



# HEALTH IMPROVEMENT ANNUAL REPORT



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**Flourishing Communities,  
Healthier Lives**

# 1

## FOREWORD





# FOREWORD

In Glasgow City there are three locality Health Improvement Teams; South, North East and North West. There are also hosted services, NHSGCC Board Wide Services that are integral to Health Improvement work in the city; these services are in relation to Sexual Health, Alcohol and Drugs and Mental Health Improvement.

In Glasgow City, Health Improvement's vision is to improve health and reduce health inequalities.

The strategic direction for Health Improvement was set out in the Integration Joint Board Strategic Plan 2016-19<sup>1</sup>. The direction was informed by the research base, alongside the views of staff, Glasgow Health and Social Care Partnership (GHSCP) colleagues, partners and the third sector. From this, three key priority areas were agreed:

**a. Building Mental Well-being and Resilience.**

“It is not so much that social networks stop you from getting ill, but that they help you to recover when you do get ill” Marmot (2010) Fair Society Healthy Lives Final Report<sup>2</sup>.

**b. Building Structurally and Socially Resilient Communities**

(reducing poverty and growing aspiration). These are the pre-requisites identified in the Marmot Review and the Persistent Poverty Analysis<sup>3</sup> – including employment, income and infrastructure through which purpose and support are built and found.

**c. Creating a Culture for Health in the City**

(alcohol, drugs, smoking, and obesity).

Glasgow has a particular concentration of the range of issues that contribute to an unhealthy culture. In the context of Glasgow City, tackling these deep seated issues goes beyond changing individual behaviours. Rather there needs to be a focus on changing the perceived cultural norms.



<sup>1</sup> <https://www.glasgow.gov.uk/councillorsandcommittees/viewSelectedDocument.asp?c=P62AFQDNT10GDXT12U>

<sup>2</sup> <https://www.parliament.uk/documents/fair-society-healthy-lives-full-report.pdf>

<sup>3</sup> <https://www.gov.scot/publications/persistent-poverty-scotland-2010-2017/>

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Within each of the three priority areas, work took place at one or more of three levels of operation during the year;

- **Population:** priorities for cultural change across the city that required universal action across the population at various life stages.
- **Place:** priorities that affected a selection of neighbourhoods within the city, this included the 10 ‘thriving place’ neighbourhoods as part of Glasgow’s Community Plan, and other neighbourhood based programmes on specific public health themes.
- **People:** working with identified groups of people who experienced events/ circumstances which challenged their ability to remain well. This included work to achieve the LGBT Youth Charter, work with integration networks and wider equalities programmes.

Currently Health Improvement supports over 300 partnerships in the city, comprising of colleagues in the third sector, public sector and communities themselves. Health Improvement supports Community Planning structures at every level including all of the city’s Area Partnerships and Thriving Places and NHSGGC board wide and national structures. These range from Children’s Services Planning at HSCP level to Peer Influencer

groups in local communities and breastfeeding support groups to the national Community Justice Coordinators Network.

### IMPACT OF COVID-19

Throughout the report, some data and other relevant information on the health improvement teams performance for the final quarter data (January – March 2020) is not available due to COVID-19. However, the vast majority of our figures demonstrate that at quarter three the teams had already reached their annual targets. This demonstrates the hard work and effort that staff have made throughout the year to deliver a range of programmes and services to our communities, particularly those who are more vulnerable.

As we progress into this new planning year, COVID-19 has presented many challenges not only for Health Improvement staff and community planning partners but importantly for our communities.

It has been inspiring to view how the teams and key partners have all adapted and strived to address the many issues the pandemic has presented for communities. Despite this, the Health Improvement teams and partners recognise the huge issue of inequalities that COVID-19 has further highlighted at present and for the future.



2

**HEALTH IMPROVEMENT STRATEGIC  
DIRECTION PRIORITIES**

# BUILDING MENTAL WELLBEING AND RESILIENCE

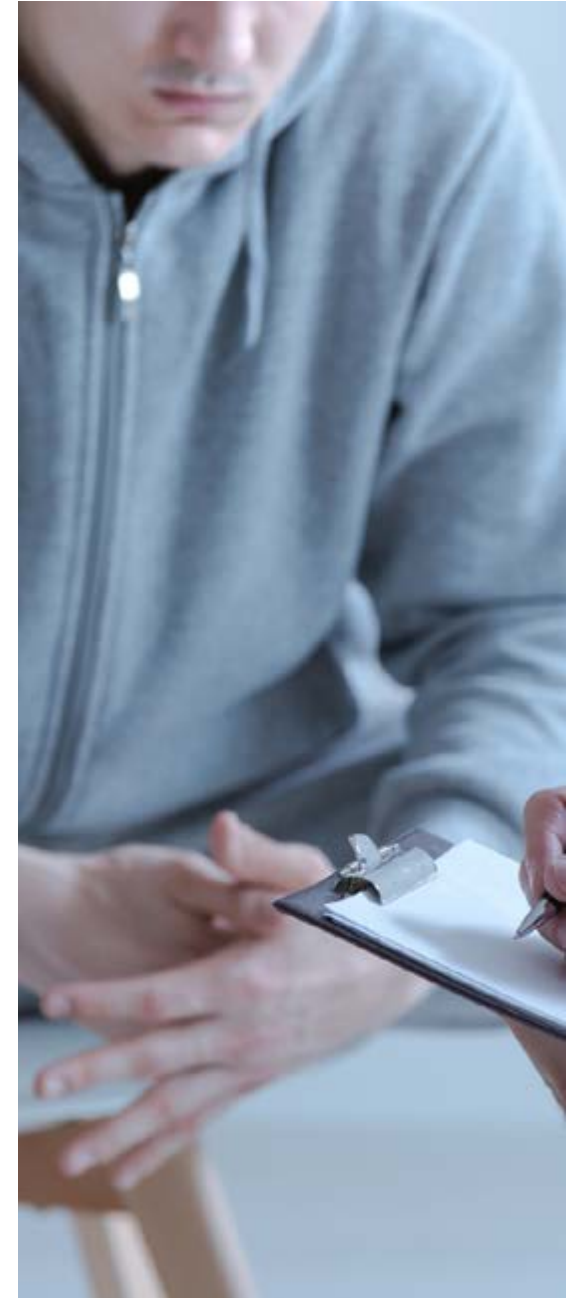
Health Improvement staff continue to play a key role in facilitating and leading local mental wellbeing and suicide safer communities forums as well as connecting into citywide structures such as the Choose Life Strategy Group - a multi-agency group aiming to “work together to significantly reduce deaths by suicide”.

Lifelink is commissioned by Glasgow HSCP to provide mental wellbeing services in Glasgow city. The adult service can offer support to people 16+ years who are struggling to cope with everyday stress or who are feeling anxious or depressed. Services include 1:1 counselling, therapeutic groups and wellbeing classes on a range of issues. Additionally, Lifelink provides a service in secondary schools across Glasgow – counselling and/or groupwork programmes; community based services and deliver the counselling input at the Youth Health Service across the city.

## SUICIDE SAFER COMMUNITIES

Drumchapel’s Suicide Safer Neighbourhood Action Group focused on suicide prevention awareness, mainly through encouraging groups and organisations to host a Living Works SuicideTALK - a ninety minute awareness session designed to break down barriers around stigma and taboo which prevents people being able to talk about suicidal feelings, seeking help and encourages individuals, community groups and organisations to make a pledge(s) to ‘WALK THE TALK’ and identify actions that contribute to building suicide safer communities.

Within the Gorbals there have been three community events, five SuicideTalk sessions and one full ASIST course with an overall attendance of about eighty residents and workers took place. As a result of this and other activity in the area, a short-term Support to Vulnerable People Group has been set up to address some of the concerns raised regarding mental wellbeing and suicide in the area.





## TRAINING AND CAPACITY BUILDING

Considerable training has been delivered across the city with local communities and workers. Training programmes include: SafeTALK, ASIST, Suicide TALK, Scottish Mental Health First Aid (SMHFA) Adult and Young People courses, and What's the Harm?.

**What's the Harm?** - Self Harm Awareness and Skills training focuses on capacity building and is coordinated by the board wide Self Harm Forum. This multi partnership approach to delivery has enabled the training to reach and influence self harm interventions across localities, HSCP areas and beyond. Alongside the one day awareness and skills session, there is a three day Training for Trainers course and a one day Instructor level session.

The delivery of Training for Trainers courses and Instructor sessions has resulted in the training being embedded within settings including Education (Glasgow City), the National School Nursing Programme (University of the West of Scotland) and more recently the Scottish Prison Service. During October 2019, an Instructor session was hosted within HMP Barlinnie as part of Health Improvement's efforts to widen the scope of the training across the service alongside improving responses to self harm when used as a coping strategy. In January 2020, a second Instructor session was delivered to Educational Psychologists delivering the training across Glasgow schools; this built on their capacity to deliver both the one day and three day Training for Trainers courses.



“

### WHAT PEOPLE SAID:

*“I feel the content of this course and the basic learning and information should be taken to the community teams all over Scotland.”*

WHAT'S THE HARM? PARTICIPANT

”

## TRAINING

### WHAT'S THE HARM? TRAINING

240  
PEOPLE

COMPLETED A 1 DAY  
WHAT'S THE HARM?  
SELF HARM AWARENESS  
AND SKILLS SESSION

10  
PEOPLE

COMPLETED A 3 DAY WHAT'S  
THE HARM? TRAINING FOR  
TRAINERS COURSE

9  
PEOPLE

COMPLETED A 1  
DAY INSTRUCTOR  
SESSION

### ASIST, SAFETALK, SUICIDETALK

MORE THAN 1000 PEOPLE TRAINED

### SMHFA TRAINING

10 COURSES  
DELIVERED CITY WIDE  
(ADULT COURSE)

10 COURSES  
DELIVERED CITY WIDE  
(YOUNG PEOPLE COURSE)

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## LOCALITY PROGRAMMES

**Bereavement and Blether Café** exists to support people with bereavement: *“Grief that persons experience when they incur a loss that is not or cannot be openly acknowledged, socially sanctioned or publicly mourned”*. Ken Doka, 1989

The Café operates in a private room within a public library thus reducing potential stigma and operates on a self-referral and drop in basis. Operated by the North East Health Improvement Team, but engaging participants from Glasgow City and the surrounding area, there is scope to extend this model to additional venues and to adapt it to support people experiencing other forms of bereavement.

### Café Stork

Café Stork continues to promote better mental health and wellbeing for parents-to-be and new parents through increased peer relationships and access to supportive services. This year a Masters student from the University of Glasgow undertook an evaluation of the service, which showed very clearly the difference the Café Stork approach was making to new mums. As well as sharing the evaluation results more widely, staff are working with Homestart Glasgow North who have taken over the coordination of the Café in Parkhead since February 2020. The Café is a natural fit with their continued perinatal mental health work. Café Stork

is also being delivered by Rosemount Lifelong Learning in Royston and staff continue to link in. Staff are also currently exploring virtual models of group peer support for new parents, including baby massage groups.

### Leverndale Hospital Meander for Mental Health Event:

Staff provided support to Leverndale’s event to launch their three self-guided walks in the grounds and surrounds of the hospital. 170 people attended on the day and the intention was to run it again this year. Unfortunately, this will not be possible due to the impact of COVID-19.

### British Sign Language (BSL) Service Development

In August 2019, a small pilot commenced at Lifelink delivering BSL counselling 1 day a week to serve the deaf community in Glasgow. As envisaged client numbers are small with 3-4 appointments being offered weekly. Early findings are that clients have a high level of satisfaction and describe a significant shift in their wellbeing. The nature of the workload means that Lifelink have adapted their model and offer BSL users a longer session as this seems more effective and allows the client to have more time between sessions to properly consider their next session. A small group work pilot commenced in February 2020 but

has been interrupted by the COVID-19 pandemic. Despite this, Lifelink continue to offer a BSL service remotely using Skype.

The current COVID-19 crisis is having a compounding impact on peoples’ distress. There have been requests for additional information and support for people using self harm as a coping strategy as well as for those caring for them. A “Vicarious Trauma Information Sheet” and “What’s the Harm?” booklet have been shared widely and are now hosted on the National Self Injury helpline database as useful resources.

“

### WHAT PEOPLE SAID:

*“I like coming to the meeting. I know I am not alone with my thoughts. I can share my story with the group members in the group without any prejudgement or criticism. We all have our burdens to carry. But it’s good to share my grief and thoughts so I know I am not alone.”*

**BEREAVEMENT AND  
BLETHER CAFE PARTICIPANT**

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## FROM 1 APRIL - 31 DECEMBER 2019:

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Stress service contract (Delivered by Lifelink on Health Improvement's behalf)

**5560** ADULTS  
ACCESSED COUNSELLING VIA LIFELINK  
ADULT STRESS SERVICE CONTRACT

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**103** RESILIENCE/MENTAL  
HEALTH AND WELLBEING PROGRAMMES  
WERE DELIVERED TO 1062 PEOPLE IN  
THE WIDER COMMUNITY VIA LIFELINK  
ADULT STRESS SERVICE CONTRACT

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**1503** YOUNG PEOPLE  
ACCESSED COUNSELLING VIA THE CITYWIDE  
YOUNG PEOPLE'S LIFELINK CONTRACT  
(SCHOOLS AND YOUTH HEALTH SERVICE)

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**178** YOUNG PEOPLE  
PARTICIPATED IN RESILIENCE PROGRAMMES  
VIA THE YOUNG PEOPLE'S LIFELINK CONTRACT

**“** WHAT PEOPLE SAID:  
*“Now I know how the staff at Café Stork work – they are well trained people; they know a lot about becoming a parent and they can help you on a lot of different levels like even with money or with your moods and they can provide some clothing for the baby and all the types of support that you might need.”*  
CAFÉ STORK VOLUNTEER **”**



**CASE STUDY**  
**CAFE STORK**

A participant who attended Café Stork acknowledged that by going along this helped with her mental health and wellbeing. “.....getting out of the house helped me with my mental health and everything. ... If I didn't have somewhere like here to go I would have been in the house and that was what was happening, most days. I could sit in the house until about 4 o'clock in my pyjamas with my daughter and not do anything... and then run around at 4 o'clock, get my pyjamas off, tidy up for my partner coming in from work to make it look like I'd actually done something. ... And I was never great at speaking to people if you get what I mean, about what I was feeling, but at least I felt as if, again, I had somewhere to go. I could have sat in the house for six days a week but at least one day of the week I was up and out.”

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# BUILDING STRUCTURALLY AND SOCIALLY RESILIENT COMMUNITIES

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## REDUCING POVERTY AND GROWING ASPIRATIONS

Tackling poverty is a core component of Health Improvement's Strategic Direction and is considered across all work programmes in the city. At a strategic level, Health Improvement plays an active role in the Poverty Leadership Panel (PLP), chairs the Challenge Child Poverty Partnership and supports the PLP Welfare Reform Subgroup. The Cost of the School Day Partnership is also chaired by Health Improvement.

This programme of work has included undertaking research on the impacts of poverty and identifying responses in a range of settings across the city most recently within Early Learning and Childcare. Addressing poverty is incorporated into core Health Improvement business areas; for example via the creation of a Financial Inclusion Pathway from our tobacco services and the development of resources to highlight the financial gain to be made from stopping smoking.



## FINANCIAL INCLUSION

Health Improvement remains a key funding partner with the Wheatley Group and Glasgow City Council for financial inclusion services across the city.

### FROM 1 APRIL - 31 MARCH 2020:

**NHS STAFF ACROSS THE FINANCIAL INCLUSION PARTNERSHIP MADE 4,979 REFERRALS AND 3,655 INDIVIDUAL CLIENTS ENGAGED WITH THE SERVICE**

**OVER £7.9 MILLION**

**IN FINANCIAL GAINS WAS ACHIEVED FOR CLIENTS AND A FURTHER £1.8 MILLION OF DEBT MANAGED (£634K HOUSING DEBT, £1.2M NON HOUSING DEBT)**

Compared to 2018/19, Non Housing debt has increased by 25% and this can be attributed, in part, to reported challenges for clients claiming Universal Credit (e.g. as a result of payment delays).

*\* Due to the impact of the COVID-19 pandemic on service delivery, Quarter 4 data is an estimate based on average data for Q1 to Q3.*

### FROM 1 APRIL - 31 MARCH 2020:

**767 PEOPLE**

**FROM THE HSCP AND PARTNER ORGANISATIONS RECEIVED TRAINING ON POVERTY AND FINANCIAL INCLUSION FROM HEALTH IMPROVEMENT STAFF**



#### “ WHAT PEOPLE SAID: ”

*“Additional hours are expensive and limited flexibility of hours impact decisions to enter, or increase hours of employment.”*

ELC PARENT/CARER

”

### CASE STUDY MONEY ADVICE SUPPORT

A single mum with 3 children, including a newborn baby, was referred to the service for help with benefits, energy and housing issues. The mum suffered from severe anxiety and depression which impacted her daily life and she was unable to work as a result. She relied heavily on her mother for help with day to day tasks.

