

Health Improvement **Annual Report** **2021–22**



Contents

Foreword	3
Introduction	5
Section 1: Health Improvement Strategic Direction Priorities	7
Chapter 1: Building Mental Health and Resilience	7
Chapter 2: Building Structurally and Socially Resilient Communities.....	11
Chapter 3: Creating a Culture for Health	14
Section 2: Life Stages	17
Chapter 4: Early Years	17
Chapter 5: Children and Young People.....	20
Section 3: Settings	22
Chapter 6: Primary Care	22
Chapter 7: Criminal Justice	25
Chapter 8: Educational Establishments	27
Chapter 9: Placed Based Activity	29
Section 4: Workforce Development And Staff Health And Wellbeing	34
Chapter 10: Workforce Development.....	34
Chapter 11: Health and Wellbeing for Staff	37
Chapter 12: Research Activity	39
Section 5: Hosted Teams.	41
Chapter 13: GGC NHS Health Improvement Sexual Health Team.....	41
Chapter 14: GGC NHS Alcohol and Drugs Health Improvement Team.....	43
Chapter 15: GGC NHS Mental Health Improvement & Inequality Team	44
Chapter 16: Acknowledgments.....	45
Appendix 1: A To Z Glossary of Terms and Services	46



Foreword

Fiona Moss, Head of Health Improvement and Equalities

Improving health and wellbeing and addressing health inequalities in Glasgow are critical to the work of the City's Health and Social Care Partnership.

We have a much better opportunity to achieve all of our priorities by working in partnership, harnessing the energy, aspirations and ideas while building capacity with our local communities.

As of 2019/20 the COVID-19 pandemic has continued to have a detrimental impact on the lives of many individuals and families in the city. No one could have envisaged that the pandemic would have lasted so long nor the effect it would have worldwide, nationally nor locally. Research has highlighted that the impact of the pandemic has not been felt equally across Glasgow, its' population groups and communities.

In 2021-22 Health Improvement Staff continued to adapt and deliver key services across the city to address this impact while strengthening their links with the communities we serve. They strengthened connections locally and have played a key role supporting and rebuilding many networks which were "on hold" at the start of the pandemic.

Where possible, links have been included in this report to allow you to read more details on the work of the Service.

The Health Improvement Service have also continued to adapt over this year working to address mental health and wellbeing, financial inclusion, community cohesion, food poverty, loneliness and social isolation within the context of the pandemic. During 2021-22 Health Improvement Staff have also continued to support pandemic requirements in the NHS Test and Protect Team until spring 2021 which was well detailed in our last year's report.

During this year the Health Improvement Service have achieved most of the targets set for them:

Health Improvement Performance Indicator	Target	Latest Period Reported	Status - citywide
1. Alcohol Brief Intervention delivery (ABI)	5066 (annual)	Full year data	7749 ✓
2. Smoking Quit Rates at 3 months from the 40% most deprived areas. (reported in arrears)	1217	Full year data	1260 ✓
3. Women smoking in pregnancy (general population)	12%	Q4	9.5% ✓
4. Women smoking in pregnancy (most deprived quintile)	17%	Q4	15.9% ✓
5. Exclusive Breastfeeding at 6-8 weeks (general population)(reported in arrears)	33% by end of 21/22	Q4	28.3% ✗
6. Exclusive Breastfeeding at 6-8 weeks (15% most deprived data zones) (reported in arrears)	24.4% by end of 21/22	Q4	20.6% ✗
7. Breastfeeding Drop-Off Rates (Between 1st Health Visitor Visit and 6 weeks) (reported in arrears)	30.4% by end of 21/22	Q4	29% ✓

The Health Improvement staff have again shown commitment, enthusiasm and flexibility. I am immensely proud of the Teams' dedication to duty and their skill in being able to adapt to new roles, develop new initiatives and the ability to bring people together in the spirit of true partnership. All this whilst mainly working in isolation, utilising and developing their online skills. Not only maintaining competencies, but developing and growing in new areas of work that will have a prolonged impact on the way we continue to work in the future.

The Service continues to adapt and be an integral component of both health and social care and community planning within the city. As we return to more face-to-face programmes we are reminded of just how wonderful human contact is, and we look forward to working with others to change health experiences in the city.



Introduction

This report gives the headlines and some narrative of work led, delivered and/or supported in the year 2021-22 by the Glasgow City Health and Social Care Partnership's (GCHSCP) Health Improvement Service. It reflects progress during what has been another difficult year for everyone living through the Covid 19 Pandemic. The Health Improvement Staff initially moved into pandemic related response services and returned to the Service just before our 2021/22 operational year, however the ongoing pandemic requirements have meant that not all programmes were able to return to previous arrangements.

The City's Health Improvement Service works in partnership with public health services across the wider health board area, including those managed within Glasgow City HSCP, which are integral to health improvement work: the services provided for Alcohol and Drugs, Mental Health Improvement, Sexual Health and Community Justice.

