during the pandemic it seems timely to implement this service as soon as possible.</p> <p>ICJ, in partnership with colleagues in HSCP, are currently scoping the opportunity for ICJ link workers to support the roll out of Anticipatory Care Plans for people affected by cancer.</p>		

A Healthier City					
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		hosted by NHS called 'Near Me' – this is a virtual clinic that facilitates virtual face-to-face meetings in a secure NHS environment. This system is already used by NHS providing virtual clinics and GP appointments for patients who do not require physical examinations. Access to this system will extend ICJ's reach to the citizens of Glasgow.			
48. Develop a corporate parenting plan and expand our support to kinship carers.					
48.1 Raise Glasgow's performance as a corporate parent. Work in close partnership with the Scottish Government on its national review of the care system	<p>Continue to develop the role of the Council's Champions' Board and Corporate Parenting Forum.</p> <ul style="list-style-type: none"> Continue to develop the role of the Council's Champions' Board, the Corporate Parenting Forum and the People Achieving Change (PAC) group for young people (formerly the Young People's Champion's Board). <p>Take forward the implementation of the Corporate Parenting Action Plan.</p> <ul style="list-style-type: none"> Recruit care experienced young people to a joint HSCP and Education Services team to improve educational outcomes for the most disengaged young people. 	<p><u>PAC</u> PAC membership has expanded. There are now 15 members regularly attending, which has led to an increase in the number of groups. The Secure (St Mary's) subgroup is continuing to run, and the Additional Support Needs (Hollybrook Academy) subgroup has started.</p> <p><u>Corporate Parenting Forum</u> PAC hosted the Corporate Parenting Forum in February 2020 which focused on sustainability of the PAC beyond initial grant term. PAC engaged with Corporate Parents on securing budget, staff and resource commitments to support PAC into Year 4 and beyond.</p> <p><u>Interface with Adult Champions' Board</u> Supported by Who Cares? Scotland, PAC Board members attended the Adult Champions' Board meetings to express their views on their care experience. Reciprocally, members of</p>	<p><u>PAC</u> PAC has continued to run throughout the COVID-19 pandemic through video conferencing and social media. Engagement has been good with more than ten members of the group participating consistently, including 3 new members. The PAC will resume in-person meetings when it is safe to do so.</p> <p>Planned mini-PAC (for under-14s), Parent and Child group, and Asylum seekers subgroup to be established when group work resumes.</p> <p><u>Corporate Parenting Forum</u> Corporate Parenting Forums will expand post-COVID-19 with renewed focus. As well as quarterly plenary Corporate Parent Forums, corporate parents will be invited to smaller forums to discuss issues specific to their expertise. The first two forums – to be hosted electronically – will focus on mental</p>	HSCP	

A Healthier City					
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		<p>the Adult Board including the Chair – Councillor Archie Graham OBE – have visited the PAC Board meetings and have committed to advocating for Care Experienced children and young people.</p>	<p>health and care experience related to education. PAC will communicate with Corporate Parents through BAND networking and communication platform. This will facilitate contact by group members with corporate parents from out with the HSCP, allowing for immediate contact and development of relationships between corporate parents and young people.</p> <p><u>Interface with Adult Champions' Board</u> PAC Board members to attend Adult Champions' Board meeting on rotating basis when group resumes post-COVID-19.</p>		
<p>48.2 Ensure the needs of kinship carers and children in kinship care are responded to.</p>	<p>Continue to improve support to kinship carers across the city and invest in developing their capacity and resilience.</p> <ul style="list-style-type: none"> • Roll out Lifelong Links across the City. • Continue to implement Family Group Decision Making as a means of enhancing kinship care planning and provision. 	<p><u>Support for Kinship Carers</u> Ongoing financial and practical support to kinship carers.</p> <p>Kinship carer groups are continuing.</p> <p>Paper has been submitted to Business Meeting to explore options to support kinship carers who are experiencing overcrowding within their homes.</p> <p>A newsletter for kinship carers is in development but has been delayed by COVID.</p> <p><u>Lifelong Links (LLL)</u> Lifelong Links workers have been recruited and are prioritising the provision of a life-long links service for</p>	<p><u>Support for Kinship Carers</u> Working in partnership with colleagues in Families for Children and in Learning and Development to create seminars for carers on topics that they have identified as useful and to explore the use of online delivery methods.</p> <p>Work is ongoing to ensure robust governance of kinship placements in line with Looked After Children (LAC) procedures.</p> <p><u>Lifelong Links (LLL)</u> Briefings will be carried out for residential staff; currently working to adapt format of this to allow delivery through MS Teams rather than face-to-face training.</p>	HSCP / Education Services	