The advisor helped her to apply for Personal Independence Payment (PIP) and when this application was initially rejected she was supported to request a mandatory reconsideration of this decision. Unfortunately, this was also rejected. Support was then given to lodge an appeal with HM Tribunal Service – she was initially reluctant for fear that the experience of a tribunal would be very distressing and further impact on her mental health. In the end she was awarded PIP without the need to attend a tribunal. This support from the service resulted in a financial gain of £5,863 per year for this mum.



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### Neglect and Poverty Awareness Events for South Social Work and Health - Children and Families Teams

250 staff participated in events in South locality where Health Improvement staff and their associated partners contributed inputs in relation to poverty awareness. These inputs complemented the sessions' wider agenda and were in relation to updating staff on poverty prevalence and impacts, communities/people most affected, and support organisations that can assist families.

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### Financial Pressures and Barriers in the Early Learning and Child Care (ELC) Setting

46 parents/carers described how ELC policies and practices affect low income households and the financial barriers to participating in the nursery day. 323 Glasgow City Council ELC staff (in 21 establishments) participated in poverty awareness sessions and appraised the impact of ELC policies and practices on families. Most staff had not received poverty related training despite its influence on child development and attainment. Following training most had improved knowledge, were more confident in raising the issue of money worries and felt ELC establishments could offer more support. The report suggests modifications in ELC policies and practices to lessen the financial burden. Findings are to be shared with Glasgow City Council and strategic partners.



#### “ WHAT PEOPLE SAID:

*“The photographs and uniforms bought from nurseries are overpriced. Clothing grants / banks should be made available.”*

ELC PARENT/CARER



#### “ WHAT PEOPLE SAID:

*“There is pressure to pay voluntary Toy Funds, confusion about varying donations recommended and how funds are used.”*

ELC PARENT/CARER



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## MATERNITY MATTERS

Maternity Matters is managed by Money Matters Money Advice Service and is embedded in NHSGCC's Special Needs in Pregnancy Maternity Service (SNIPS). SNIPS Midwives in Queen Elizabeth and Princess Royal Hospitals work closely with co-located Maternity Matters staff in referring and encouraging women to engage with Money Advisors and Support and Advocacy Workers. On average, 150 women are referred each year.

Women referred to the service live within NHSGGC's six Local Authority areas and are from diverse ethnic backgrounds. The availability of interpreting services and access to multi-lingual staff is provided. Many women attending SNIPS Clinics experience complex issues relating to mental health, trauma, unstable family lives, relationships, social conditions, poverty, previous pregnancies, addictions, blood borne viruses, asylum, trafficking and Female Genital Mutilation. Evidence suggests that if these issues are not addressed there is a long term impact on the mental wellbeing of infants and children. Each woman receives tailored advice, support and advocacy for an extended period to support their needs. An external evaluation of the service demonstrates increased confidence to access clinical support and community based services, reductions in stigma and enhanced family income and budgeting ability.



## EMBEDDING MONEY ADVICE IN GENERAL PRACTICE

The embedded Money Advice Service, funded by Primary Care Transformation monies and Clyde Gateway, was delivered in 30 Deep End General Practitioner (GP) Practices across five of the city's GP Clusters.

### FROM 1 APRIL - 31 MARCH 2020:

IN NORTH EAST LOCALITY, 17 GP PRACTICES REFERRED 1.024 PATIENTS, 652 (70%) OF WHOM ENGAGED

THE TOTAL FINANCIAL GAIN WAS ALMOST £2.2M

TOTAL DEBT MANAGED WAS £141K (HOUSING), £481K (NON-HOUSING) AND £88K COUNCIL TAX WAS NEGOTIATED

**137** PATIENTS RECEIVED AN ONWARDS REFERRAL TO OTHER SUPPORT SERVICES

\*Methods for collecting outcome data have varied between localities but this will be standardised in 2020/21.

### Financial Inclusion and Mental Health

Research shows that mental health patients experience significant financial inequalities. Health Improvement have supported, and funded the evaluation of a financial inclusion pilot project in Stobhill mental health wards. Patients' financial welfare needs are assessed and triaged, and a tiered service provided through a partnership approach between Patient Affairs, Support and Information Services, GEMAP Scotland Ltd and Department for Work and Pensions. The full evaluation report will soon be available. Early indications are that patients have multiple and complex welfare needs, and that the service is benefiting patients and staff by supporting a more holistic recovery and discharge process.



### Employability, Volunteering and Work Experience

Employability, volunteering and work experience are areas of work that the Health Improvement teams across the city continue to support and develop. In the autumn of 2019, a new employability post providing leadership for Glasgow City HSCP and Health Improvement was appointed. This post offers strategic support to Glasgow City HSCP's employability plans and aspirations supporting the development and maintenance of the HSCP's Strategic Employability Board and other city infrastructures; this allows the HSCP to effectively deliver a partnership approach to employability.

Already there are proposals to improve the links between Primary Care and our employability partners to simplify how those presenting at practices in need of this support can access a suitable service.

## VOLUNTEERING

### South

Youthbank South Glasgow are a group of young volunteers aged 12 – 25 who form a group of young grant makers and are supported and coordinated by the South Health Improvement Team. These young grant makers fund projects and ideas developed by other young people across the locality. This volunteering process actively empowers young people to develop their own projects within their local communities.

This year, Youthbank South Glasgow celebrated its ten year anniversary and hosted a local event in which volunteers were recognised for their continuous hard work and dedication to Youthbank.

In the last 10 years, **50 young people** from the South have become young grant makers and distributed **over £88,000** to youth led projects

### “ WHAT PEOPLE SAID: ”

*“Their passion and dedication has made Youthbank what it is over the years. We have also welcomed lots of new panel members who are starting their journey together as young grant makers, so it has been an exciting year with lots of positive change.”*

YOUTHBANK COORDINATOR

”

### North East

Youth Health Champions is an award winning peer education programme. It is the result of a partnership between the youth organisation Young Movers (YoMo) and NHS Health Improvement staff. The dedicated young volunteers in the training programme learned about health inequalities and other public health themes before developing their own interactive workshops. They then shared health and wellbeing messages in their workshops to hundreds of young people in the North East of Glasgow.



*NE Youth Health Champion Volunteers at the Positive Mental Health Event*

### North West

The North West Youth Network, which is chaired by Health Improvement, have planned and hosted a ‘Your Voice’ event in 2019/20 following on from an initial event in November 2018. ‘Your Voice’ events are the focus of the network’s youth engagement agenda which aims to ensure that the voices of young people are heard and that action is taken based on their views, concerns and local challenges, empowering young people to become more active and involved within their communities. These events also aim to raise awareness of local services and organisations available to young people.

FROM 1 APRIL - 31 MARCH 2020:

20-25

RECURRING VOLUNTEERS  
WERE SUPPORTED BY NW  
HEALTH IMPROVEMENT

85

NEW VOLUNTEERING  
ENQUIRIES WERE FOLLOWED UP

10

NEW VOLUNTEERS

WERE PLACED IN VARIOUS VOLUNTEERING  
ROLES SUCH AS SUPPORTING HEALTH  
INFORMATION POINTS, TOOTH BRUSHING  
PROGRAMME AND ADMINISTRATIVE SUPPORT

“

#### WHAT PEOPLE SAID:

*“I now feel more involved in the community through volunteering.”*

*“I felt satisfied with the access to support for volunteering.”*

NW VOLUNTEERS

”

#### CASE STUDY

##### HEALTH IMPROVEMENT VOLUNTEER

“In July 2017 I came on board as a volunteer after being referred via my job coach at Momentum Skills. My role was to help the Health Improvement Team with the reporting and remote administration of interactive screens in health centres. I had recently completed a MSc and was looking for employment, but I was lacking some confidence and wanted to structure my week with some practical experience. I was also keen to develop my skills in the area of health information, as I hoped to secure a job in this area.

I had not worked in a large multi-discipline team and office before, and it took me a while to get used to working in a big team – to remember many different names and roles, but everyone was really friendly and welcoming, and I felt included from the start. I was treated as an equal and was involved in meetings, training and collaborative working with staff and different teams and streams.

Over time, I got to know staff in the department which has been a really interesting

and fun aspect of volunteering. It helped me quickly gain confidence and I always looked forward to coming in and being part of the busy team. My supervisor provided me regular appraisals, feedback and encouragement throughout my placement and assisted me with job search. I also enjoyed celebration gatherings, trips to place like the Tall Ship, and the odd Health Improvement night out!

During my placement I gained experience across the full scope of the department with a shadowing opportunity in the Youth Health Service, developing interactive screen and piktochart training and workshops for some staff and volunteers, liaising with the technical team on interactive screen issues and providing peer support/mentoring to new volunteers. I developed skills in infographic production, NHS systems, spreadsheets, reporting, social and communication skills. I also found the wide variety of health topics information and training sessions very helpful and stimulating in developing as a health improvement volunteer.”



## FOOD AND NUTRITION

Health Improvement has played a key role in driving forward and coordinating the food agenda across our Thriving Place neighbourhoods. Health Improvement have often led on local food groups by coordinating, developing and supporting community food work such as cooking skills courses, community meals, flat packed meals, training programmes and the community food contracts.

As part of Glasgow City's Food Policy Partnership, Health Improvement are also a key partner in the formation of the Glasgow City Food Plan. This 10 year plan for Glasgow has six themes and aims to improve the food system in Glasgow making sustainable and healthy food available to everyone in an equitable way. A programme management group has been established with representatives from Glasgow City Council, Glasgow Centre for Population Health, Glasgow Community Food Network, GCHSCP (Health Improvement) and NHSGGC (Public Health Directorate). This group is currently leading on the development of the plan.



During the inception of COVID-19, the Health Improvement teams and partner agencies have responded to a crisis food situation. This has ensured local people, particularly those who are vulnerable and isolated had access to food. Over 14,000 people in the city were eligible for support through the Scottish Government's 'Shielding' programme. Importantly, what made a lot of this work possible was the volunteering roles that local people took on to support their neighbours and communities. It truly has been inspiring to see local communities across the city come together. They have risen to this challenging situation by taking quick steps to ensure people did not go hungry. Lessons learnt from this work and other responses to food poverty during this period, will help inform the future priorities of the new Glasgow City Food Plan that is currently being developed.



FROM 1 APRIL - 31 MARCH 2020:

**313**  
PEOPLE

HAVE TAKEN PART IN  
COMMUNITY BASED COOKING  
SKILLS PROGRAMMES

**185** PARTICIPATED

IN REHIS ELEMENTARY FOOD HYGIENE  
COURSES WHICH INCLUDED LOCAL  
VOLUNTEERS WHO SUPPORT FOOD  
WORK IN THEIR OWN COMMUNITY

“ **WHAT PEOPLE SAID:**

*“Cooking together was great. We enjoyed working as a group.”*

GET COOKING GET SHOPPING COURSE ”

“ **WHAT PEOPLE SAID:**

*“I learned healthy messages that I use regularly at home – I use less oil, I don't use salt anymore. I am using more vegetables in cooking.”*

GET COOKING GET SHOPPING COURSE ”



# CREATING A CULTURE FOR HEALTH



## TOBACCO

The Glasgow City Tobacco Group continues to oversee the development and delivery of evidence based and cost effective practice and also monitors tobacco work within the HSCP. The main priority areas this year have been working with and developing closer links within primary care and pharmacy settings. There has been further development of a number of embedded cessation services within health centres and primary care which has allowed the forging of close working relationships with GPs and practice staff whilst also generating referrals to services.

To reduce the harm caused by tobacco in communities and deliver a tobacco free generation by 2034, the Glasgow City Quit Your Way tobacco teams have supported over 40 organisations across Glasgow City to sign up to Scotland's Charter for a Tobacco Free Generation including pharmacies, Further Education colleges and Universities.

The Glasgow City Quit Your Way Service projected the financial saving made through the community service. It has been calculated that clients who stopped smoking saved over £1.3m per annum through the support of the community service. This significant level of savings is for clients who live in the 40% most deprived data zones demonstrating the complementary nature the QYW service has in tackling the wider poverty agenda.

### “ WHAT PEOPLE SAID:

*“The encouragement I got from the advisors and the money I saved helped me to stay quit for good. I feel healthier now and can really see the difference since I quit.”*

QUIT YOUR WAY PARTICIPANT

”

**CASE STUDY**  
**QUIT YOUR WAY**

Liz quit with the support of the Community Quit Your Way Service. She had been struggling with chest infections and was fed up spending so much money on smoking. Liz really appreciated the support and encouragement from the advisors and also really liked getting her carbon monoxide reading taken and thought that it was a great incentive for her not to smoke.

There was a noticeable improvement in her health, she was less breathless and reported that the best thing about stopping smoking was being financially better off and not having to stand outside in the cold.



**QUIT YOUR WAY**  
with our support

**FROM 1 APRIL - 31 MARCH 2020:**

GLASGOW CITY QUIT YOUR WAY  
SERVICES SUPPORTED

**1389 SMOKERS**

FROM OUR 40% MOST DEPRIVED  
DATA ZONES TO BE SUCCESSFULLY

**QUIT AT 12 WEEKS**

THIS IS **14%** ABOVE THE TARGET OF **1219**  
AND THE THIRD CONSECUTIVE YEAR THAT  
THE TARGET HAS BEEN EXCEEDED

THOSE WHO SET QUILTS WITHIN FEBRUARY  
AND MARCH WERE SUPPORTED BY  
STAFF DURING THE IMMEDIATE IMPACT  
OF LOCKDOWN. STAFF WERE DELIGHTED  
TO SEE STRONG OUTCOMES DESPITE THE  
DIFFICULTIES FACED BY BOTH CLIENTS AND  
STAFF. WITH THE QUIT RATE  
BEING MAINTAINED TO MATCH **23%**  
THE REST OF THE YEAR AT

\*This data includes Community, Pharmacy, Pregnancy, Acute and Mental Health services.

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## DRUGS AND ALCOHOL – PREVENTION AND EDUCATION

The Health Improvement Teams across Glasgow City continue to develop a wide range of alcohol and drug programmes and services with financial support from Glasgow City Alcohol and Drug Partnership (ADP). Some of the key developments include:

### The Ripple Effect Community Activity Fund

This funding stream was again made available to local community groups, voluntary groups and organisations to address the recommendations from the Ripple Effect community research. The total amount available this year was increased to £45,000, with £15,000 allocated to each locality.

This year, to try to encourage links with the wider prevention agenda, the Ripple Effect Interactive Funding Toolkit was developed. The toolkit provides information, ideas and best practice in line with the NHSGGC Alcohol and Drug Prevention Framework and other evidence based areas of work.

A total of 18 projects were funded across the city. The funded projects targeted a broad range of different groups including young people, mental health services, LGBT+ community, men's groups and recovery communities.

### CRAFFT

Following development of the CRAFFT Guidelines and App in 2018/19, which aimed to engage young people in structured conversations about their alcohol/drug use, a pilot project took place to test out both the Guideline and App in practice. A 2-day training course was developed for youth workers and an organisation was recruited in each locality to attend and then deliver screenings in their own setting(s). The training evaluated extremely well and the overall evaluation of the project was very positive.

### Cannabis Training

Cannabis has been identified as a specific need for development and, as a result, The Scottish Drugs Forum have been commissioned to develop and deliver cannabis training across Glasgow City. Phase one has been completed and included the development of online training for staff to access. Phase two will aim to have face-to-face training for staff with a 'training for trainers' element so that Health Improvement staff can deliver to meet local training needs.

## CASE STUDY CRAFFT SUPPORT

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"I did (CRAFFT) a couple of months ago. I was using cannabis. ... I started using cannabis because life's a bit stressful for me. I guess I've probably heard bad things about cannabis before at school and places, but hearing it from someone that's a youth worker who's got that experience of seeing people using drugs the wrong way and having all these effects – that's what made the difference. I went away and thought about it for a couple of days, and I thought – there's no need for it; I can calm myself down in other ways. I had been using it every day – having maybe five a day – for six months, without my parents knowing. Now I have totally stopped. Stopping weed has made me a bit more mature. I'm looking at college applications and I've got a Saturday job. There's no way I could have done that when I was using..."





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## RECOVERY WORK ACROSS THE CITY

Health Improvement is represented on the Citywide Alcohol and Drug Partnership Recovery Sub Group. This ensures the recovery community is kept informed of all city and locality Health Improvement services. In addition, all locality teams are involved in the development and delivery of Recovery Oriented Systems of Care (ROSC). Some examples of work taken place across the localities include;

**North East:** The NE ADP Recovery sub-group has moved to a ROSC model and has organised several Rights, Respect and Recovery sessions over the year. These sessions aim to bring together a range of partners to address key issues within the recovery agenda. Health Improvement staff have attended these sessions and have joined a number of working groups to support work in relevant areas, e.g. Communications and Mental Health.

In addition to supporting the sub groups, the NE ADP Prevention sub-group is chaired by Health Improvement and the group is trying to work more closely with the ROSC model to reduce duplication of work and to increase the impact of the work.

### “ WHAT PEOPLE SAID:

*“I gained confidence since starting cooking class. I learned how to cook on a small budget.”*

ELEMENTARY COOKING PARTICIPANT

”

**North West:** As well as ROSC support to North West Recovery Communities, the team provided support for service users and their families involved in Addictions Services via the Health Improvement Team’s Early Years work. The team also provided support at the Community Addiction Team (CAT) clinic in Drumchapel while promoting details of Health Improvement services and information. This work was developed to maximise opportunistic interventions within routine health care provision and to connect people into clinical and non clinical services which improve health outcomes.