The Health Improvement Teams (North West, North East and South) also work in partnership with many colleagues across the GCHSCP, with Community Planning partners, third sector partners, community groups and local people across many different neighbourhoods in the city.



Health Improvement work to three key priorities agreed by the Integration Joint Board:

1. **Building Mental Wellbeing 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 .
2. **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 – including employment, income and infrastructure through which purpose and support are built and found.
3. **Creating a Culture for Health in the City** (especially 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.



In 2022-23 the 10 year Strategic Direction for the Health Improvement Service will be reviewed. Changing health and demographics in Glasgow has been well researched and reported on over the past 10 years. The city has grown substantially and in partnership the Service's work has continued to evolve and develop to address the needs of the city's people. Our colleagues at the Glasgow Centre for Population Health have recently reported on this at a city level.

 [Health in a changing city: Glasgow 2021 | Glasgow Centre for Population Health \(gcpgh.co.uk\)](https://www.gcpgh.co.uk)

Later in this report you can read in more detail about some of the new developments the Service are working on and planning as we strive to achieve our targets, goals and vision.

- Community Link Workers
- Expansion of the Youth Health Service
- Welfare Rights and Financial Inclusion
- City Food Plan
- Thrive Under 5
- Mental Health and Well-being – expansion & development of new services e.g. Compassionate Distress Response Service

We are proud to have won awards for a number of our work areas:

- Cancer Screening Animations for Ethnic Minorities – won the Digital Initiative Award at the UKPHR Innovation in Public Health Awards
- #HeidOutdoors - won the Best Social Media Awards at the UKPHR Innovation in Public Health Awards
- Quit Your Way Service – won the Uniformed Services category in the Glasgow Times Community Champions Award

We hope you will appreciate reading about the work of the Service in this report and if you are interested in being involved in any way in our local areas please get in touch.

¹ <http://www.parliament.uk/documents/fair-society-healthy-lives-full-report.pdf>

² <http://www.gov.scot/publications/persistent-poverty-scotland-2010-2017/>



Section 1: Health Improvement Strategic Direction Priorities

Chapter 1: Building Mental Health and Resilience

In September 2021 the North West Health Improvement Team brought together a group of interested partners to re-form the 'North West Mental Health & Wellbeing Forum'. The aim of the forum was to enable services and organisations to connect, share information and ideas, and be supported to join-up and collaborate on work supporting mental health and wellbeing in local communities. Training opportunities, service updates and consultation opportunities were shared with the group, and a space was provided at each meeting for partners to think about how the forum should take shape to influence and improve services/access to services.

Members of the forum attend from different sectors, and include statutory services and the third sector. There was a focus on suicide prevention and sharing learning from the Glasgow City Suicide Prevention Partnership. The forum considered how the new Suicide Prevention Strategy and Action Plan informs, develops and supports work at a local level in neighbourhoods.

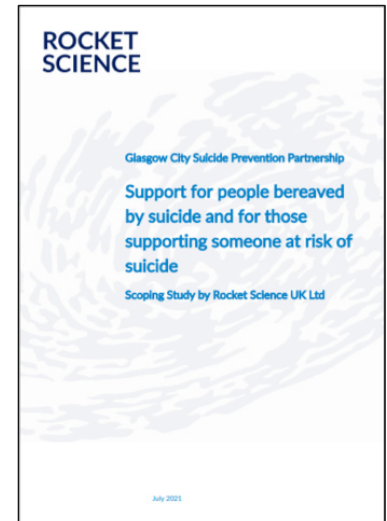
North East Health Improvement Team led on a scoping study this year named 'Support for people bereaved by suicide and for those supporting someone at risk of suicide', working with Rocket Science UK Ltd on behalf of Glasgow City Suicide Prevention partnership.

This report outlined the infrastructure that would need to be in place to support a good delivery model.

This included:

- Gaps in provision to be addressed
- Service approach and quality principles for services within the models
- Governance arrangements
- Partnership arrangements
- Staff skills and support.

[https://www.stor.scot.nhs.uk/bitstream/handle/11289/580308/Suicide Bereavement and Support Scoping Study Rocket Science Report.pdf](https://www.stor.scot.nhs.uk/bitstream/handle/11289/580308/Suicide%20Bereavement%20and%20Support%20Scoping%20Study%20Rocket%20Science%20Report.pdf)



Young People's Compassionate Distress Response Service

In 2021, the Compassionate Distress Response Service (CDRS), an enhanced pathway for 16-25 year olds, commenced. Funded by the Community Mental Health Supports & Services Framework similar to the adult service.