A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
		<p>young people in purchased and provided foster care. This team is working towards the conclusion of the LLL research trial, which has been delayed due to COVID.</p> <p><u>Submission of accreditation for delivery of FGDM</u> HSCP was granted national accreditation as a Family Group Decision Making (FGDM) service provider.in July 2020.</p>	<p><u>Submission of accreditation for delivery of FGDM</u> Work continues to embed FGDM as routine practice to support family solutions and reduce reliance on state-based care.</p>		
49. Build on our Age Friendly City strategy and action plan.					
49.1 Implement the existing Age Friendly City strategy	<p>Build on the Age Friendly City strategy and associated action plan.</p> <ul style="list-style-type: none"> • Produce a final report on the Age Friendly Strategy for the World Health Organisation by end 2019. • Review and align the Age Friendly Strategy with the national Fairer Scotland for Older People Strategy. 	<p>A final update report of the Age Friendly City Strategy (2015 - 2019) was presented to the General Purposes Committee in November 2019. Members agreed that satisfactory progress had been made to deliver against all of the outcomes originally identified. The outcomes of the Age Friendly Strategy will now be delivered and reported via the Council Strategic Plan 2017 to 2022 and the Equalities Outcome Framework.</p>	Complete.	CED	Complete
50. Build on the Child Rights/Child Friendly practice developed with UNICEF and provide options on how it can be embedded within Council services.					
50.1 Build on the Nurturing and Child-Friendly City strategies	<p>Develop and implement a Family Support Strategy with third sector partners, providing early intervention to prevent the need for statutory involvement in the family by Social Work Services.</p>	<p><u>Family Support Strategy</u> The Family Support Strategy has been approved by the Children's Services Executive Group</p> <p><u>Intensive Family Support Service</u> The Intensive Family Support Service (IFSS) – a collaboration between three third sector providers and the</p>	<p><u>Family Support Commissioning Framework</u> The family support commissioning framework will be implemented during 2020/21, with a view to commencing service delivery in August 2021. This has been slightly delayed as a result of COVID and will take account of the learning</p>	HSCP	

A Healthier City					
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	<ul style="list-style-type: none"> Undertake a consultation on the draft Family Support Strategy. Identify additional resources and implement strategy through agreed Commissioning Framework for Family Support Services. 	<p>HSCP - is currently providing Out of Hours and weekend cover to vulnerable families. This service is currently working with 22 children and young people at home in their own communities, many of whom would have been at risk of accommodation (being placed into care) without this support.</p>	<p>throughout the pandemic response, and the emerging needs of families.</p> <p><u>Intensive Family Support Service</u> The work of the IFSS will be reviewed, and a plan will be developed to meet current and emerging needs of children, young people and families to strengthen support within local communities and prevent accommodation of children and young people.</p>		
51. Implement our Dementia Strategy.					
51.1 Implement the dementia strategy, to inform work and service delivery across the Council	<p>Continue to implement <u>Glasgow City's Dementia Strategy 2016-19</u>.</p> <ul style="list-style-type: none"> Develop a new five year strategy for older people's mental health services. This will include ongoing work in taking forward the National Dementia Strategy 2017-20. 	<p>We continue to implement the <u>Glasgow Dementia Strategy</u> and Older People Mental Health 5-year plan. This included a consultation event in November 2019 which focused on the provision of inpatient beds and the link between acute and community services.</p> <p>A further <u>Stress and Distress</u> awareness raising session was delivered to the care home sector.</p> <p>A range of activities have been taking place to support Glasgow City HSCP's Dementia Strategy Group and increase awareness of dementia and how people and their carers can be supported.</p> <p>A <u>HSCP Campaign to raise Awareness of Dementia</u> was launched in the run up to Christmas. This involved a social media campaign</p>	<p>An updated National Dementia strategy is awaited from the Scottish Government. Publication of this will inform future Glasgow HSCP work.</p> <p>A Stress and Distress awareness raising session/ course has been developed for the Intermediate Care sector. This will be implemented once COVID restrictions are eased.</p> <p>A revised dataset is being introduced across NHSGGC in response to national data collection requirements and our current post-diagnostic support performance indicator is being reviewed by Partnerships across the Health Board area.</p>	HSCP	

A Healthier City					
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		<p>#spotlightondementia, using the Partnership's twitter account @GCHSCP in partnership with Alzheimer Scotland. The campaign reminded people to look out for changes in the health of older relatives when visiting at Christmas.</p> <p>The campaign also highlighted the Alzheimer Scotland leaflet '5 things you should know about dementia' which dispels myths about the condition.</p> <p>In a recently published report (Dementia Innovation Readiness Index 2020) Glasgow was highlighted as one of the best cities in the world in dealing with dementia:</p>			
52. Introduce a new community justice model focussed on the prevention of offending and reducing reoffending.					
<p>52.1 Introduce a new community justice model.</p> <p>Work with partners to improve communication and support for victims of crime.</p> <p>Improve support services for those completing community payback or prison terms linking closely to preventing re-offending and improving skills and employability and</p>	<p>The new Community Justice Partnership will implement the Glasgow Community Justice Outcome Improvement Action Plan (2018-23) with a particular emphasis on early intervention and the application of evidence-based interventions.</p> <ul style="list-style-type: none"> • Produce Community Justice Glasgow Partnership Annual Report (2018/19) (September 2019). • Ongoing development of engagement strategy. • Establish a "Tactical" Group to enhance local Diversion 	<p>Work continues in line with the Improvement Action Plan with collaborative arrangements to ensure delivery and monitoring.</p> <p>Data will not available until the 2019/20 Annual Report is published.</p>	<p>Community Justice Glasgow Annual Report 2019/20 will be published in November 2020 allowing review of partnership activities and refreshed action plans.</p>	HSCP/ CED	

A Healthier City					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
ensuring that reparation to communities and victims is visible and relevant.	from Prosecution and Bail activity. <ul style="list-style-type: none"> Continue to develop pathways for prison leavers into employability opportunities. 				
	-Ongoing development of engagement strategy.	Activity continued in relation to the engagement strategy, although there was some impact on timeframes owing to Covid19 restrictions.	"Virtual" engagement techniques, which may prove beneficial in reaching stakeholders during and post COVID, are being developed, tested and implemented.		