In addition, support was provided for women and volunteers via the Recovery Women’s Group. This has developed solid partnership working with staff from various organisations and opened opportunities for women to improve their health through building relationships, confidence and trust.

“

### WHAT PEOPLE SAID:

*“I am now cooking for community kitchens.”*

ELEMENTARY COOKING PARTICIPANT

”

**South:** In addition to involvement in the development of ROSC, the South Health Addiction Recovery Programme (SHARP) continues to support the personal development of individuals in early recovery. During this period seven REHIS accredited Elementary Cooking Skills courses have been provided.

SHARP FC is a combination of health behaviour change workshops and physical fitness sessions currently delivered at Ibrox stadium where participants can achieve the Scottish Football Association (SFA) Level 1.1 coaching qualification. Health Improvement provides nutrition and tobacco workshops plus basic IT job search skills. Other workshops are delivered by Police Scotland, and Glasgow Sport who also offer six week access cards plus concessionary rates for their facilities. Both the SFA and REHIS qualifications can be added to CVs to improve employment prospects.

The South team has also actively participated through the ADP Black and Minority Ethnic Sub Group in the Faith Works initiative with members of the Muslim community to investigate abstinence based approaches to recovery.

## ALCOHOL LICENSING

Licensing continues to be a key control measure for the Scottish Government in achieving the aims of the Alcohol Framework 2018: Preventing Harm. During 2019-20, Glasgow City HSCP has been at the forefront of informing this agenda. The response to the revised draft guidance for licensing legislation subsequently led to providing evidence to the Scottish Parliament Communities Committee. Health Improvement continues to work closely with the Scottish Government Licensing Team on the emerging themes.

While the alcohol trade continues to evolve the ways in which alcohol is offered for sale, the statutory consultee role in responding to the applications received, provides GHSCP with the ongoing ability to inform on the impacts of alcohol related harm as the Licensing Board decides these. Working with Glasgow City Licensing Team, a development from this approach saw the introduction of a mapping tool of alcohol overprovision and health data maps. This has been viewed as useful for applicants and their agents, providing clear information on the areas experiencing alcohol harms greater than the Scottish rate.

Changing Glasgow's relationship with alcohol includes how premises prevent and mitigate for substance misuse in their venues. 'Glasgow

Best Bar None Conference' provided venues with the opportunity to share their experiences and implement best practice via workshops. Feedback from this has resulted in follow up training being provided on multiple topics including mental health awareness to up skill staff.

## ALCOHOL BRIEF INTERVENTIONS (ABI'S)

ABI's purpose is to supply a short structured evidence based intervention to help reduce someone's alcohol consumption from harmful/hazardous levels, thereby reducing their risk of alcohol related harm. This work is carried out in the community across both priority settings (Primary Care) and wider settings including, but not limited to, health centres, prisons, police custody suites, smoking cessation groups and pharmacies. Currently ABI recorded delivery within Primary Care is not being fully captured. To address this, work with GP practices and clusters has been carried out to support the recording of ABI delivery. Activity at various levels continues to support and develop the on-going delivery within various settings and services.

“

### WHAT PEOPLE SAID:

*“I feel I will be able to deliver ABI training confidently.”*

*“Good information, keen to cascade to my staff.”*

ABI TRAINING FOR TRAINERS PARTICIPANTS

”

**GCA** Glasgow Council on Alcohol  
Training & Development

**ALCOHOL BRIEF INTERVENTION  
TRAINING FOR TRAINERS  
FREE 2 DAY COURSE \***

\*FREE (Funded by Glasgow City HSCP, if sourced privately this training would cost approx. £1200. Lunch is NOT provided.

**Tuesday 19th November and Tuesday 20th November 2019**  
9.30am–4.30pm  
GCA–Glasgow Council on Alcohol  
14 North Claremont Street  
Glasgow G3 7LE

To apply for a place please contact Susan or David:  
Tel: 0141 353 1800  
Email: [ab@glasgowcouncilonalcohol.org](mailto:ab@glasgowcouncilonalcohol.org)

This is an in-depth training for trainers course over 2 separate days. There will be prep work required between days 1 & 2 of the training and participants will be required to deliver prepared sections of the training on day 2.

**Target Audience:**  
Health, Social Care & Voluntary Organisation Staff working in the community who are experienced trainers or facilitators with a remit to discuss lifestyle factors with clients / service users.

[www.glasgowcouncilonalcohol.org](http://www.glasgowcouncilonalcohol.org)

## PREVENTION AND EDUCATION CONTRACTS



Glasgow Council on Alcohol (GCA) is contracted by Glasgow City ADP, and managed by Health Improvement, to deliver ABIs and provide ABI training for trainers and ABI training across Glasgow City.

During the COVID-19 crisis GCA has been providing an increased telephone counselling service where ABI's have been undertaken.

## FROM 1 APRIL - 31 MARCH 2020:

GCA UNDERTOOK  
**1857 SCREENINGS**  
AND **886 ABI'S**

ABI TRAINING AND SUPPORT  
(INCLUDING T4T AND DIRECT DELIVERY  
TRAINING) WAS DELIVERED TO  
**158 PEOPLE**



The Scottish Drug Forum (SDF) is contracted by the ADP and managed by Health Improvement to lead on and deliver Alcohol, Drugs and Multiple Risk training across Glasgow for staff working in communities. The purpose of the training is to support community based staff working in non-addiction settings such as Health and Social Care, Police Scotland, Education Services, Glasgow Life, Scottish Fire Rescue and voluntary/third Sector organisations to identify and where possible give support to individuals affected by alcohol and drug misuse.

## MULTIPLE RISK CONTRACT (GCA)

Glasgow City HSCP has commissioned Glasgow Council on Alcohol (GCA) to develop and deliver two programmes of work aimed at reducing risk clustering in young people through both schools and community settings:

**Which Way** is a universal schools based curricular programme delivered at P7, S2 and (booster) S4/5 stages in primary and secondary schools.



FROM 1 APRIL - 31 MARCH 2020:

# 35 PRIMARY SCHOOLS

RECEIVED THE CURRICULAR PROGRAMME WITH  
1465 PRIMARY SCHOOL PUPILS PARTICIPATING

# 14 SECONDARY SCHOOLS

RECEIVED THE CURRICULAR PROGRAMME WITH  
1625 SECONDARY SCHOOL PUPILS PARTICIPATING

\*25 schools in total were unable to complete the full programme due to COVID-19. The primary and secondary schools affected were provided with teacher resources which they could then share with pupils via their online platforms.



## “ WHAT PEOPLE SAID:

*“I learned how to stand your ground and make the right choices in life.”*

PUPIL ON WHICH WAY? PROGRAMME

”

## “ WHAT PEOPLE SAID:

*“I believe the class will grow together in trust and friendship due to the discussions and empathy that has been created throughout the last few weeks.”*

TEACHER RESPONSE FROM  
WHICH WAY PROGRAMME

”

**Know your Way** is a 12 week programme of support targeted at those referred by multi-agency processes and structures, e.g. Joint Support Teams, early and effective intervention and diversion from prosecution.



**FROM 1 APRIL - 31 MARCH 2020:**

**KNOW YOUR WAY**  
HAS HAD 177 YOUNG PEOPLE REFERRED  
TO THE SERVICE SINCE LAUNCHING

**71%** YOUNG PEOPLE WERE MALE **AND** **29%** OF YOUNG PEOPLE WERE FEMALE

ALL BUT 4 WERE BETWEEN  
**12-18 YEARS,**  
4 YOUNG PEOPLE REFERRED WERE  
**AGED 11**

The most common risk taking behaviours at referral were:

**67%** OF THE REFERRALS TO THE KNOW YOUR WAY SERVICE LIVE IN THE MOST DEPRIVED ZONE, SIMD 1

**58%** AT RISK OF OFFENDING BEHAVIOUR, 50% USING DRUGS, 47% DRINKING ALCOHOL AND 48% WERE INVOLVED IN ANTI SOCIAL BEHAVIOUR

**“ WHAT PEOPLE SAID:**  
*“I was helped and not treated like a wee boy.”*  
YOUNG PERSON’S COMMENT

**“ WHAT PEOPLE SAID:**  
*“I now realise the impact of being involved in risky behaviour.”*  
YOUNG PERSON’S COMMENT



## DIET AND HEALTHY WEIGHT

In 2018 the Scottish Government published their obesity strategy, A Healthier Future: Scotland's Diet and Healthy Weight Delivery Plan. Greater Glasgow & Clyde's Child Healthy Weight Strategy- Weigh To Go programme, meets one of the key outcomes of the Scottish Governments delivery plan by providing access to effective weight management services.

The Weigh To Go (WTG) is a weight management programme delivered in conjunction with a commercial weight management provider. Weigh To Go is currently delivered from 17 venues across the 6 HSPC areas in NHSGGC. This continues to be offered to young people 12-18 years of age across Glasgow City with a BMI > 25.

### “ WHAT PEOPLE SAID:

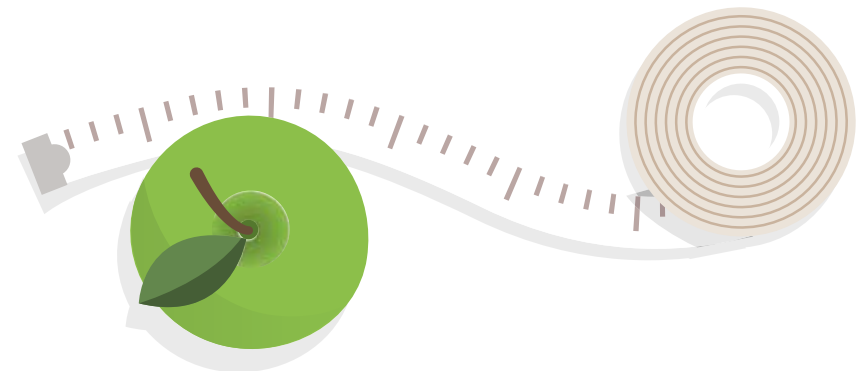
*“My whole family has benefited from a complete change in lifestyle which we are confident we can continue.”*

PARENT'S COMMENT

”

To raise awareness of the programme across the board area, a social media campaign was delivered between November 2019 and April 2020. The adverts reached a total of 157.9k users and had a total of 1,778 link clicks. Each advert contained the WTG logo, a short description of the service and a button leading directly to the WTG website and 'Contact Us' form requesting follow up by the outreach nurse.

Learning from previous years highlighted the benefit of offering a flexible programme and over this year, we have supported young people with wider issues impacting on their health and their success with the programme. For example, one family benefited from financial inclusion support while another gained a microwave to support home cooking. GPs continue to be the greatest source of referrals to the programme with family and self-referral the second most frequent.



## FROM 1 APRIL - 31 MARCH 2020

	GG&C	Glasgow City
Referrals	225*	149 (of the 225)
Engaged in the programme	143	95 (of the 143)
Reached week 12	57	39 (of the 57)
Participated in the programme and lost weight	52	39 (of the 52)
Participated in the programme and lost 5%	19	13 (of the 19)

\* Further 20 referrals unable to attend due to COVID-19.

### “ WHAT PEOPLE SAID:

*“I am grateful for Weigh To Go support.”*

YOUNG PERSON'S COMMENT

### “ WHAT PEOPLE SAID:

*“My whole family has benefited from a complete change in lifestyle which we are confident we can continue.”*

YOUNG PERSON'S COMMENT



## CASE STUDY

### WEIGH TO GO

A 16 year old female was referred by a family member on advice of a Paediatric Gastroenterologist. The young person was suffering from regular exacerbations of Inflammatory Bowel Disease (IBD), significantly impacting on her daily life, resulting in no menstrual cycle and low self confidence/esteem.

At the start of the programme the young person's weight was 90.5 Kg and BMI 33.8 (healthy BMI range is 18-25). She was followed up at the agreed intervals - 6, 12, 18 and 24 weeks and demonstrated a regular weight loss. The final weight at 52 weeks was 69.1 Kg (BMI 25.4) and a successful total weight loss of 17 Kg (38lbs), the equivalent of 17 bags of sugar!

At the end of the programme the young person described the absence of the IBD and feeling much more confident, to the point that she “danced at a family wedding”.

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## CANCER SCREENING

Activity is supported by colleagues in Primary and Acute Care, Third Sector partners and Health Improvement colleagues.

Health Improvement has reviewed best communication practice and has added social media campaigns to the action plan this year. This has seen an exponential increase in our ability to contact and engage with the general public as well as being able to target campaigns to those most at risk.

Encouraging and supporting Primary Care colleagues to increase uptake and target at risk population groups has been a major aspect of activity this year. Some examples of work which have been undertaken across the city include:



### North West

- Health Improvement staff supported an event at Kingsway Medical Centre. The event specifically targeted engaging with Arabic women to increase awareness of cervical screening and investigate what approaches would support Arabic women to attend in the future. 8 women attended the event. Information was well received and increased their knowledge around the cervical screening programme. The event also raised concerns of women attending who have been subject to Female Genital Mutilation (FGM) and information was shared on availability of specialist cervical screening at Sandyford.
- This year the NW actively engaged with 32 practices to increase uptake of the bowel screening programme. The practices engaged with patients who had not submitted their routine bowel screening sample. This work was carried out in conjunction with Bowel Cancer Awareness Month.

### South

- Working in partnership with Jo's Cervical Trust, 2 Romanian Roma volunteers were trained to provide information and support on cervical screening to the local Romanian Roma community. On International Women's Day the volunteers helped 7 women to make appointments for screening.
- Delivered 6 information sessions to women with complex needs in temporary accommodation projects and engaged with over 50 women from different ethnicities at the International Women's Day event.

### North East

- Worked in partnership with a learning disability organisation to co-produce and co-design a cancer screening awareness programme for women on breast and cervical cancer which will be available as an online resource.
- In partnership with Sandyford Sexual Health Services, supported the delivery of 9 pop-up cervical screening clinics in the Clyde Gateway area. As a result, 103 women were screened.

## CASE STUDY

### CERVICAL SCREENING

During the reminder phone call for defaulting to the cervical screening test, a woman in her late 30's, expressed a lot of anxiety and concern around pain due to previous negative experience. She asked who would be doing the test and disclosed her last test was taken 11 years ago, that it was a very painful experience and she felt she was not listened to. She said that only the persuasive phone call reminder from Health Improvement encouraged her to attend. On the day of the test she was very nervous but she approached Health Improvement staff at the information stand and was taken to a private room. She talked about her concerns and fears. Staff answered her questions with sensitivity and she received more information and understanding of the test. As a result she felt more comfortable and at ease before her test. Although the test was not successfully taken at this visit she was confident to rebook an appointment for another attempt.



A group of students, mostly young men, are standing in a line and holding up books. They are wearing dark clothing, some with 'VSBW' logos. The background is a plain wall. The entire image is overlaid with a semi-transparent purple filter.

3

**CAPACITY BUILDING**

# PLACE BASED WORK

Health Improvement continues to support the Thriving Places programme across the city. Support is provided to the 10 Thriving Place neighbourhoods which act as a mechanism to bring both local people and organisations together to address locally identified priorities.

Health Improvement staff from each locality support a range of work varying from:

- Providing input into the Thriving Places Partnership structures at both a Board and operational level.
- Assist in implementing the Locality Plans and support associated sub groups.
- Supporting the process of engaging with local residents to identify local priorities and developing initiatives/activities based on these identified needs.
- Contributing to Participatory Budgeting programmes which enhance local people's participation in decision making processes.
- Support to accessing additional funding for Thriving Places neighbourhoods.
- In partnership, deliver on a range of community events/activities such as community breakfasts, Autumn in the Square, Party in the Piazza and STEM Employability event.





## **PRACTICE EXAMPLE**

### **GORBALS MEN'S SHED - SOUTH**

Health Improvement staff continue to support the Gorbals Men's Shed and have supported the development of a health and wellbeing programme in conjunction with the shed's committee. The programme consisted of three key areas: outdoor/ recreational activities, gym and leisure centre access and health information sessions.

For the outdoor and recreational element, the men participated in archery, walking plus a weekend camp. They also had access via Glasgow Life, to 6 week free gym passes and made use of the wide range of activities including swimming, tennis and fitness classes.

In addition, several information sessions were delivered by both Prostate Cancer UK and Bowel Cancer UK. Sessions were well received and led to further promotion and discussion in the wider community and during regular Men's Shed activities.

Health Improvement staff have also been able to provide support directly to participants and committee members during a difficult and transitional year for the organisation.

## **PRACTICE EXAMPLE**

### **WOMEN'S BLETHER GROUP - NORTH EAST**

Health Improvement staff along with various partner organisations collaborated to deliver a summer holiday programme for Dalmarnock Primary School using a model which has since been replicated nationally.

Following on from the holiday programme, parents expressed a desire to continue to meet together to build on the supportive relationships that they had began to develop. Health Improvement staff worked with the parents to develop a peer support model entitled 'The Bletcher' which has since been utilised and further developed to support various groups of people to come together for peer support around a variety of issues or experiences.