- Mental Health Assessment Units, CAMHS, Youth Health Service, agreed contacts in secondary schools
- further education and higher education institutions, Social Work Services staff and third sector organisations can refer 16-25 year olds
- Monday to Friday from 9am to 2am and Saturday and Sunday from 5pm to 2am.
- CDRS now provides a listening service for people experiencing acute emotional distress.
- Over 4,500 people have engaged with CDRS to date (December 2021).

<https://glasgowcity.hscp.scot/news/supporting-adults-and-young-people-experiencing-emotional-distress>



Quotes

From CDRS:

"it feels so good to be able to know I can handle situations and pull myself back now, thank you"

"I really like being able to sit in a non-clinical environment. Its class, you have a younger person to relate to rather than a doctor who doesn't understand"

"I was so surprised at the response time, it's so good how quick you get in contact"

"Enjoyed chatting, felt like I was able to open up"

Case Study

From CDRS:

G presented with feelings of hopelessness, PTSD, bullying from school days, anger issues, low mood, stress & anxiety. G felt more comfortable meeting face to face. He first came into the service and then agreed to support in a public place. G was provided space and time to explore his feelings. During these sessions he disclosed that his mental health had been a challenge for him and that he had experienced racism at school. G was provided with a range of coping strategies and resources (self-esteem, and coping with suicidal thoughts) as well as information on the possibility of longer term support such as counselling. On each occasion G grew in confidence. In the final two meetings the distress response worker helped develop a plan to enable him to seek the right support. G felt that he had benefited from using YP CDRS as a starting point and was now aware that there is support out there for him if he requires it and how to navigate through this. G was also supported to go along to the Young Adult Wellbeing service – a peer based group programme for young people to meet and take part in a range of activities.

Flourish Glasgow

Health Improvement continued its role in supporting the collaboration of Flourish Glasgow, a partnership which supports mental wellbeing similar to Thrive New York, London and Edinburgh. The Flourish Glasgow Partnership was established in June of 2021 as part of the coordinated response to the demand for more joint activity to support positive mental health and wellbeing in Glasgow City. Over 2021-22 the collaborative representation has increased and the group now have representation across the Third Sector, including Glasgow Disability Alliance, Volunteer Glasgow, Glasgow Council for Voluntary Sector, Mental Health Foundation and Mental Health Network. This is supported by partners from Police Scotland, Glasgow Kelvin College, Glasgow Life, Glasgow City Council and Glasgow City HSCP Health Improvement and Adult Services, NHS GG&C Public Health and Glasgow Centre for Population Health.

The group have progressed this ambition through fostering relationships with already established partnerships such as Thrive Edinburgh, who presented their work to the group in 2021. Later that year there was an international input on community based Mental Health work in New York. International influence continued through sharing presentations from an International Mental Health Leadership Network on a Brazilian peer based Mental Health intervention. Conversations are being facilitated by the Mental Health Foundation around the development of a UK wide network, bringing together other Thrive or Flourish type groups across the UK.

Adult Stress Service



Lifelink delivered the adult stress service within Glasgow for anyone over 16.

COVID 19 continued to impact service and delivery across the entire financial year 2021/22 causing disruption to resources, venues, and appointments.

Despite these challenges, Lifelink continued to deliver a blended service model, offering clients the option to choose either face to face, video or telephone appointments to suit their individual circumstances and needs.

Melisa House, Govan re-opened mid-April 2021 and Crownpoint, Parkhead office re-opened in June, with both venues offering a limited number of face-to-face appointments to ensure clients felt safe and at ease to return to a community-based environment. The Maryhill office re-opened its doors at the end of August and gradually across the summer, face to face appointments were increased to support the growing demand for the service. The remaining community venue, Pollok re-opened its doors in March 2022 and by the end of the financial year the service was back to operating at almost full capacity with the extended option of digital sessions for clients in addition to face-to-face appointments.

Pandemic Response/Digital Activity

During 2021/22 Lifelink delivered a blended model of face-to-face, telephone or online appointments with a gradual return to increased face to face counselling as the year progressed. COVID restrictions, staff and client sickness and self-isolation all impacted on service delivery over the year, impacting on the number of appointments booked and filled.

PERFORMANCE

At the beginning of the financial year, revised targets were agreed with Lifelink due to the service delivery challenges from the first year of the pandemic (2019/2020) and these session and client numbers were added to 2021/2022 targets. While these revised targets were not achieved in their entirety, the service did achieve 72.8% of revised appointment targets and 73.2% of client targets. The service felt proud that they were able to post such positive results despite the service user and staff experiences of the pandemic.

- 6886 referrals - almost back to pre-pandemic levels
- 64.5% of people who self-referred were sign-posted by their GP

Counselling:

- 15274 appointments were offered with 4096 individuals booked into these.

Wellbeing classes:

124 wellbeing classes with 1121 attendees

Clients who attend the Lifelink service use an accredited risk assessment called CORE at each session as a proxy for effectiveness. In 2021-22 this showed an improvement in their CORE scores of an average of 6.8 across the city. Anything over 5 is clinically significant, demonstrating an improvement in wellbeing.

Quotes

From Lifelink:

On their groupwork sessions:

Building Confidence – ‘Just the fact that I did not have to feel alone and isolated in my current state of vulnerability for a while today. That the facilitator therapist took the time to reassure each group participant that we have already demonstrated resilience today.’

Boosting Self-Esteem ‘It was just nice to hear that I’m not alone in how I’m feeling. This was my first time attending group meetings to try and help with my depression. And I thought it did help brighten my mood....by a score from a 4 to an 8 😊’

On their Counselling Service:

‘The (counselling) sessions have been really useful and have helped me to let go of a lot of things. I realised I had to shift my way of thinking, and I've been motivated to take steps forward in making changes to meet my needs more and make my relationship better’.

‘This is a great service. I am so glad my GP recommended this to me. My appointments have really helped me with my anxiety and how to cope with a recent bereavement’.

Case Study

From Lifelink:

Client is 20 years old unemployed and lives with his mum and brother. Client presented with low mood and spending most of time in bed feeling tired and little motivation. He was attending GP for depression and had been prescribed antidepressants, GP suggested that client makes a referral to Lifelink, and client referred self to Lifelink.

Client attended 8 sessions and counsellor used an integrated model of therapy moving between cognitive behaviour therapy by exploring triggers to low mood looking at client thoughts, feelings, and behaviour.

Client shared that he felt numb saying “I don’t care, can’t be bothered” and then talked about being bullied in secondary school. This led to talking about the impact the bullying continued to have on client’s mental health; suppressing feelings, struggling with self-esteem.

Discussed jobs, training opportunities, apprenticeships as client did not know what job he would like to do. Progress was made with small stepping stones; firstly considering what kind of job the client would be looking for and exploring the clients likes and dislikes. When gaming was put forward for consideration there was a spark of interest from him and an agreement made, he would search for gaming jobs in his area for next session. In the following session Client had researched jobs and found that there were jobs in the area in gaming and together agreed the next step to look at application form.

His Core score at first session 23 last session 8. He is starting exercise again and seeing friends more regularly. There was a spark when it was suggested there are jobs in gaming, and this supported him to explore job options.



Welfare Advice Health Partnerships (WAHP)

The Scottish Government announced a 2 year funding package to deliver an embedded welfare rights service in up to 150 GP practices across Scotland serving deprived communities to help address growing mental health concerns caused by money and housing insecurity. This built on the success of Glasgow's Deep End Money Advice Projects which were delivered in 30 Practices across six GP Clusters; these services were sustained via the national funding.

An extensive body of evidence demonstrated embedding money advice in General Practice had a positive effect on patient health, reduced health inequalities & poverty, reduced the pressure on Practice staff and enhanced time for clinical care and enabled advice agencies to engage with client groups who would otherwise not engage with their services.

The allocation was based on the percentage of Practice patients in the 15% most deprived SIMD datazones. Glasgow City were allocated 89 of the 150 GP Practices across Scotland with 84 of the 89 eligible Practices agreeing to participate in the WAHP programme.

The allocation of the Practices was:

- 1 citywide practice providing a GP service to patients who have been excluded from mainstream GP services. 35 NE practices, 26 NW practices and 22 practices in the South locality.
- Each Practice received one day per week of Welfare Rights Advisor time, including half a day to directly engage with patients and half a day to process resulting tasks. A dedicated Advisor was aligned to each Practice providing continuity of care.
- HSCP Health Improvement staff, and the Improvement Service, oversaw the programme and assisted Practices to establish and maintain the service.

An implementation plan commenced in February 2022 with participating Practices. All WAHPs Advisors are now aligned to their Practices and supporting patients.

Performance

The Welfare Advice Health Partnership was implemented in quarter 4 of 2021/22. The initial impact of the service was really positive. In Q4 2021/22 there were 735 referrals made across WAHP Practices across Glasgow City. There has been over £372k in Financial Gains for patients in participating Practices. In addition to this there has been over £133k in Debt Managed and over £10k Council Tax arrears negotiated.

Nicola Sturgeon visited the Forge Medical Practice in Parkhead Health Centre. The First Minister was keen to see one of the Glasgow GP practices participating in the Welfare Advice Health Partnership (WAHP) in operation. The visit coincided with Scottish Government announcement of up to £300k to extend WAHP programme to GP practices in 20 rural and 10 island communities from Autumn 2022.



Financial Inclusion Partnership

The HSCP is a key funding partner with Glasgow City Council for Financial Inclusion Services. The service enables community-based NHS staff to refer patients with money worries to several dedicated Money Advice providers.

Maternity Matters, the Money and Debt with Advocacy Service for women attending the Special Needs in Pregnancy Service (SNiPS) is a specialist service that supports vulnerable women during pregnancy. Some women accessing the service may have left the care system, be survivors of domestic abuse, asylum seekers, ex-offenders and/or be experiencing substance misuse problems, mental health issues or other vulnerabilities.