In 2019, further support was provided to develop a women's 'blether' group for Parkhead, Dalmarnock and Camlachie by working with the Thriving Places Community Connector. The group continues to meet and since COVID-19 has moved to a virtual platform.

## **PRACTICE EXAMPLE**

### **GREEN CARE NETWORK - NORTH WEST**

Through continuous community engagement, it became evident that the 3 Thriving neighbourhoods within the NW had a desire to progress work with derelict land within their communities. Responding to local demand, the Community Connector organised a meeting to discuss the issues of the unused land and the community aspiration for Liddesdale Square within Milton to become community owned once again.

Those in attendance agreed the way forward was to host an event in Liddesdale Square which included den building and traditional outdoor play and linked in with the Holiday Food Programme for families during the October School holiday. Over 200 local people attended. From the huge success of the event, local people grouped together, discussed the issues and possible solutions. A core group of energetic community champions emerged with the desire to become a sub group to focus on greenspace developments across the 3 neighbourhood areas.

Since the group formed, they have researched and met community led groups from other areas who too have a passion for turning derelict land into areas where families and local people can have fun, learn and develop. The Green Space Group is supporting these local groups which include Make Milton Muddy and the ARC Steering Group on their journey to achieving outdoor play areas for their communities.

## CASE STUDY

### PRIESTHILL/HOUSEHILLWOOD - SOUTH

Harry is a 32 year old male who hadn't left his house in over five years. After meeting with a Sanctuary Welfare rights officer, a connection was made and he was happy to continue to meet.

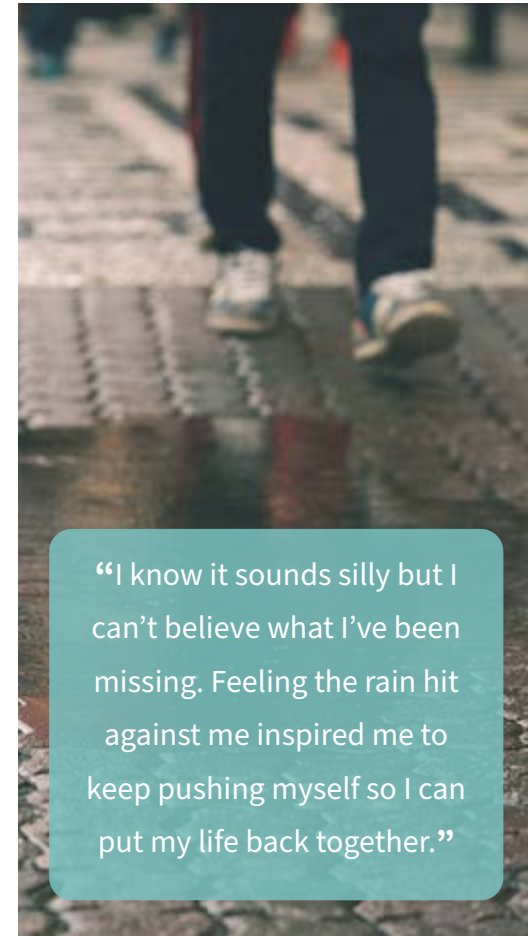
Through the loss of loved ones, mental and physical health problems, negative self-esteem and a growing fear of social situations life becomes easier to sit inside. Harry started drinking every night, disconnected from all his friends and family members. Days turned into months, months turned into years, he said "the longer it went on, the harder it was to change".

After listening to his story, Harry was asked several questions based on the changes he wanted to make to his life and if he felt ready to do so which he did. Luckily that week an event had been set up by a young and passionate film enthusiast who lived in the area and wanted to create a community cinema night. Harry was asked if he wanted to help on the night to which he said "okay, I'll do it".

On the day he expressed how much he was dreading making this step but knew it was what he had to do. He was walked from his door to the event and with the worker, they set up the hall together.

Harry, although quiet at first, really hit it off with the local cinema night organiser. They talked about politics, stories from the past, movies and music. A relationship was formed and Harry found his welcome in a busy community space; a significant step to change.

This was the first time Harry had left the house in over five years, apart from one hospital visit with his mum. The following week Harry revealed he had started going on walks in the evening and got emotional one night when he felt the rain on his face. He said "I know it sounds silly but I can't believe what I've been missing. Feeling the rain hit against me inspired me to keep pushing myself so I can put my life back together". Harry wants to continue pushing himself into social situations and creating new relationships in his life so he can make significant changes to his wellbeing.



"I know it sounds silly but I can't believe what I've been missing. Feeling the rain hit against me inspired me to keep pushing myself so I can put my life back together."

## CASE STUDY

### WOMEN'S GROUP – NORTH EAST

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M from the Women's group had previously expressed a need to improve her digital skills. The team had suggested and introduced other existing local groups, but M didn't feel comfortable to attend. Not long afterwards, Sarah from Willowacre (a charitable subsidiary of West of Scotland Housing Association) announced her Tea and Technology workshops and came to talk to the group about the sessions, hoping that this would encourage M to attend, as well as some of the other participants. Getting to meet Sarah, getting comfortable with her and understanding what her workshops would entail helped M and some of the others to make the decision to go for it! Four from the group now attend the workshops and have found it beneficial to them already. A specific example is that M can now use WhatsApp to communicate with family and with the Women's Group.

## CASE STUDY

### RUCHILL POSSILPARK COMMUNITY BREAKFAST (THE BREKKY) – NORTH WEST

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Jim was welcomed, offered a tea or coffee, placed his order and had a seat and a chat with the Community Connector and other local people, volunteers and staff. Through general chat and information sharing it was highlighted Jim was in need of some urgent support.

Jim revealed he has no family, various health issues including heart problems, shoulder injury, cancer twice, amputation of a leg and a finger, blind in one eye, grip and strength was weak in both hands and he could not easily open jars bottles or medication. Jim also revealed he had a colostomy bag and sometimes had accidents which he found really embarrassing and frustrating. Jim also said he was struggling with laundering and ironing his clothes and asked for any help he could get.

It was also clear that Jim's housing arrangements were not suitable either. Jim was on the 16th floor of high rise flats which only had a lift going to the 15th level. Steps were taken to signpost and support Jim to ensure his health and wellbeing, housing and future were to become more positive.

Over the past few months, Jim has joined Glasgow Disability Alliance for support with benefits, housing adaption advice and activities. He has also changed Doctor, is in the process of joining up with a Link up Worker, and he gets his clothes laundered by a local firm. Jim has also started going to other local activities supported by the local Housing who have provided him with a ground level home in sheltered accommodation which he loves.

Jim still comes every week to the breakfast and has recently celebrated his 79th birthday.

# TRAINING AND CAPACITY BUILDING

Across Glasgow, locality Health Improvement Teams deliver training and awareness raising sessions on a variety of topics and themes such as Gender Based Violence, Mental Health First Aid, Oral Health and Cancer awareness. These sessions are accessible to voluntary sector organisations, partner agencies, members of local communities and wider HSCP colleagues.

Equalities monitoring data is collated from participants that attend all of our training sessions with the exception if it is a short intervention. For the period 2019/20 the equalities form return rate was 45%.

## FROM 1 APRIL - 31 MARCH 2020:

**749** TRAINING/AWARENESS SESSIONS WERE HELD IN THE CITY

**8560** PEOPLE ATTENDED TRAINING

This was a decrease of 108 sessions but an increase of 182 people on the 2018/19 figures.

### CASE STUDY SCOTTISH PRISON SERVICE (SPS)

A one day 'What's The Harm?' (WTH) session was first delivered to SPS staff during 2015 as part of a wider exercise in exploring how they might develop a more effective response to self harm when used as a coping strategy, (this included staff from HMP Greenock, Low Moss and HMP Barlinnie). A number of meetings, led by Health Improvement Lead (Prisons), took place during 2016/17 with a focus on embedding the training within wider SPS mental health improvement training plans.

During 2019, two staff completed the Training for Trainers and have since delivered WTH sessions to SPS and NHS staff working within HMP Barlinnie. An Instructor session was hosted within HMP Barlinnie during October 2019 with plans being developed to deliver a Training for Trainer course early 2020. It is anticipated that staff from across all prison settings within Greater Glasgow and Clyde will have access to WTH training.

Live visuals from Bitesize mental health event, November 2019. This event gave participants an array of short 1 hour workshops on child and youth mental health. The visual captures and documents the learning and feedback on the day.



# PEOPLE BASED WORK

Health Improvement teams work with a variety of population groups to assist them to have improved health outcomes and better access to supports and services. The following provides a flavour of the work going on across the city to meet the needs of these groups.

## GENDER EQUALITY

### Schools: Healthy Relationships Drama Programme

This programme, delivered by Baldy Bane Theatre Company, gives children and young people an opportunity to explore healthy and unhealthy relationships and to seek help if they are affected by domestic abuse. *Crush* is offered to S3 in Glasgow secondary schools, and *Gold Stars and Dragon Marks* to P5-7 in a third of primary schools each year.

This year Health Improvement supported the theatre company with funding applications to support the tour. Staff also provided support and awareness to the theatre company around child protection issues. *Keeping Mum*, the new film version of *Gold Stars*, was promoted to reinforce the messages of the drama to children and staff.

### Community settings: Equally Safe Young People (ESYP) and the Guidelines for Responding to GBV in Youth Work Settings

Following evaluation of this resource, Health Improvement have now handed over further development at a national level to Glasgow Violence Against Women Partnership, Glasgow Kelvin College and the national campaigning organisation 'Zero Tolerance'.

HI staff are also part of a cohort of accredited facilitators who deliver the ESYP one-day training to youth workers across Glasgow City. The training raises awareness of the causes and consequences of GBV and builds youth workers skills and resources in prevention, intervention and responding.



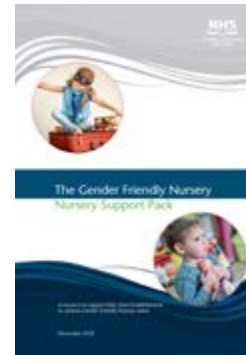


### The Gender Friendly Nursery (GFN)

GFN is a preventative approach to address gender stereotyping and gender equality for early years and childcare staff delivered through a training and accreditation programme. It highlights the link between gender inequality and a range of public health issues including gender based violence, education and workforce inequalities and the gender pay gap, mental health issues, LGBT issues and others, and provides a framework for early year's practitioners to take action.

This year the Glasgow rollout continued providing training and resources. Staff worked closely with Education Scotland, the Care Inspectorate, Zero Tolerance and other partners to support the development of gender equity work in education and childcare settings across Scotland, working towards a potential national rollout of the

GFN model. Health Improvement also contributed to the development of the Scottish Government's National STEM (Science, Technology Engineering and Mathematics) Continuous Professional Learning modules for Early Learning and Childcare Practitioners. A new NHS Endowments-funded short film on the impact of gender stereotypes on children, produced by Soundsmove, will form part of the training (available soon on the NHS GGC website). See useful information section for all reports and resources relating to GBV programmes.



#### “ WHAT PEOPLE SAID:

*“Great, thought provoking and interesting debates. Very worthwhile training.”*

GENDER FRIENDLY NURSERY TRAINING ”

#### “ WHAT PEOPLE SAID:

*“Training was excellent, lots to take back to staff and to go over what we do already and what little things we could change within nursery that I haven't thought about before.”*

GENDER FRIENDLY NURSERY TRAINING ”

### FROM 1 APRIL 2019 - 31 MARCH 2020:

**1,744 SECONDARY SCHOOL**

**PUPILS AND 2,699 PRIMARY PUPILS PARTICIPATED IN THE SCHOOLS HEALTHY RELATIONSHIPS DRAMA PROGRAMME**

**28 EDUCATION**

**STAFF AND CAMPUS POLICE OFFICERS RECEIVED TRAINING FROM PARTICIPATING SCHOOLS**

**69 STAFF**

**RECEIVED THE TRAINING FOR TRAINERS COURSE FOR GENDER FRIENDLY NURSERY FROM 47 GLASGOW PARTNERSHIP NURSERIES**





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## ASYLUM SEEKERS AND REFUGEES

### Training and resources

During 2019/20 collaboration continued with Govan Community Project to complete the 'We Journey Together' resource pack for frontline staff and practitioners who may come in to contact with asylum seekers and refugees. It was designed to raise awareness of the asylum seeker and refugee experience and was co-produced by people with lived experience of the asylum process.

Additionally Health Improvement are working with Mears (contract holders for asylum seeker housing) to ensure that their welfare staff have access to trauma informed training including What's the Harm? self-harm awareness and skills training. This is to improve responses to people within the asylum process who may be presenting in distress and using self-harm as a coping strategy and also to improve awareness of wider supports.

### English for Speakers of Other Languages (ESOL) provision

ESOL provision has been supported in collaboration with Govan Community Project with a weekly ESOL class hosted within Pollok Health Centre. The class is well attended and has provided opportunities for direct engagement with the Health Improvement team on a range of issues from access to mental health support through to cookery classes. In the North East,



Health Improvement provided funding to support capacity building in ESOL with training for community volunteers.

### Support, advocacy and integration

Health Improvement connected asylum seekers with Community Links Workers for support around housing issues and encouraged a collective approach to raising concerns about access to the charity Migrant Help.

Health Improvement facilitated 'Community Conversation, Understanding Mental Health' workshops based on the Healthy Minds Pack, with groups connected to Maryhill Integration Network and Central and West Integration Networks.

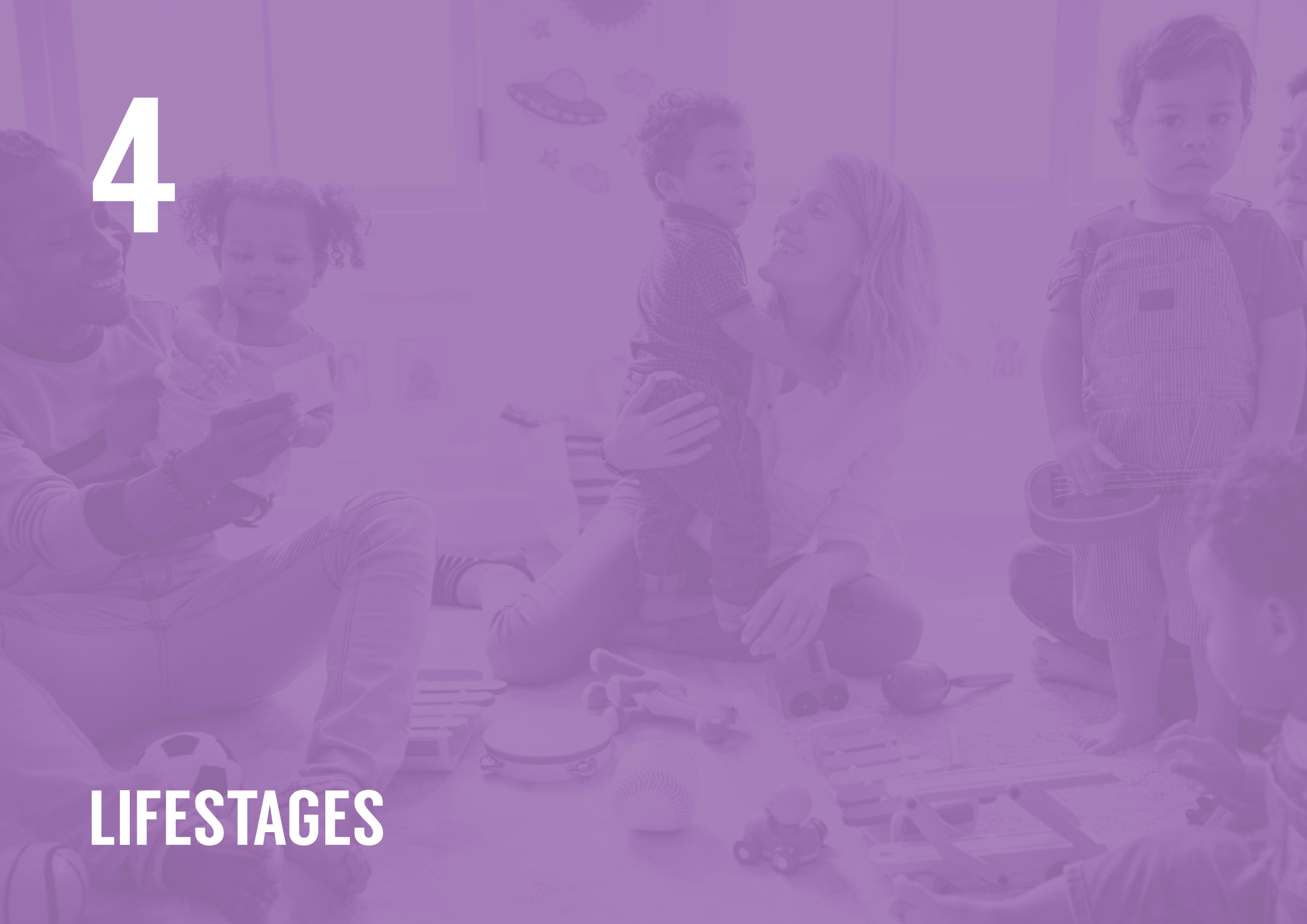
Staff supported the Human Rights and Equalities

Team to run a series of workshops on *Access to Health Services* with the Oasis Women's Group within Maryhill Integration Network. This gave participants a detailed insight into how the NHS works and the supports available if English is not your first language. The workshops also provided an opportunity for the women to feed back their experiences of interpreting services and how they can be improved in the future.