HSCP Health Improvement staff and NHSGGC colleagues developed an evaluation of the Money Advice Service in Rowanbank medium secure inpatient forensic psychiatry clinic. The service was delivered via telephone during the Covid-19 pandemic. The evaluation included both qualitative and quantitative elements, including staff and patient surveys, the number of patients engaged and financial gains secured. The data is in the process of analysis with a final report expected.

Health Improvement continued to lead the city's Challenge Child Poverty Partnership with strong attendance from over 25 organisations including Social Security Scotland and the Department of Work & Pensions. Key work areas included: reaching priority groups who are more vulnerable to experiencing poverty, and maximising take up of entitlements and accessibility of Financial Inclusion Services.

FINANCIAL INCLUSION PARTNERSHIP



5,074 Referrals made by NHS staff across the Financial Inclusion Partnership

3,552 Individual clients engaged with the service

The majority of referrals (3,085) were made by NHS staff groups (Health Visiting, Midwifery) engaging with families with children under 5 years old, thus contributing to mitigation of child poverty.

£5.25 M Total financial gains achieved for clients

261K Housing debt managed

313K Non-housing debt managed

141K Council tax arrears negotiated



Pandemic Response/Digital Activity

Due to the Covid-19 pandemic, Advice Providers for the Finance Inclusion Partnership initiated remote working and delivery of telephone and online appointments as an alternative to face-to-face contacts. Although face-to-face appointments resumed later, many clients still preferred to access the service remotely (reflected in increased engagement levels), thus telephone and online appointments will be sustained.

Case Study

Financial Inclusion Services – Client was a young mother with a new born baby living in Registered Social Landlord property with partner. The client was on maternity leave and receiving statutory maternity pay. Her partner was self-employed and received some Universal Credit due to varied work hours. The client was unsure they would receive any additional benefits due to receiving statutory maternity pay.

A benefit check showed that the client was eligible for additional Universal Credit through a joint claim with partner, as well as child benefit, Scottish Child Payment, Best Start baby grant and a Council Tax reduction.

The total financial gain for the client annually was £5,086 and has greatly reduced their financial concerns whilst on maternity leave.

Volunteering

Glasgow City HSCP Health Improvement Teams have a long history of involvement with members of the public volunteering in a variety of roles and ways. This varies hugely across the organisation and takes place in both a formal and informal way.

We continue to make good progress towards improving both the number of volunteers and roles they support. However the Covid-19 pandemic and resulting lockdowns and restrictions inevitably affected the numbers that were able to be involved. The pandemic however, generated new innovative volunteering roles, encouraged support for neighbours and vulnerable people, activating acts of kindness between strangers.

Although the majority of formal volunteering was paused and some have now begun to remobilise, we are well aware of the numerous activities and programmes that have volunteers at the core of their success. It is important to acknowledge the overwhelming support, resilience and altruism that volunteers have demonstrated to ensure that the most vulnerable people in our city are supported.

Pandemic Response/Digital Activity

 <https://biteable.com/watch/3630158/77795c4fa4b40ee77838bfe449b66a24>

Performance

We have approximately 70 direct volunteers (within the HSCP) recorded on the national database - Volunteer Information System. For those that we are unable to record their details we have developed an anonymised way of including their numbers.



Tobacco

The Glasgow City Tobacco Group continued to oversee the development and delivery of evidence-based and cost-effective practice and monitors the progress of tobacco work within the HSCP against local, board-wide, and national objectives. Throughout the year 2021/22 the Quit Your Way (QYW) Community Teams in Glasgow City considered service improvements to make the delivery model more sustainable longer term, more supportive for staff health and wellbeing needs and to provide more work development opportunities.

An example of one service improvement was to increase support by moving to bi-weekly calls part way through a client's quit journey, when appropriate, using an assessment tool for reference. Monitoring is in place to ascertain the effectiveness of this, as this has been shown to be a successful model for QYW services in other board areas.

Glasgow City QYW teams signed up to the LGBT Charter during this year, with 89% of staff within the community teams completing LGBT awareness training as they work towards achieving the Bronze Award by March 2023.

Pandemic Response/Digital Activity

QYW made resource available to provide dedicated staffing capacity to support acute calls across the city, rather than in individual sector teams. This allowed the community service to accept referrals from the acute service once again.

 <https://www.nhsggc.scot/hospitals-services/services-a-to-z/quit-your-way/>

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

Performance

The LDP target set by the Scottish Government measures the number of successful 12 week quits within the 40% most deprived populations. During 2021/22, the City teams have achieved 75% of the NHS GG&C Board wide target. During 2021/22, 5585 people have made a quit attempt using QYW Glasgow City services (Community, Pharmacy, Pregnancy, Acute and Mental Health). 73% of these individuals were from the 40% most deprived populations. 1260 individuals in the 40% most deprived populations achieved a successful 12 week quit during 2021/22.

QYW Community staff in Glasgow City are regularly referring or signposting clients to other support services as part of providing holistic person-centred care. In 2021/22, 251 onward referrals or signposts were carried out, demonstrating the breadth of health related issues clients are experiencing and the range of support being provided by QYW staff.

Alcohol and Drugs

The Alcohol & Drugs Training and Workforce Development contract develops and delivers training and resource support for community-based staff working with children, young people and adults. This contract aim was to increase the knowledge base and overall confidence levels for staff and support their contribution to alcohol and drug prevention, harm reduction and education, and ability to signpost individuals to appropriate support services. The contract was delivered by Scottish Drug Forum (SDF) on behalf of Glasgow City Alcohol and Drugs Partnership (ADP) and provided a variety of alcohol and drug training courses to community-based staff including generic alcohol and drugs, risk, CRAFFT (Car, Relax, Alone, Forget, Friends, Trouble) and drug specific courses.



NHSGGC Alcohol and Drugs Central Team, lead a programme of ABI (Alcohol Brief Intervention) work at both city and board level, 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 2021-22 ABI LDP Target for GGC was 13,085 ABIs

In 20/21 the criteria for awarding Ripple funding had been adapted to take account of the impact of COVID. In 2021/22, while still acknowledging the ongoing impact of COVID, health improvement were keen to ensure the funded activities were really addressing prevention related priorities.

The fund was again promoted electronically through use of the COGs toolkit. Through increased links with ADP colleagues, even when the proposed activity wasn't funded, there was an increased focus on signposting projects to other funding streams, e.g. CORRA micro-grants. As the Ripple Effect work progresses this signposting role will become more prominent.

Pandemic Response/Digital Outputs

During the pandemic the impact of COVID had been extreme within the field of ABI (Alcohol Brief Intervention). While there was some easing of restrictions over the previous year, these have again, at short notice, been tightened. This proved to be very challenging. Building on the delivery moving to online and telephone support in 2021/22 and embedding this as a way of working. Continued delivery of training and support online ensured staff who were linking with patients and clients were in a position to deliver ABIs. Within Police Custody Suites where face to face work had continued uninterrupted there was strong delivery from a service that has fully embedded ABI.

https://bit.ly/GCA_ABI_Annual_Report_2021-22

<https://sdf.org.uk/wp-content/uploads/2022/07/SDF-Glasgow-Training-and-WFD-Report-2021-2022-1.pdf>

Performance

ABI Performance within Glasgow City was robust throughout the year particularly within wider settings. The target was 5066 and the percentage achieved was 153%. This helped to offset challenges faced within primary care setting. Overall target was met and exceeded.

CRAFFT Training evaluated well with 100% of participants stating learning objectives met expectations, 71% learning outcomes relevant to role and 100% intending to make changes to their practice as a result of this training.



Quotes

CRAFFT Training Participant quote:

"I will use the CRAFFT tool as a structure for speaking to young people about substance use and I feel more equipped and confident to do so."

Case Study

An example of good practice within ABI (Alcohol Brief Intervention) is the work that is carried out by Police Custody Suites. In conjunction with a previous Police Custody Suites Team Manager, Police Custody Suites team ABI performance was monitored and discussed directly with the Team. This monitoring of ABI performance data allowed staff training and support to be put in place where required and led to staff being confident in identifying and maximizing the health improvement opportunities they had with their patient/client contacts. This ensured the 'teachable moment' was captured. This has led to the Team fully embedding ABI delivery within their Service. ABI is seen as a core part of their role and not an add-on to it. This runs through all aspects of ABI delivery, from the screening and interventions carried out with the individuals in custody, through to the appropriate recording and submission of data on the AdAstra recording system used within Police Custody Suites. All staff are aware of the value of the intervention, the impact it can have, and the opportunity to maximize the time they have with individuals.

Cancer Prevention

Locality Health Improvement Teams from Glasgow City have together developed a working three year cancer action plan (2021-2024) to help tackle inequalities in screening.

Due to Covid-19, all national cancer screening programmes (breast, bowel and cervical) were paused from March 2020 and slowly resumed from August 2021 onwards. This added to pre-existing barriers to screening within Glasgow's Black, Asian and Minority Ethnic communities who were most impacted by COVID-19.

Animated video resources were created in partnership, to encourage re-engagement and participation in screening following a successful bid to the Scottish Government Screening Inequalities Fund.