Staff continue to support the Friendship Group within Drumchapel which offers local refugees emotional support and friendship through a weekly lunch club and access to local information and support within the community. The Friendship Group has been successful in reducing isolation and improving integration with the local community.

4

**LIFESTAGES**



# EARLY YEARS

2019/20 has been an important year for Health Improvement Early Years work in relation to innovation. The HSCP was successful in receiving Programme for Government monies to fund two programmes of work which were planned and delivered with Health Improvement and the board wide Infant Feeding Advisor. These are:

- 1 Breast Pump Loan Scheme based within the community and administered as part of a mother's care plan in partnership with city Health Visiting teams and Family Nurse Partnership.
- 2 Research in Glasgow to ascertain the needs of the Polish community (city wide approach) and the South Asian community in Pollokshields (place based approach) to help these communities continue their breastfeeding culture for longer whilst resident in Glasgow.



Both of these work areas have been very successful. There is a published report on the findings of (2); see further information section.

Health Improvement continues to have a key role in supporting the Unicef Baby Friendly Initiative (BFI) standards and accreditation in Glasgow City HSCP in partnership with relevant HSCP teams. The standards are designed to provide parents with the best possible care to build close and loving relationships with their baby and to feed their baby in ways which will support their health and development. Following successful achievement of the BFI Gold Achieving Sustainability accreditation in 2018/19, each locality has progressed through the revalidation process. All three localities, North East, North West and South, achieved a successful outcome in maintaining their Gold award between December 2019 and mid April 2020.

Each area offers local breastfeeding support groups and some have input from Baby Café/peer support. The groups run across the city in Maryhill, Drumchapel, Woodside, Partick/Whiteinch, Govanhill, Dennistoun, Baillieston, Castlemilk, Pollok, and Tollcross.

Additionally, the Breastfeeding Network (BfN) was commissioned by North East Health Improvement Team to deliver a BfN Helper Course (Peer Supporter) to twelve volunteer mums to support other mums with breastfeeding in various settings including community breastfeeding support groups and the Princes Royal Maternity Hospital. Peer Supporters receive monthly supervision from BfN. Similarly in South, to complement the Scottish Government funded Baby Cafe, Health Improvement have commissioned National Childcare Trust (NCT) to recruit and train 10 volunteer mums to support local breastfeeding groups and postnatal wards as part of the NCT programme.

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## NHS GGC EARLY YEARS MENTAL HEALTH IMPROVEMENT FRAMEWORK

Early life experiences are a crucial influence for many aspects of learning, behaviour, mental health and wellbeing. A Mental Health Improvement Framework has been developed to articulate the range of activity known to promote good mental health and wellbeing for parents and care-givers of children under five years old.

The framework structures activity into six domains to assist action planning and service delivery across a wide range of service areas and partnerships. The framework complements existing NHSGGC mental health improvement frameworks for Children and Young People (2012) and Adults (2015), thus completing the life-course approach to promoting population mental health and tackling inequalities.



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Core business in early year's Health Improvement practice for early years also continues to thrive and includes:

- Citywide Starting Solids sessions for parents/ carers on introducing solids to their child, providing healthy foods, looking after baby's teeth and linking families into local activities.
- Childsmile oral health programmes across Early Learning and Childcare settings and with partner organisations.
- Breastfeeding Welcome training to staff in the HSCP and in the community.
- Roll-out of Bookbug training from the Scottish Book Trust for North East Family Support workers and parent volunteers and follow on support to enhance reach of the programme; also supported roll-out in partnership with local organisations in thriving place areas.





## 1 APRIL - 31 MARCH 2019:

Glasgow City HSCP has continued to see a slow but increasing trend in exclusive Breastfeeding rates in the city, this is also mirrored in our 40% most deprived data zones. For 2018/19:

# 30% OF BABIES

IN GLASGOW CITY WERE EXCLUSIVELY BREASTFED AT THE TIME OF THEIR 6-8 WEEK DEVELOPMENT REVIEW BY THEIR HEALTH VISITOR

# 21% OF BABIES

IN OUR 40% MOST DEPRIVED DATA ZONE AREAS WERE EXCLUSIVELY BREASTFED AT 6-8 WEEKS

\*The breastfeeding data available at the time of print was for 2018/19.

## FROM 1 APRIL - 31 DECEMBER 2019:

# 1103 BABIES

ATTENDED STARTING SOLIDS SESSIONS ACROSS THE CITY

# 344 MOTHERS

HAVE ATTENDED BREASTFEEDING SUPPORT GROUPS WITH 1073 ATTENDANCES

# 170 PEOPLE

PARTICIPATED IN 14 TRIPLE P PARENTING PROGRAMMES AND SOLIHULL TRAINING PROGRAMMES THAT WERE DELIVERED BY HEALTH IMPROVEMENT STAFF

# 681 MEMBERS

OF STAFF FROM A RANGE OF PARTNER ORGANISATIONS WERE TRAINED AS PART OF THE BREASTFEEDING WELCOME AWARD AND BREASTFEEDING FRIENDLY NURSERY PROGRAMMES

No Q4 figures due to COVID-19.

## CASE STUDY

### THE GOVANHILL BREASTFEEDING SUPPORT CAFE

This was invaluable to me as a new mum. As a first time mum, I felt a bit daunted going along to a new group, but staff at the Daisy Street café made you feel instantly welcome and relaxed. In the very early (sleep deprived!) weeks, it was amazing just to get a hot cup of tea brought to you and some tasty home bakes and healthy snacks to nibble on! I was lucky and had a relatively easy experience with breastfeeding, but I went along with a friend who was finding it difficult and she appreciated being listened to properly by volunteers and NHS staff at the café. We were always the last ones to leave but were never hurried out. But the main thing that I got from the café was a fantastic group of friends – this is where I met other local mums who I am still in touch with (my daughter is now 15 months) and who have been an amazing source of information and support during the crazy highs and lows of parenthood. In fact, we are all meeting up in a couple of weeks for a baby-free Christmas night out! I would recommend the Govanhill Breastfeeding Support Café to any new mum in the area.



“

#### WHAT PEOPLE SAID:

*“The session was easy to follow and I felt comfortable to ask questions. I learned lots of information about the benefits of breastfeeding to mum and baby. This will help me in my work and life to promote its importance.”*

**BREASTFEEDING WELCOME  
TRAINING PARTICIPANT**

”



# YOUNG PEOPLE

## YOUTH HEALTH STRATEGY

This year has seen the definition of the youth health action plan for staff. The main themes are:

- Mental Health and Wellbeing
- Poverty
- Vulnerable Young People
- Physical Activity and Obesity
- Multiple Risk



There is now development occurring to support improved outcomes for young people through close partnerships with education and the third sector. These include increasing opportunities to influence policy and decision making, curriculum updates, improved health information communication, training opportunities and service development.



*Scotland's Mental Health First Aid Training: Young People, delivered to Modern Apprentices in partnership with Glasgow Life*



## YOUTH HEALTH SERVICE

In June 2019, the Integrated Joint Board approved a phased rollout of the Youth Health Service (YHS) across Glasgow City to complement the existing three North West services. An agreed phased roll out programme has commenced with phase 1 completed which saw the opening of new services in both Shettleston Health Centre and the New Gorbals Health Centre.

A Peer Research Project has provided a ‘youth voice’ to ensure the roll out of services reflects the needs of young people. An Equality Impact Assessment has been carried out to ensure service expansion is accessible to all. Key to future innovation is the use of digital technologies and a communications post has been appointed to support this.

In response to the recent COVID-19 situation, the service has moved to providing telephone support and ‘Attend Anywhere’ video access to ensure young people have support, particularly in absence of regular contact with Education, whilst schools were temporarily closed.



*Peer youth health researchers from NE Glasgow*

This table below demonstrates a significant increase in referrals to the YHS and the numbers of young people supported by the service. This represents the newly opened services, a 50% increase in demand at the existing NW services, and increased availability of counselling appointments, secured through additional investment in our commissioned third sector provider.

FROM 1 APRIL - 31 MARCH 2020:			
	2018-19	2019-20 (Q1-Q4)	% Increase
<b>Referrals</b>	330	509	54%
<b>New Young People</b>	277	346	25%
<b>Individual Young People</b>	412	548	33%
<b>Service Visits</b>	1400	1828	31%

## CASE STUDY

### YOUTH HEALTH SERVICE SUPPORT

'Adam'\* , 17, self-referred to YHS after seeing his own GP. He was suffering from crippling anxiety including physical symptoms, following the unexpected death of a parent. Having lived with one parent all his life, the loss of this parent resulted in a move of area to a home with a previously estranged family member. 'Adam' was socially isolated and was not in education, employment or training. The YHS clinical team provided initial support with substance misuse, followed by counselling within the service to help manage the anxiety and loss. Once the immediate presenting issues were managed, the YHS liaised with a local employability programme, which is strength-based in approach and works to ensure the young person is ready for the opportunity. This resulted in a 3 month trial followed by a Modern Apprentice opportunity.



Positive outcomes for 'Adam' include the following:

- Reduced anxiety and techniques to self-manage.
- Abstinence from substance misuse.
- New relationship with previously estranged family member.
- Confidence to become part of a social group of his peers.
- Confidence to play his musical instrument in a public arena.
- Permanent employment with a Modern Apprenticeship Qualification.
- Passed driving test.
- Awaiting own tenancy.

The employability service fed back that Adam\* had reported that he was “so grateful to the YHS for their ongoing support in a very difficult period of his life. Because of this support he now had a future he could look forward to”.

\*Name has been changed.

## EDUCATION HEALTH AND WELLBEING APP

In light of Glasgow City Council Education's Apple roll out project, the Health Improvement in Education Group (HIEG) agreed to develop a Health and Wellbeing App for teaching staff working in Early Years, Primary and Secondary Establishments in Glasgow City. The App will specifically aim to support Teaching staff deliver their Health and Wellbeing responsibilities by hosting a range of key Health Improvement resources'.

Development of an App provides Health Improvement an opportunity to streamline communication, share quality assured materials and create a consistent health and wellbeing offer across the City. Throughout 2019/20, Health Improvement have worked closely with software developer (Tactuum) to design and develop an App. The App will be officially launched in September 2020. A Working Group made up of Health Improvement and Education staff have been responsible for the development and implementation of the App.

# OLDER PEOPLE

One of the key priorities at both a national and local level is to tackle social isolation and loneliness and build stronger social connections. The HSCP has supported the Wellbeing for Longer Fund and most recently the Wellbeing for Longer in Glasgow Festive Fund which helps to address isolation and loneliness.

Impact Funding partners continue to manage the Wellbeing for Longer Fund in Glasgow on behalf of the GHSCP. The fund supports adults most at risk from social isolation and loneliness as well as helping to address health inequalities and improve overall health and wellbeing. During the period 2019/20, 22 organisations were funded with 4408 beneficiaries taking part in a number of programmes/activities.



## “ WHAT PEOPLE SAID:

*“The wellbeing activities are so important to me, they changed my life basically, they’ve really helped to turn my life around and I feel so much better about myself.”*

PARTICIPANT

”



## CASE STUDY

### HEALTH AND WELLBEING ACTIVITIES – FLOURISH HOUSE

Through the provision of wellbeing activities including the allotment and walking group, regular healthy lunch options and access to nutritional and general information, Derek has increased the amount of exercise he takes, eats a healthier diet and feels in a much better position to make positive lifestyle choices.

Regularly coming to Flourish House and taking part in various wellbeing activities has really boosted his confidence and self esteem, empowering him to make significant and lasting changes, as well as enabling him to manage his diabetes with increased confidence and determination.



## WELLBEING FOR LONGER IN GLASGOW FESTIVE FUND:

A new initiative for 2019 to support local organisations that provide services to support individuals in Glasgow who may have been isolated over the festive period. Priority was given to organisations that worked with individuals who were most at risk from social isolation and loneliness, for example older people, carers and disabled people.

There were 56 successful applications with organisations receiving funds totalling £62,500. The funding was used to provide various activities and events including Christmas meals (of which 6 took place on Christmas day), day trips, exercise classes, creative therapies and community gatherings over the festive period. In addition a number of organisations took activities direct to individuals within both care home and hospital settings, such as singing and musical activities. Overall, 4700 beneficiaries were reached over the festive period.

### “ WHAT PEOPLE SAID:

*“The highlight of the day for me was the support and welcome I received, closely followed by a safe place to be and a traditional Christmas.”*

ATTENDEE AT FESTIVE EVENTS

”

### “ WHAT PEOPLE SAID:

*“Facing a day of complete isolation at Christmas had become a reality. No friends, no family nor Christmas to celebrate – Flourish House offered me companionship and encouraged me to attend their Christmas celebration. It was invaluable to me to feel part of society on the most difficult day of the year.”*

ATTENDEE AT FESTIVE EVENTS

”





# 5

# SETTINGS



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# PRIMARY CARE

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## MENTAL HEALTH AND WELLBEING MODEL

During the development of the Glasgow Primary Care Improvement Plan (PCIP), mental health and wellbeing was consistently raised by General Practice as an area requiring additional resource. GP's are currently the first point of contact for most people seeking help with mental health issues. Evidence suggests that around a third of presentations to GPs include mental health concerns.

It is estimated that almost 6000 consultations a week in General Practice are for mental health issues, the majority for low mood, anxiety and depression.

The PCIP mental health section outlines the scope to deliver effective and efficient service responses to divert work from GPs by learning from existing initiatives, developing tests of change with a few GP clusters and considering learning needs of general practice in relation to mental health, in particular in relation to trauma informed practice.

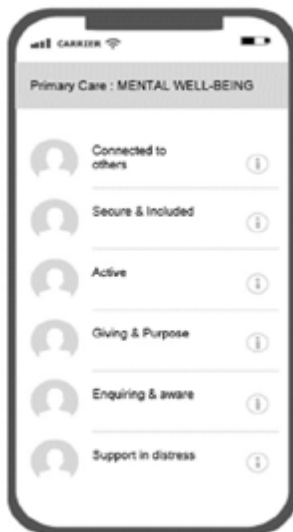
It was identified that a new holistic approach to supporting individuals to access alternative or complementary community support rather than/ alongside specialist General Practice for low level mental health problems would be developed across the city. In turn, it is hoped that it will impact positively on when, where and how people present themselves in times of need, freeing up GPs to focus on more complex cases and contributing to reducing health inequality.

The mental health wellbeing model has been designed based on best practice and evidence and considering the capabilities approach to wellbeing - 'what people are actually able to do and be.'



The model features 6 components parts:

- Connected to others
- Secure and included
- Active
- Giving and purpose
- Enquiring and aware
- Support in distress



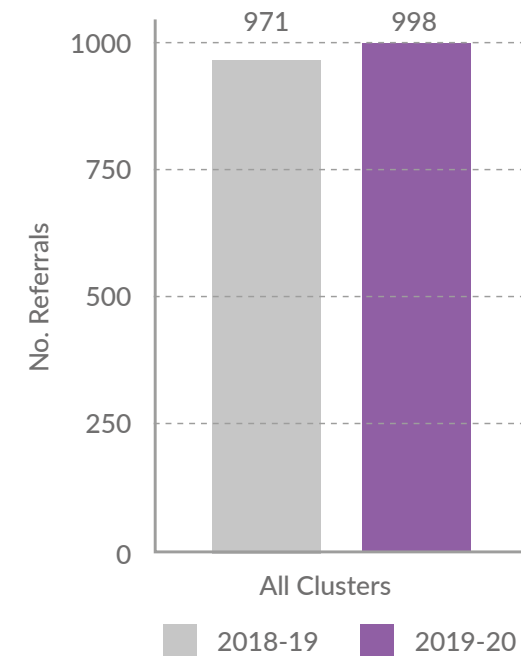
The model builds on existing support services and new interventions like the introduction of pilot programmes to take a more person-centred approach to improving mental wellbeing. To support GP Cluster and practice engagement in the model, 3 Health Improvement Seniors (Primary Care & Mental Health) have been employed for 17 months in each Locality. The posts will focus on generating an understanding of the model and helping to bring the principles of the model to life, embedding it into primary care and ensuring effective implementation at a local level.

#### NW- GP Practice Referrals

The embedded Financial Inclusion model allows GP's to refer patients to access money advice service in their GP practice. Citizens Advice Bureau (CAB) advisors are able to access patient records to source supporting evidence for patient claims and appeals. Overall this approach has resulted in financial gain for many patients living in the lowest SIMD areas.