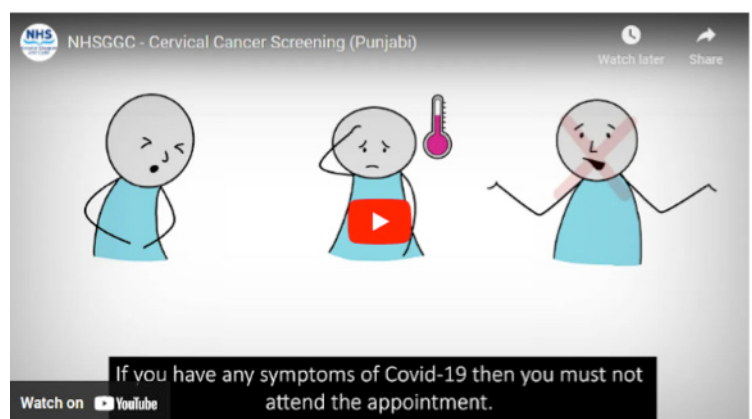
These were dubbed by community volunteers into five community languages. Subsequently, the videos were produced in English and British Sign Language (BSL) versions with additional funding from NHSGGC Public Health Team.

To address digital inclusion and cultural sensitivities, video brochures were created and are available to borrow from Health Improvement.

The animated videos can be accessed nationally on NHS Inform and through the NHSGGC YouTube channel. These have been disseminated through online information events. Activity continues with targeted groups and local services to promoting cancer screening using the animated videos as resources.

Pandemic Response/Digital Activity

[NHS Greater Glasgow and Clyde - YouTube](#)



Section 2: Life Stages

Chapter 4: Early Years

Breastfeeding Friendly Scotland

Glasgow Clyde College has become Scotland's first further education institution to obtain accreditation. 1,120 staff members were trained to support this initiative and information was also cascaded to students.

DISTRIBUTION OF TOOTH BRUSHING RESOURCES

1,518

oral health resources were distributed across 24 organisations in Glasgow City as part of the summer holiday food programme.



Distribution of Tooth Brushing Resources

Health Improvement staff worked in partnership with Glasgow City Council, the Oral Health Directorate and 24 community organisations to provide toothbrushes and toothpaste to children and young people participating in Glasgow Children's Summer Holiday Food Programme.

Performance

A total of 1,518 oral health resources were distributed across 24 organisations in Glasgow City as part of the summer holiday food programme.

1,757 early years staff across 174 Glasgow City nurseries participated in Childsmile National Tooth Brushing Standards and Infection Prevention and Control Training.

LOCALITY	NURSERIES INVOLVED	STAFF TRAINED
SOUTH	51	294
NORTH EAST	55	657
NORTH WEST	68	505



Breastfeeding Telephone Support

Glasgow City HSCP Telephone Support Service aims to provide support to pregnant and breastfeeding families. The service has a focus on increasing the recruitment of peer supporters from ethnic minority backgrounds and increasing uptake of the service.

BREASTFEEDING TELEPHONE SUPPORT



KEY ACHIEVEMENTS:

111 Families Supported

16% Families come from ethnic minority background

22 Breastfeeding volunteers recruited

8 Volunteers come from ethnic minority background

Languages the service can support include: Urdu, Punjabi, Spanish, Danish, Polish, French, Rotooru and Otjijherero.

Thrive Under 5 Project (TU5)

This is an early intervention project to support enabling a healthy weight in the early years whilst mitigating child poverty impacts.

Key achievements have included the provision of the TU5 Financial Inclusion Pathway with enhanced supports for eligible families, partnership working with the Alexandra Rose Charity to provide Rose vouchers to eligible families in Drumchapel to access fruit and vegetables, and the establishment of a TU5 network in each area with local action plans.

THRIVE UNDER 5

45 FAMILIES



Financial Inclusion Referral Pathway referrals
(Stats Mid February 2022 - March 2022)

£1661.64



Total Financial Gains for Thrive Under 5 families as part of Financial Inclusion Pathway (following full FI check and includes Best Start, Scottish Child Payment etc)

14 FAMILIES
112 FAMILY MEALS

Number of meal packs delivered to beneficiaries (weekly delivery, once a week for 8 weeks)



11 FAMILIES
132 SHOPS

Number of Pantry membership and voucher beneficiaries



25 FAMILIES, 69 ELIGIBLE CHILDREN

Number of beneficiaries receiving weekly Alexandra Rose vouchers in Drumchapel (£12.42 Average weekly value for fruit and vegetables per family)



Case Study

Thrive Under 5:

Client A had an indefinite leave to remain, does not work and is a lone parent for her 3 children full time. Client A struggled with mental and physical health conditions. Her son has a serious medical issue. She was only in receipt of child benefit, Scottish Child Payment, and Universal credit and was referred into Thrive Under 5 via a NHS community links worker.

Outcomes included budgeting support and assistance with access to healthy food via an 8 Week recipe pack delivery service from East End Flat pack meals, funded access to NW Community Pantry, £20 voucher for kitchen utensils (with which, kitchen knives were purchased).