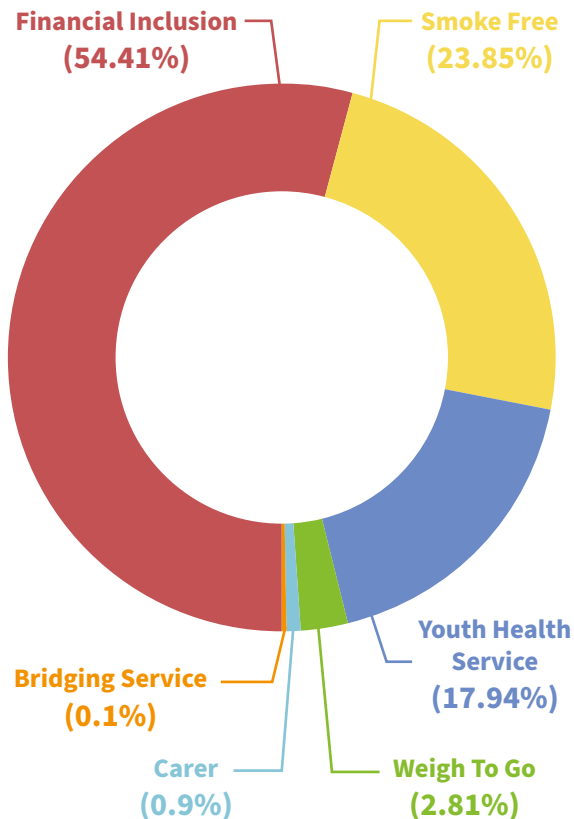
The model continued in the Possilpark and Milton cluster practices as well as 6 out of the 7 practices in the Drumchapel and Yoker cluster. This model continues to have high referrals to the various commissioned money advice services.

### Total for NW Glasgow



This GP- cluster info graphic graph demonstrates total and type of referrals per cluster and a comparison with last year's figures.

## Proportion of All Referrals by Service Type



To put the referrals data for this year in context, there have been both changes and funding challenges to services this year. Also, due to COVID-19, the FI services are unable to provide referrals figures for Q4. This may account for the drop in referrals for some practices.

### Unconscious Bias Training - Primary Care

An Unconscious Bias training took place at the North West Practice staff network event held in February 2019, to 40 practice staff. Due to interest generated at this event, a further five sessions were arranged with a total of 150 staff from primary care and partner organisations attending.

### Commissioned Service: Community Link Workers

Health Improvement's contract for delivery of the Community Link Worker (CLW) Programme began in April 2019 and the service expanded significantly during 2019/20. The Health and Social Care Alliance Scotland now deliver the service in 11 GP Clusters, employing 31 CLWs. 'We Are With You' deliver the service in 2 GP Clusters and employ 7 CLWs. Each CLW is hosted in one General Practice Team. Community Link Workers are generalist social practitioners who offer person centred support to those with complex needs to live well by mitigating the impacts of the social determinants of health and strengthening the connection between community resources and primary care. The most prevalent themes which CLWs support patients to address relate to social isolation, anxiety, money/benefits/housing, mental health, and bereavement.

Health Improvement have supported the learning and development of the CLW programme, including a range of engagement with General Practice teams to share and develop the Links Approach; and organising a broad range of training for CLWs including Seasons for Growth, ASIST, and Safe to Say Trauma Informed Training.

## CASE STUDY

### COMMUNITY LINK WORKER SUPPORT

Being born with a liver condition and going through several major operations as a child, Louise coped very well managing to stay healthy in her youth. However, there was a period in her life when things spiralled out of control.

Her mother passed away when she was younger, leaving her in care of her father. Through her teens, impact of the loss of her mother began to show and she left the family home, becoming homeless. There followed a near decade of living between hostels and sheltered housing, substance misuse and fractured relationships.

In her late 20s, she was referred to me by the GP, she was at a crossroads. A crucial point when she had to make a difficult decision to either embrace new opportunities or carry on as she had been doing; unemployed and at risk of homelessness. Frequently presenting to the GP for help in making changes, already she had made some small but significant steps. She had her own house and was in a steady relationship, but still didn't feel equipped to do it by herself. The GP made the referral to the CLP.

During our interactions, Louise discussed events that had a significant impact on her life and how this affected decisions she made over the years.

She mentioned several times that although she comes across as a strong and independent person to others, she lacks self-confidence, and was unhappy with deep rooted insecurities.

This led us to discussing what matters to Louise and through our discussions she started to identify things she could do that would make her confident and happy again. The most important change for her was to get a job. This would boost her confidence, self-esteem and sense of control.

We held discussions about what would be her ideal working environment and identified working with animals.

After some researching, Louise was ecstatic about the news of volunteering at a dog day care centre and could not wait to be introduced. She was very nervous and wasn't familiar with the area, which made her feel very anxious, so to make the process less stressful I reassured Louise that I would support and accompany for the first visit. Two months later Louise is still enjoying volunteering and is learning new skills useful for future job prospects. It has brought routine into her life and she said now she has "something to look forward to every week".

When she is ready to apply for a job she will be prepared, giving her the confidence to embrace the crossroads, helping her to make informed decisions, and to regain the all important sense of control that will inspire and equip her to change her life.





## THE SHIELDS COMMUNITY GARDEN AND GREEN CARE PRESCRIBING

The aim of the community garden is to improve the health and well being of the local community through the delivery of an inclusive, innovative and creative community garden project. GP practices within the Shields Centre are members of the East Pollokshields COPC (Community Orientated Primary Care) group. The Shields Community Garden is very much a part of this collaborative. Practice staff are able to refer patients into the garden as a form of green care prescribing with 1-1 and group gardening therapy sessions delivered by Urban Roots as part of a wider commissioned service.

The garden is a sanctuary for many people. Alongside local community engagement, strong connections have been made with the Red Cross and Freedom from Torture who provide support

to Asylum Seekers and Refugees affected by torture and trauma; in this way the garden is part of a wider Healing Gardens network. Feedback indicates a reduction in isolation and improved wellbeing for participants. Wider garden activities including community growing workshops delivered by Urban Roots (a community led environmental charity) are also available for the local community.

The COPC group in East Pollokshields has facilitated partnership working and improved connections between primary care, public health and wider community based organisations.

The installation of a new garden room within the Shields centre garden will make this a more accessible space in all weathers.

## COVID-19 RESPONSE

Urban Roots focus has been repurposed to support crisis activity during COVID – 19. They have been part of a collaborative response within Pollokshields that has resulted in the establishment of the Pollokshields Community Food Point, a food parcel and delivery service available 7 days per week. Where possible activities have moved online and work is currently ongoing to support the delivery of diabetes focused Great Grub cookery sessions to participants who were recruited just at the onset of the crisis.



## FROM 1 APRIL - 31 MARCH 2020:

**164 PEOPLE** HAVE PARTICIPATED IN GARDEN, GROWING AND COOKING ACTIVITIES AND OF THESE:

**10 PEOPLE** BECAME VOLUNTEER GARDENERS

**96 PEOPLE** FROM VARIOUS ORGANISATIONS AND GROUPS PARTICIPATED IN GARDEN TASTER SESSIONS

**17 STAFF** FROM A RANGE OF ORGANISATIONS ANOTHER HSCP VISITED AS PART OF A LEARNING EXERCISE RE FOOD AND GROWING ACTIVITY

**25 PEOPLE** ATTENDED A WINTER SOLSTICE EVENT

**11 PEOPLE** PRESCRIBED GREEN CARE 1-1 AND GROUP SESSIONS



“ **WHAT PEOPLE SAID:**

*“It keeps my mobility going and my brain going so I don't get depressed.”*

GARDEN PARTICIPANT

“ **WHAT PEOPLE SAID:**

*“I'll always be grateful for popping into the garden.”*

GARDEN PARTICIPANT

“ **WHAT PEOPLE SAID:**

*“I can't believe that I planted something, and it grew!”*

GARDEN PARTICIPANT

**CASE STUDY**  
**GREEN CARE PRESCRIBING**

C is an EU national who has been volunteering at both gardens in Pollokshields since August 2018. C is now one of a pool of longer-term volunteers who maintain the community plot independently. C started volunteering at the garden when she had just moved to Glasgow from London. She was unemployed and didn't yet know anyone. She wanted to get involved with community projects that involved nature. Previously in London she had felt very disconnected from nature and also a bit socially isolated.

“Some of the first people I met in Scotland, the gardeners, have been incredibly friendly and welcoming – in the first session I learned a lot about gardening and had a great time. Every session I felt positive, this made me feel connected and welcome in Glasgow.

Urban Roots (UR) gave me encouragement and support to create a garden in my own tenement back court. I cleared it from garbage and litter and built planters. UR gave me lots of useful advice, seeds and seedlings to turn it into a pretty space to share with my neighbours. It's still a work in progress but

I feel proud of what I've achieved, and I'm grateful for the resources UR gave me as I never would have had the money to buy them all.

I also got involved in the UR Community Meal in Toryglen, this makes me feel like we don't all just live in the same area, we actually share something together. Being single and without children or a job at my age of 35, it can be quite difficult to make friends. So, volunteering at the garden and community meal has been important to me. I've suffered with severe depression in the past, so I know how important it is for me to build social connections, get out of the house and get involved in positive projects.”



# COMMUNITY JUSTICE

Health Improvement supports a range of activity across the Community Justice sector, working with those who come into contact with the community justice system, and their families.

## WIDENING ACCESS TO EMPLOYMENT FOR SERVICE USERS

A Widening Access to Employment Network has been established across Greater Glasgow and Clyde (GG and C). The group will work to reduce barriers that people with convictions experience when considering or making an application for employment. Development sessions are planned for HR Advisors to strengthen support offered to recruiting managers and applicants with convictions.

## FAMILIES IMPACTED BY THE JUSTICE SYSTEM

The Constructive Connections Research report into the health and social impacts of the justice system on children and their families is now available on the Families Outside website and on the NHSGG and C Stor Repository. Details can be found in further information section.

The following provides an insight into this research:

*“The evidence uncovered by this research, and the story it tells about our failures to support children properly, demands our attention and our action. The report reveals that childhood itself is put on hold or lost completely; that sources of peer-support are unavailable; that school, rather than offering stability and nurturing aspiration, can instead become a further source of distress and bullying; that the experience of prison visiting can be humiliating for children and young people; and that too often children bear this burden in silence and without support.”*

**Bruce Adamson,  
Children’s Commissioner in Scotland.**





Responses to the research are ongoing, aiming to improve the experience of children, young people and their families when they are impacted by the justice system.

A training pilot for multidisciplinary and multiagency staff working with children and young people has been commissioned. The training aims to disseminate the research findings in an accessible way and in response to children's request for opportunities to talk about their experiences and find support. It also aims to encourage workers to have open conversations with children and young people on imprisonment of family or important people in their lives. Evaluation is underway.

Building on the overwhelmingly positive response to the Children Harmed by Alcohol Toolkit (CHAT) training offered in 2016/17, further CHAT training was commissioned from Alcohol Focus Scotland and delivered in 2019/2020. In addition, CHAT+ training (aimed at workers supporting children and young people who are looked after) was also commissioned as part of this programme of training. Evaluation is underway. Anecdotal feedback reports a positive response to training and to the resource being useful for practice.

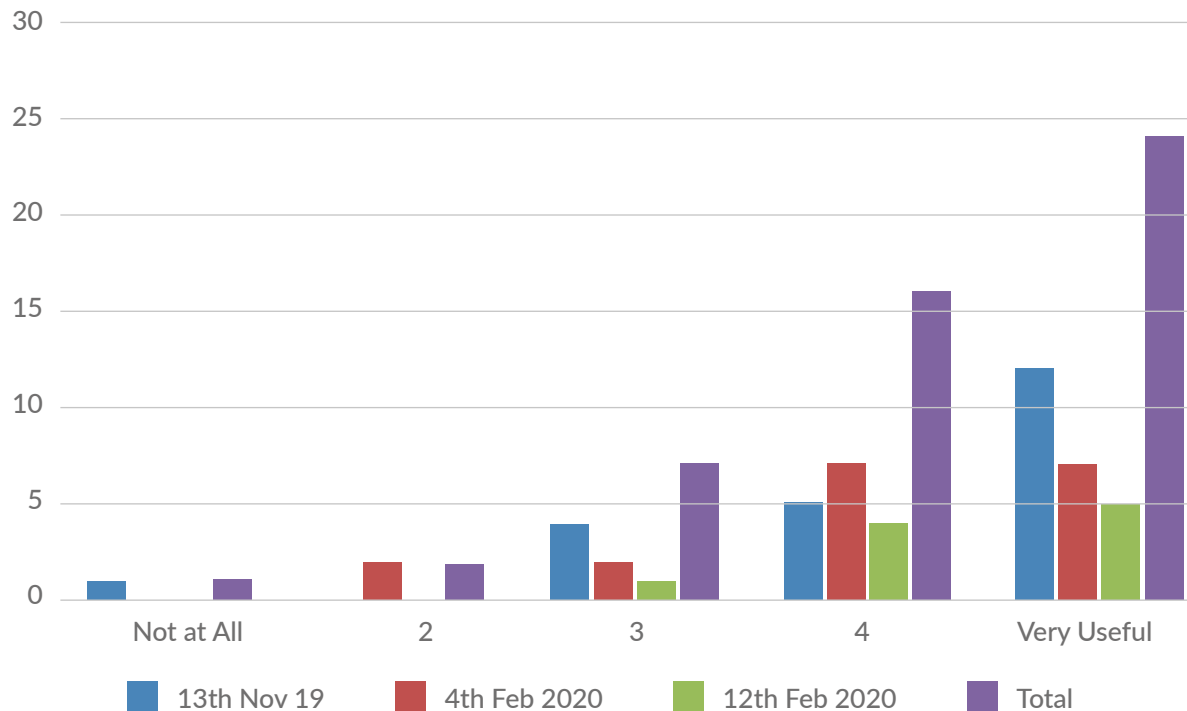
## IMPROVING OUTCOMES FOR PERSON'S WITH CONVICTIONS

Building on the success of Scotland's Mental Health First Aid staff training in 2018/19, in partnership with Glasgow HSCP Justice colleagues and Unpaid Work Service Providers, a Health Improvement Planning group has been established. The group has successfully planned and delivered sessions on Mental Health Awareness, commissioned from Glasgow Association for Mental Health (GAMH), and

sessions on Welfare Rights, contributed by Parkhead Citizens Advice Bureau, to service users as part of the 'Other Activity' hours included in their community sentence.

These sessions have been well received by service users, with feedback on the mental health sessions being particularly positive:

Better understanding of mental health?



**WHAT PEOPLE SAID:**  
*"Nice people to speak to, made us feel comfortable."*  
 MENTAL HEALTH TRAINING PARTICIPANT

**WHAT PEOPLE SAID:**  
*"Never knew that I could get a double appointment at the doctors."*  
 MENTAL HEALTH TRAINING PARTICIPANT

**WHAT PEOPLE SAID:**  
*"Gained a better understanding of helping family to cope with mental health."*  
 MENTAL HEALTH TRAINING PARTICIPANT

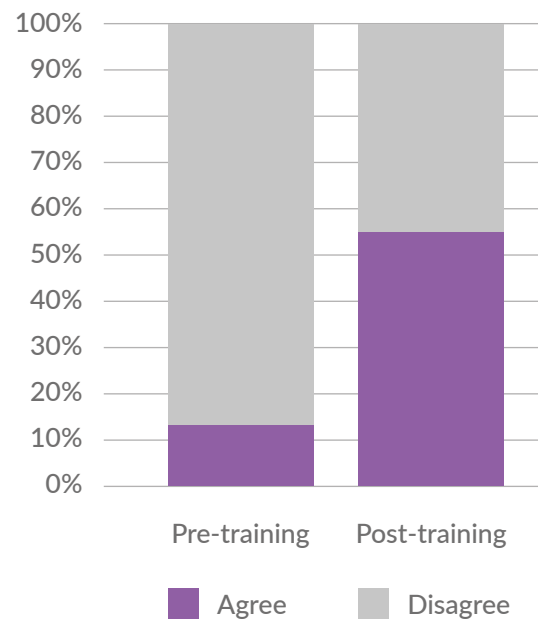


## DEVELOPING MENTAL HEALTH AWARENESS WITH PROCURATOR FISCAL SERVICES

Mental Health and Wellbeing was identified as a national priority across Crown Office and Procurator Fiscal Services in 2019. In January 2019, following discussion between the lead proposers of this project, a plan was agreed for delivery of training on Mental Health Awareness as relevant to the development of staff knowledge and understanding of the National Initial Case Processing Unit (Procurator Fiscal). The training session was delivered within a 1 hour dedicated development time for staff, across three sites: Paisley, Falkirk, and Hamilton. The aim of the training was to increase knowledge and awareness of mental health, and the supports and services available, providing information on definitions, prevalence, self-care and the link between mental health and inequalities.

Feedback indicated an overall benefit from training delivery, and a need for further training on specific aspects of mental health. This requires exploration and raises challenges for the NHS regarding the provision of mental health services and assessments to services users of court and justice services.

I have enough knowledge of mental health and mental illness to fulfil my role.



### “ WHAT PEOPLE SAID:

*“Much of the discussion made me stop and think and consider the stigmas and the gender based division.”*

TRAINING PARTICIPANT

### “ WHAT PEOPLE SAID:

*“As discussed at the training, there is frustration that the way each area deals with those in custody presenting with mental health/illness issues is different.”*

TRAINING PARTICIPANT



6

**HOSTED SERVICES (BOARD WIDE)**

# HEALTH IMPROVEMENT TEAM FOR SEXUAL HEALTH (BOARD WIDE)

The Health Improvement Team for Sexual Health is hosted by Glasgow City HSCP with Board-wide responsibility and is managed by the Sandyford. The team has a significant leadership role and a portfolio of regional/national work. The team delivers similar programmes across each HSCP area through local partnerships. The team's business plan focuses on the following key populations groups:

- Children and young people
- People at risk of HIV transmission
- People living with diagnosed HIV
- People at risk of STI Transmission

The team is organised into five sections/programmes of work each led by a Health Improvement Lead and supported by team members working to defined project plans.

## **RELATIONSHIPS, SEXUAL HEALTH AND PARENTHOOD EDUCATION (RSHPE):**

### **National Guidance Development**

A revision to the current Scottish Government Guidance on RSHP within Scottish Schools is underway and should be finalised in the Autumn of 2020.

### **National RSHP Resource 3-18 Development and Launch**

On behalf of a national partnership, the RSHPE Section commissioned and led the development of a new national RSHP online teaching and learning resource. See further information section for link to resource. It provides a comprehensive set of learning activities for teaching staff in all schools and early years establishments, as well as informal learning settings. The resource will assist with the delivery of high quality, up-to-date and engaging age and stage appropriate RSHP education for children and young people across the entire 3-18 year old age range of Curriculum

for Excellence. This new resource is also designed to be inclusive for learners with mild to moderate additional support for learning needs.

### **FOR THE CURRENT ACADEMIC YEAR:**

- 58,391 recorded visits to the site
- 413,478 page views

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### **RSHP Support within Complex Learning Needs sector**

A national partnership group has been formed to consider and address the needs of staff, children and young people and their parents/carers for RSHP.

### **Early Protective Messages (EPM) roll out across NHSGCC**

The roll out of the Early Protective Messages Programme for Early Years establishments, Parents/Carers and Children's Services is underway across Glasgow City.

684 child development staff have been trained in EPM across the early years estate.

### **Workforce Development for RSHPE (CPD)**

A number of briefing sessions have been held for Head Teachers and Education Managers to support the implementation of the new national resource for RSHP 3-18. In addition 73 primary and secondary teachers have received training to support delivery across Glasgow City.

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## **CARE EXPERIENCED AND VULNERABLE CHILDREN AND YOUNG PEOPLE (CE&V CYP):**

### **Pregnancy and Parenthood in Young People Strategy**

The CE&V CYP Section have worked through a multi agency partnership led by Children's Services in South Glasgow and developed an action plan to meet outcomes in the Pregnancy and Parenthood in Young People strategy. CPD inputs have been provided for all teams working within Govanhill Health Centre and improved data sharing across agencies working with young pregnant women. Three community facing prevention projects have been initiated, in partnership with local organisations, and enhanced CPD for Education staff is planned.

### **Local Policy**

The team led a multi- agency group to review and update the Glasgow protocol for working with sexually active young people. After approval by the Child Protection Committee this will be published and disseminated widely.

### **Local Delivery**

The team has contributed to the review of the Sandyford by providing public health intelligence and by engaging with partners to shape the location and promotion of young people's services.

### **Workforce Development**

Alongside the above protocol, Glasgow has Relationships and Sexual Health Practice Guidance which all staff and carers are expected to implement. Training to support implementation is provided to foster carers and staff working in residential children's services. Training for the latter was reviewed, re-written and trialled with staff this year and will be rolled out across the service.

### **Research**

The team established and lead a partnership with Scottish Government, NHS Lothian and NHS Lanarkshire to commission a needs assessment of young people to explore why their uptake and use of long acting reversible contraception and condoms has decreased in recent years. The results of this will inform future service and health improvement interventions. This research is 50% completed and already providing useful insights into young people's use of and views about contraception and condoms.

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## HIV PREVENTION FOR GAY AND BISEXUAL MEN AND MEN WHO HAVE SEX WITH MEN (GBMSM):

This programme of activity is divided into three facets:

### Partnership Working and Influencing highlights

- Planning and development of a National Conference to reflect upon 10 years of the Scottish Government Sexual Health and BBV Framework.
- Revision of the national GBMSM Masterclass CPD programme, detailing sexual and mental wellbeing needs, plus all associated planning for delivery within NHSGGC.
- Partnership with Glasgow Caledonian University and NHS Lothian to improve the evidence base of GBMSM's health and wellbeing, including risk of HIV transmission and harm reduction strategies, by co-ordinating the SMMASH3 national survey of health beliefs and behaviours.

### Community Facing highlights

- Development of social marketing to increase the proportion of GBMSM routinely HIV testing. In years 2019/20 this has focused upon commissioning and contract managing an agency to design and deliver public-facing elements of the project. Terrance Higgins Trust were awarded a two year contract in January 2020.
- Coordination of Steve Retson Project's social media content via twitter including notification of clinic availability, harm reduction messages and protective messages around relationships.

### Information Provision highlights

- Development of a range of resources for the public and health professionals to support the provision of HIV PrEP in Scotland. This includes work with NHS Inform to develop a National HIV PrEP website, work with NHS Lothian to develop patient journey films, and work with Health Protection Scotland to develop new resources for key population groups, including films targeted for Black African and Transgender Men and Women.

“

#### WHAT PEOPLE SAID:

*“I am better informed in passing on information on sexual health and signposts for the individuals I work with.”*

TRAINING PARTICIPANT

”



## HIV PREVENTION AND SEXUAL AND REPRODUCTIVE HEALTH FOR VULNERABLE ADULTS:

### Strategic and National Work

Following the HIV outbreak amongst People Who Inject Drugs in Glasgow City, a sexual health needs assessment has commenced in partnership with voluntary sector colleagues to improve our understanding of this key population's needs.

### Partnership Working and Influencing

Partnership work with Scottish Drug Forum (SDF) continues to build capacity within organisations that work with vulnerable adults. Needs assessment and development plans are being discussed with Glasgow City HSCP Criminal Justice and Homeless services. During 2019, seven "Sex, Drugs and Vulnerable People" courses were delivered to 60 staff working in Renfrewshire. The participants were a mix of staff from Criminal Justice, Housing, Mental Health and Addictions.

Development of the 'Keeping Safe in Prison' project continues. Staff training will support the prisoners to deliver a BBV/safer sex module along with other health topics to peers as part of a peer-led health programme. The aim is to encourage a higher uptake of BBV testing and condom use in the prison setting.

### Information Provision

The team has led the process of redevelopment of all sexual health content on NHS Inform.

### Free Condoms Service

The number of Free Condom Service venues increased in 2019 to 501. Recruitment of venues was targeted to support priority groups, with the aim of reducing barriers and improving access. The number of condoms and lubricant ordered were 1,327,815 and 405,944 respectively.

The Free Condoms Service distributed products at Glasgow's Student Fresher's Festival and also supported a range of community events through partnership working with key agencies, increasing visibility of and access to the service.



### “ WHAT PEOPLE SAID:

*“Support patients as required and provide information/advice to patients.”*

TRAINING PARTICIPANT

### “ WHAT PEOPLE SAID:

*“Be able to inform clients of options around contraception, more confident about discussing substance use and sexual health.”*

TRAINING PARTICIPANT

# ALCOHOL AND DRUGS HEALTH IMPROVEMENT TEAM (BOARD WIDE)



## PROGRAMME DEVELOPMENT AND DELIVERY AREAS FOR 2019-20 INCLUDE:

### Alcohol Brief Intervention (ABI)

NHSGGC Alcohol and Drugs Central Team, lead a programme of ABI (Alcohol Brief Intervention) work at both city and board level (see detail of Glasgow city activity in earlier section), and overseeing data reporting and governance with Scottish Government. This work is directed by the ABI LDP (Local Delivery Plan) Standard issued by Scottish Government. For 2019-20 ABI LDP Target for GGC was 13,085 ABIs of which 10,795 were delivered. Delivery of ABIs was impacted by both COVID-19 and changes in recording requirements within Primary Care.

### Primary Care Alcohol Referral Pathway

The development of guidance and a referral pathway for the Management of Alcohol Dependency and Withdrawal in Primary Care has been produced by Greater Glasgow and Clyde Alcohol Care and Treatment Group (ACTG) and the Glasgow City Alcohol and Drugs Partnership

(ADP). The guidance and pathway aims to assist primary care clinicians with patients whom they have identified through opportunistic screening and/or assessment as having primary or secondary problematic alcohol use.

### Fetal Alcohol Spectrum Disorder (FASD)

Building on previous work on alcohol and pregnancy, a scoping exercise was conducted to assess current provision on FASD within Greater Glasgow and Clyde which included an assessment of system requirements across the board as detailed in the National Alcohol Framework.

A rapid review was carried out and a draft proposal on the potential areas for development was submitted to Scottish Government. The proposal was accepted and an award of £20,000 was made to support the developments described. In order to support work across GGC with third sector partners, Adoption UK were approached as the

nationally commissioned agency delivering on the FASD Hub to determine if any learning from their work could be drawn on to move forward in Greater Glasgow and Clyde.

- Work with GGC to organise, promote and run a series of family events for parents and guardians of children with and affected by FASD to socialise and offer support to each other in a fun and non-stigmatising way.
- Run a monthly support group in Glasgow using the volunteer network that exists within Adoption UK.
- Work with GGC to host a professional event to raise the profile of FASD and begin to determine training needs across the system.



### **Alcohol and Drugs Training Pathway Development**

Existing provision of training on alcohol and drugs across Greater Glasgow and Clyde has been scoped to build a clear picture on the range and volume of training available and to assess the target audiences. This will be used to identify any gaps that need to be filled and to inform the future delivery of training on alcohol and drugs to ensure a consistent approach is taken with clarity on the skills and knowledge gained as part of training provision.

### **Contribute to Reducing Glasgow City's High Prevalence of Drug Deaths**

The team are working with the Glasgow City ADP Drugs Harms group to reduce drug related deaths including:

- Implementing the recommendations of the Taking Away the Chaos Report.
- Establishing the City Centre Engagement Group to ensure that the needs of people who use drugs are considered in policy and service development.
- Contributing to the planning and delivery of GCADP Street Drug Summit and the SG/GCC Preventing Drug Death Conference.
- Development of Non Fatal Overdose Information Sharing Protocols.
- Contributing to design of Drug Death Task Force pilot of non fatal overdose.
- Developing protocols for the Safe Transportation and Testing of drugs of concern with Police Scotland and Glasgow University.
- Providing Naloxone and overdose awareness training for staff to enable them to supply naloxone to vulnerable client groups.
- Work with peers in the Prison Estate raising awareness of drugs harms, overdose and naloxone to allow them to interact with peers during induction sessions.
- Investigation of service readiness for managing people with stimulant and benzodiazepine issues.

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### Monitoring of Drug Trends

Continued monitoring of drug trends across Greater Glasgow and Clyde to highlight associated risks and harms including:

- Gathering of information from various sources on changing and developing drug trends.
- Liaising with partners and senior management to agree risk levels and strategy.
- Production and dissemination of harm reduction alerts and communications on identified harms and risks.
- Producing resources for workers to allow them to work with people at risk of drug related harm.
- Provision of information and inputs to staff groups, services and communities on local and national drug trends.
- Chair working group investigating models and options for public facing drug checking.
- Representation on Drugs and New Psychoactive Substances National Centre for Excellence.

### Initiatives to Reduce Harm in the Night Time Economy

Work with partners to promote a healthy, safe and sustainable night time economy in Glasgow City:

- Produce and coordinate messages and initiatives to reduce harm for those who use drugs and alcohol.
- Produce and deliver bespoke harm reduction training for festivals and public events for security personnel regarding safety of vulnerable people, managing mental health presentations, management of intoxication and drug use.
- Commission and pilot training for licensed premises bar and security staff.
- Work with partners to ensure civil contingency plans are in place for major events within the city.

### GGC Alcohol and Drug Prevention Framework

The Central Alcohol and Drugs Team also helped support the development of a new GGC Alcohol and Drug Prevention Framework in conjunction with the GGC Prevention Model Review Steering Group. This steering group included representatives from across all GGC ADP's, relevant national alcohol and drug organisations and allied health / research organisations.

This Prevention Framework was developed following a rapid review of the alcohol and drug prevention international evidence base between 2012 and 2018. From this, an updated version of the Greater Glasgow and Clyde Prevention and Education Model has been developed which will now be known as the Greater Glasgow and Clyde (GGC) Alcohol and Drug Prevention Framework.

# MENTAL HEALTH IMPROVEMENT TEAM (BOARD WIDE)



## DEVELOPMENT AND DELIVERY AREAS FOR 2019-20 INCLUDE:

### Maternal and Infant Mental Health

- Continued active involvement in the (national) Perinatal Mental Health Managed Clinical Network and NHSGGC Local Implementation Group. GGC Perinatal Mental Health network continues to expand and (60+ partner are connected); take a lead role in the co-ordination and delivery of the PNMH agenda across GGC. The network has been identified as a model of good practice and will be included in a Scottish Government PNMH report due to be published this year.
- Development of a staff guide to highlight the range of organisations and resources across GGC that can provide mental health support during the perinatal period. It aims to encourage early intervention and prevention and avert a crisis from happening.

The resource has been disseminated to over 3000 staff in contact with new and expectant parents across GGC including Health Visitors, Family Nurse Partnership, Community Perinatal Mental Health Team and a host of Third Sector partners.

### Child and Youth Mental Health

- Continue to provide leadership and develop work across all areas of the comprehensive Child and Youth Mental Health Improvement Framework with all six Health and Social Care Partnership areas. Includes updating of Curricular Resource Pack, On Edge Learning about Self Harm and development of a whole school approach to self harm awareness Knowledge and Skills Framework.





## Adult Mental Health

- 2019 saw the amalgamation of the NHSGGC child and youth and the adult mental health improvement networks into one “Healthy Minds Network”. The network allocated £12k of funding to three projects across GGC to tackle mental health stigma.

## Suicide Prevention

- Active involvement in the NHSGGC Suicide Prevention Forum that aims to find effective means of advancing policy and practice, and provide effective supports to prevention efforts across all 6 Health and Social Care Partnerships. A GGC Suicide Prevention Concordat has been a focal point of the year’s work, including a focus on youth suicide prevention.
- In partnership with the Best Bar None Scheme, supported 21 licensed premises in Glasgow to access and use Suicide Prevention Week promotional materials in September 2019.

## Capacity Building

- Ongoing extensive involvement in implementation of prevention and allied section of 5 year Mental Health Service Strategy. Scottish Association for Mental Health (SAMH) have been commissioned to develop and deliver a comprehensive package of mental health awareness, suicide intervention skills and mental health first aid training. The contract will deliver 113 courses over a two year period to approximately 2,136 members of staff working across GG and C.
- Continue to build mental health improvement capacity across GGC via the Healthy Minds Resource. Over 2000 staff across GGC have accessed information and topic sessions from the resource.
- Development of a Mental Health Improvement Prevention and Early Intervention Training and Capacity Building Pathway to reflect National Training Frameworks to support organisations, staff and volunteers to identify their mental health training needs.
- Development of a Healthy Minds pocket guide to promote top tips for good mental health and organisations across GGC that can support mental health and wellbeing.

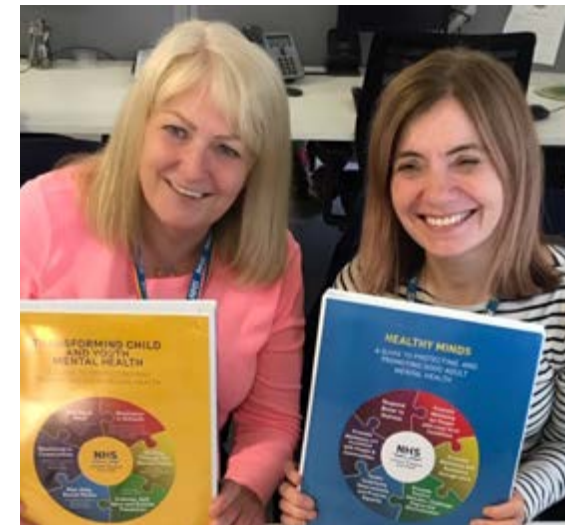
“

### WHAT PEOPLE SAID:

*“These sessions are well received by our clients and we have plans to deliver a continued programme of support in the coming months.”*

HEALTHY MINDS FEEDBACK

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A purple-tinted photograph of a city square. In the center is a tall, fluted column topped with a statue. Behind it is a large, ornate building with a central tower and multiple domes. The foreground shows a paved square with some trees and a bench on the left. The overall scene is a historical or significant urban area.

7

**CONCLUSION**

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# CONCLUSION

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The Health Improvement Teams across the city continue to work with our Community Planning partners, staff and local residents to improve health and address inequalities. Within Glasgow there continues to be huge challenges that impact on people's health including changes to welfare reform, increased child poverty rates and the additional issues that the COVID-19 pandemic presented. Despite these challenges, the teams, partners and communities continue to look to find new and improved ways of working to address some of the challenges our local residents face.



The report does not cover all the work we do but is a culmination of some of the key programmes and services that Health Improvement Teams across the city delivers on often in partnership with our Community Planning partners including third sector organisations. We also continue to commission external organisations to deliver on our key priority areas.

Changes in legislation and the impact of COVID-19 means that new areas of priority have emerged that require stronger partnership working across all sectors. Finding new ways of working to address these issues will be key to finding the best solutions to how best we continue to support our communities, address inequalities and support those who are most vulnerable.

The Health Improvement Teams will continue to have an inequalities focus to their work as we know this will be required more so than ever post COVID-19. Staff will continue to support place based working through our work in Thriving Places areas and will ensure that community engagement and Asset Based approaches are utilised to inform the decisions made; this shapes how we then progress and improve our services and programmes.

In next year's annual report we will be able to report on this progress and demonstrate how all of the joint efforts across teams, partners and with communities, will help us 'Build Better' post COVID-19. We will take the valuable learning and new ways of working to bring about the service changes that will be required as we move to a 'New Normal'.

**FURTHER INFORMATION**

# WEB LINKS

## 2.1 BUILDING MENTAL WELLBEING AND RESILIENCE

### Evaluation of Cafe Stork

<https://www.stor.scot.nhs.uk/handle/11289/580255>

## 2.2 BUILDING STRUCTURALLY AND SOCIALLY RESILIENT COMMUNITIES

### HI Volunteer Placement Evaluation

<https://link.webropolsurveys.com/short/ad0f768ebf1d412b86df545f7669f69d>

### South Youthbank page

[www.facebook.com/YouthbankSouthGlasgow](http://www.facebook.com/YouthbankSouthGlasgow)

### South Youthbank Twitter

[www.twitter.com/YouthbankSG](http://www.twitter.com/YouthbankSG)

## 2.3 CREATING A CULTURE FOR HEALTH

### Glasgow Council on Alcohol website

[www.glasgowcouncilonalcohol.org](http://www.glasgowcouncilonalcohol.org)

### Ripple Effect Interactive Funding Toolkit

<https://indd.adobe.com/view/b17fca94-f998-48bf-a0a1-e237192c2bff>

### Substance Misuse Toolkit

[www.nhsggc.org.uk/substancemisusetoolkit](http://www.nhsggc.org.uk/substancemisusetoolkit)

### Scottish Drugs Forum website

[www.sdf.org.uk](http://www.sdf.org.uk)

### Community Alcohol Campaigns - The COGs Toolkit

<http://www.ripple-effect.org.uk/can-master-september-2018-2/>

### Scotland's Charter for a Tobacco-free Generation

<https://www.ashscotland.org.uk/what-you-can-do/scotlands-charter-for-a-tobacco-free-generation/>

### Quit Your Way Facebook page

[www.facebook.com/quityourwaynhsggc](http://www.facebook.com/quityourwaynhsggc)

## 3.1 PLACE BASED WORK

### Ruchill Possilpark – The Spirit 2012 Panel

<https://www.spiritof2012.org.uk/>

### Thriving Places

<https://www.glasgowcpp.org.uk/thrivingplaces>

## 3.3 PEOPLE BASED WORK

### Gender Based Violence Programmes

[www.nhsggc.org.uk/gbvresources](http://www.nhsggc.org.uk/gbvresources)

## 4.1 EARLY YEARS

### Breastfeeding Report: Scoping of Support Needs for Polish and South Asian Communities

<https://www.stor.scot.nhs.uk/handle/11289/580268>

### National Dental Inspection Programme Report 2019

<https://www.isdscotland.org/Health-Topics/Dental-Care/Publications/2019-10-22/2019-10-22-NDIP-Report.pdf>

## 4.2 YOUNG PEOPLE

### Weigh to Go

<https://www.nhsggc.org.uk/weightgo>

### Youth Health Service

<https://www.facebook.com/GlasgowCityYHS>

## 5.2 COMMUNITY JUSTICE

### Constructive Connections Research Report

<https://www.stor.scot.nhs.uk/handle/11289/580265>

### Mental Health Awareness Training Feedback

<https://www.stor.scot.nhs.uk/handle/11289/580266>

## 6.1 HOSTED SERVICES – SEXUAL HEALTH

### National RSHP resource

<https://rshp.scot/>

## 6.3 HOSTED SERVICES - MENTAL HEALTH

### Mental Health - Healthy Minds, On Edge Learning About Self Harm and Mental Health Training and Capacity Building Pathway

<https://www.nhsggc.org.uk/about-us/professional-support-sites/healthy-minds/>



# GLOSSARY OF TERMS

SERVICE TERM	DESCRIPTION
<b>ALCOHOL AND DRUGS PARTNERSHIP (ADP)</b>	Glasgow City Alcohol and Drug Partnership (ADP) is a multi-agency group tasked by the Scottish Government with tackling alcohol and drug issues through partnership working.
<b>BLOOD BORNE VIRUSES (BBV)</b>	Blood-borne viruses. A blood-borne virus (BBV) is a virus that is transmitted by blood or body fluids that contain blood.
<b>BMI</b>	Body Mass Index. Used to calculate healthy weight.
<b>BRIDGING SERVICE</b>	The Bridging Service assists clients through a five stage employability programme, providing individualised support from induction, into employment and beyond. Benefits individuals with a wide range of disabilities.
<b>CAPACITY BUILDING</b>	Building knowledge and skills in people or organisations through training opportunities and relevant learning opportunities.
<b>CHILD POVERTY SUBGROUP</b>	Multi agency group that works together to plan and support work to help families in poverty and to help mitigate against families entering into poverty.
<b>CLYDE GATEWAY</b>	A Scottish Government-funded regeneration programme. It is a partnership between Glasgow City Council, South Lanarkshire Council and Scottish Enterprise.
<b>COMMUNITY PLANNING</b>	The Glasgow Community Planning Partnership brings key public, private, community and voluntary representatives together with the aim of delivering better, more joined-up public services in the city.
<b>CONSTRUCTIVE CONNECTIONS RESEARCH</b>	Explores the impact on children of parental involvement with the Justice System in Glasgow.
<b>COST OF THE SCHOOL DAY PROJECT</b>	Supports work in relation to the cost of the school day by involving children and young people, parents/carers and school staff in identifying financial barriers and in taking action to remove them.

SERVICE TERM	DESCRIPTION
<b>CRAFFT</b>	The CRAFFT is a well-validated substance use screening tool for adolescents aged 12-21.
<b>DATAZONE</b>	Datazones have, on average, populations of between 500 and 1,000 household residents. They nest within local authority boundaries and where possible, they have been constructed to respect physical boundaries and natural communities.
<b>DEEP END</b>	General Practitioners at the Deep End work in general practices serving the 100 most deprived populations in Scotland, based on the proportion of patients on the practice list with postcodes in the most deprived 15% of Scottish datazones.
<b>ELEVATE</b>	Elevate-Glasgow is an Employability Public Social Partnership for individuals in recovery from problematic drug and/or alcohol misuse which involves over 30 organisations.
<b>ENGAGEMENT</b>	Approach to working with service users and organisations, learning from their experiences.
<b>EQIA</b>	Equalities Impact Assessment.
<b>FAMILIES OUTSIDE</b>	Families Outside is the only national charity in Scotland that works solely on behalf of families affected by imprisonment.
<b>FINANCIAL INCLUSION</b>	Programmes/services focused on improving financial skills and improving access to financial services/supports to help people improve their financial health.
<b>FLOURISH HOUSE</b>	Flourish House is a mental health recovery community. Based on the International Clubhouse movement, it helps people to build meaningful relationships through meaningful activity.
<b>GENERAL PRACTICE (GP) CLUSTER</b>	A GP cluster is a professional grouping of general practices, represented at periodic meetings by Practice Quality Leads (PQL), which may take place either face to face or by video conference depending on individual circumstance or need.
<b>GLASGOW COUNCIL ON ALCOHOL (GCA)</b>	GCA is a not for profit organisation that provides alcohol counselling, counselling training, group work and deliver Alcohol Brief Interventions in Glasgow and surrounding areas.
<b>HEALTH INEQUALITIES</b>	Health inequalities are the unjust and avoidable differences in people's health across the population and between specific population groups.

SERVICE TERM	DESCRIPTION
<b>HEALTH NEEDS ASSESSMENT</b>	Health needs assessment. Assessment of health needs is not simply a process of listening to patients or relying on personal experience. It is a systematic method of identifying unmet health and healthcare needs of a population and making changes to meet these unmet needs.
<b>HOLIDAY FOOD PROGRAMME</b>	A fund informed by the Glasgow City Council Strategic Plan enabling community organisations to provide nutritious food to children/young people aged 0-18 using their services during school holiday periods.
<b>HOME-START</b>	Home-Start is a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age.
<b>IMPACT FUNDING PARTNERS</b>	Impact Funding Partners manage funding on behalf of the public sector, private companies and donors to develop and manage grant funding to achieve maximum social, environmental and economic benefit. Previously named Voluntary Action Fund.
<b>INTEGRATED JOINT BOARD (IJB)</b>	A separate legal body called the 'Glasgow City Integration Joint Board' is the main decision making body for Glasgow Health and Social Care Partnership. It leads on and has devolved responsibility for the planning and monitoring of community health and social care services.
<b>JOINT SUPPORT TEAM: EARLY AND EFFECTIVE INTERVENTION; DIVERSION FROM PROSECUTION</b>	<p>Support mechanisms intended to prevent children and young people from engagement in or serious consequences of criminal behaviour.</p> <p>JST: a multi disciplinary meeting chaired by Education which places children/ young people at the centre of a multi agency approach.</p> <p>EEL: a national framework for working with young people of 8 - 17 years who have been involved in offending behaviour. Its purpose is to divert these young people away from statutory measures, where appropriate, and respond to the charge in a timely manner.</p> <p>DFP: involves a referral of someone accused of an offence to a local social work team or other agency. This requires the exchange of relevant and sometimes sensitive information between the Crown Office and Procurator Fiscal Service and the service provider.</p>
<b>LEVERDALE HOSPITAL</b>	A mental health facility managed by NHS GGC which includes a mother and baby unit.
<b>LICENSING POLICY STATEMENT</b>	Produced by the City of Glasgow Licensing Board in terms of section 6 of the Licensing (Scotland) Act 2005.

SERVICE TERM	DESCRIPTION
<b>LIFELINK</b>	Lifelink is an organisation in Glasgow that offers support to anyone who is struggling to cope with everyday stress or is feeling anxious or depressed.
<b>MCR PATHWAYS</b>	MCR Pathways is a Scottish charity, mentoring programme for care experienced and disadvantaged young people. It supports these young people to get the same education outcomes, career opportunities and life chances as every other young person.
<b>MEN'S SHED MOVEMENT</b>	Men's Sheds are community spaces for men to connect, converse and create. The activities are often similar to those of garden sheds, but for groups of men to enjoy together. They help reduce loneliness and isolation, but most importantly, they're fun. Supported by the Men's Shed Association.
<b>MENTAL HEALTH FRAMEWORKS (YOUNG PEOPLE AND ADULT)</b>	Frameworks for adult mental health and young people's mental health, designed by NHSGGC as a way of bringing together the full range of activity that has been demonstrated as having value in the promotion of good mental health. Locality areas are responsible for translating the frameworks into local actions.
<b>MSM (MEN WHO HAVE SEX WITH MEN) MASTERCLASS</b>	Materials intended for individual professional reflection and learning to support service improvement in this area.
<b>MULTIPLE RISK</b>	The grouping, or clustering, together of risk behaviours such as tobacco, alcohol and drug use that can happen in the teenage years.
<b>NALOXONE</b>	Naloxone is a medication used to block the effects of opioids, especially in overdose.
<b>NHS ENDOWMENTS FUND</b>	Endowments Fund is a charitable fund for the benefit of patient and staff amenities and also for research work which would not normally be provided from NHS core funds.
<b>ORAL HEALTH</b>	Oral health is a state of being free from chronic mouth and facial pain, oral and throat cancer, oral infection and sores, periodontal (gum) disease, tooth decay, tooth loss, and other diseases and disorders that limit an individual's capacity in biting, chewing, smiling, speaking, and psychosocial wellbeing.
<b>PARTNER AGENCIES</b>	Agencies that work with each other for a collective benefit be that sharing knowledge, skills and resources.
<b>PERINATAL MENTAL HEALTH MANAGED CLINICAL NETWORK</b>	Helps Health professionals who work in statutory and non statutory services, as well as families who have been affected by or experienced perinatal mental ill health, to work collaboratively to provide the best quality care for women and their families.

SERVICE TERM	DESCRIPTION
<b>POVERTY LEADERSHIP PANEL (PLP)</b>	The Poverty Leadership Panel (PLP) was established following a series of meetings to discuss poverty with some of the key representatives of Glasgow, which included citizens with lived experience of poverty, the Third Sector Forum, Glasgow City Council and Housing Associations among others.
<b>PREP</b>	Pre-exposure prophylaxis. PrEP is a drug taken by HIV-negative people before and after sex that reduces the risk of getting HIV.
<b>PRIMARY CARE</b>	Primary care services provide the first point of contact in the healthcare system, acting as the ‘front door’ of the NHS. Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services.
<b>QUIT YOUR WAY</b>	Scotland’s support service for those people who wish to stop smoking.
<b>RECOVERY</b>	Reducing or ceasing substance abuse; often followed by one’s personal life being turned around in way of a supportive environment.
<b>RECOVERY ORIENTED SYSTEMS OF CARE</b>	Recovery Oriented System of Care is a co-ordinated network of community based services and supports that is person centred and builds on strengths and resilience of individuals, families and communities.
<b>RECRUIT WITH CONVICTION</b>	Recruit With Conviction is the organisation which supports employers to recruit and retain people with criminal records.
<b>REHIS</b>	The Royal Environmental Health Institute of Scotland, is an independent, self-financing registered Scottish charity improving public health through education and training. Courses include Food Hygiene and Food and Health.
<b>RESILIENCE</b>	Resilience means knowing how to cope in spite of setbacks, or barriers, or limited resources.
<b>ROSENBERG SELF-ESTEEM</b>	The Rosenberg self-esteem scale (is a self-esteem measure widely used in social-science research. It uses a scale of 0–30 where a score less than 15 may indicate a problematic low self esteem.
<b>SANDYFORD</b>	Sandyford is hosted by the Glasgow City Health and Social Care Partnership. It is the name of the specialised sexual health services for NHS Greater Glasgow and Clyde, including both clinical and health improvement elements.



SERVICE TERM	DESCRIPTION
<b>SCI GATEWAY</b>	SCI (Scottish Care Information) Gateway is a national system that integrates primary and secondary care systems using highly secure Internet technology. SCI Gateway enables GPs to access SCI services on-line.
<b>SCOTTISH DRUGS FORUM</b>	Scotland's national resource of expertise on drugs and related issues.
<b>SCOTTISH INDEX OF MULTIPLE DEPRIVATION (SIMD)</b>	The Scottish Government's official tool to identify areas of multiple deprivation in Scotland. It identifies concentrations of deprived areas across Scotland.
<b>SCOTTISH MENTAL HEALTH FIRST AID (SMHFA)</b>	SMHFA is a 12 hour course that provides an understanding of a range of mental health issues and how these affect people. It will assist participants to recognise when someone might have a problem and how to provide immediate help. It has an emphasis on suicide prevention.
<b>SOLIHULL</b>	The Solihull Approach aims to increase emotional health and well-being through both practitioners and parents. It does this through resources and training across the child and family workforce. The majority of health visitors in the UK are now trained in the Solihull Approach model.
<b>STEM</b>	Science, Technology, Engineering and Maths.
<b>THE RIPPLE EFFECT</b>	'The Ripple Effect' survey was carried out in various communities across Glasgow to gauge the perceived impact that alcohol has on local communities.
<b>THRIVING PLACES</b>	Thriving Places involve bringing local people and organisations together to help improve a local area.
<b>TRAINING FOR TRAINERS/T4T</b>	Training designed to upskill those who will deliver a training course.
<b>TRIPLE P</b>	Free parenting courses run across Glasgow for parents and carers of children aged 2-18.
<b>UNCONSCIOUS BIAS</b>	Instinctive biases based on our limited knowledge of a given situation, historically a useful survival tool but now often a barrier to equality and diversity.
<b>UNICEF UK BABY FRIENDLY INITIATIVE</b>	UNICEF UK Baby Friendly accreditation is based on a set of linked evidence-based standards for maternity, health visiting, neonatal and children's services. These are designed to provide parents with the best possible care to build close and loving relationships with their baby and to feed their baby in ways which will support their health and development.

SERVICE TERM	DESCRIPTION
<b>UNIVERSAL CREDIT</b>	Universal Credit is a benefit payment for people in or out of work. It replaces some previous benefits and tax credits.
<b>VICARIOUS TRAUMA</b>	A secondary trauma that can affect those who engage empathically with trauma survivors and their traumatic experiences.
<b>WEIGH TO GO PROGRAMME</b>	The Weigh To Go Programme aims to engage young people who are overweight (BMI>25) and/or concerned about their weight, and provides support for them to reduce their BMI and increase their physical activity levels.
<b>WELFARE REFORM</b>	Welfare reforms are changes in the operation of a given welfare system, with the goals of reducing the number of individuals dependent on government assistance, keeping the welfare systems affordable, and assisting recipients become self-sufficient.
<b>YOUTH HEALTH SERVICE</b>	A health service for young people that is designed to meet the needs of young people's issues and delivered in a young person accessible way.

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