Energy advice and assistance was provided, regarding energy efficiency and saving advice, assistance with registering formal complaint with the supplier and mediating this and a Fuel voucher issued (£49.00)

Benefits were also maximised for Client A and as a result she is now in receipt of Carers Allowance successfully (£3,623.40), Scottish Child Disability Payment (£5,884.98) and Universal credit (£7,004.28).

Client A is still awaiting outcome of PIP and Universal Credit Work Capability assessment.

Dolly Parton Imagination Library Pilot (North East locality)

36 children identified with a possible communication and language delay at the 27–30 month child health assessment, using the Sure Start Language Measure and Strengths and Difficulties Questionnaire, were enrolled in the pilot. All participants received free monthly books to increase the likelihood and quality of book sharing at home. Health Visiting staff provide parental support with any reading and literacy issues. The majority of families enrolled were at high risk of experiencing poverty.



Youth Health Service



The YHS is a holistic early intervention prevention service for young people aged 12-19 years, offering clinical and non-clinical support with access to a multi-disciplinary team during service delivery.

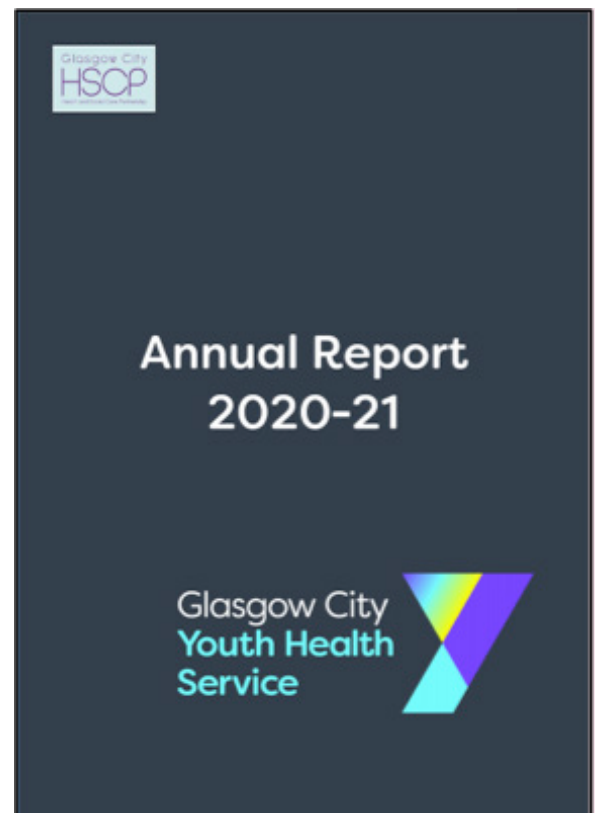
Mental health continues to be the key presenting issue, in particular anxiety and low mood. Approximately 68% are complex and require additional wrap around support and onward referral. The blended appointment approach adopted during the pandemic, has been revised in response to demand for face to face appointments.

The YHS expansion programme was completed in September 2021, and is now delivered in 9 venues in the city. This was achieved in advance of the 2022 timescale identified by the Integrated Joint Board and against a backdrop of COVID 19.

Simultaneously, various service developments were progressed including the launch of the A&E Pilot for

Intoxicated Young People in April, developing a pathway to the YHS as part of the existing Child Protection processes. In July 2021, a new Multiple Risk programme was incorporated into the YHS model offering a bespoke 12 week programme to address individual risks, using innovative engagement approaches, supported by outreach activity to maximise benefit.

Through the Young Person's Guarantee programme, the Scottish Government also funded a post to provide in house support for young people 16-24 years with additional barriers to employment. The Youth Employment Coach addressed self-confidence, CV writing and practical skills such as interviews, travelling and meeting new people to increase pathways into training, volunteering and employment.



Pandemic Response/Digital Output

The blended appointment approach adopted during the pandemic, has been revised in response to the demand for face-to-face appointments.

To address the post COVID rise in mental health issues funding from Scottish Government was utilised to deliver new group work and supplementary 1:1 counselling in 4 additional venues weekly for 3 months.

To promote the service, video clips were shared on Facebook and animated case studies recorded for use on social media in tandem with website development.

 www.nhsggc.scot/GlasgowCityYHS

 <https://www.nhsggc.scot/hospitals-services/services-a-to-z/glasgow-city-youth-health-service/>

Performance

For more information and performance on the Youth Health Service please see this link:

 [glasgow-city-youth-health-service-annual-report-2020-21.pdf](https://www.nhsggc.org.uk/glasgow-city-youth-health-service-annual-report-2020-21.pdf) (nhsggc.org.uk)

Quotes

"I would strongly recommend the Youth Health Service to other parents. They listen, they are non-judgemental and they're on the ball" - Parent

"The GP was so friendly, someone to talk to every week and I could talk to her without feeling embarrassed or judged at any point" - Young Person, 16

Glasgow City
Youth Health
Service

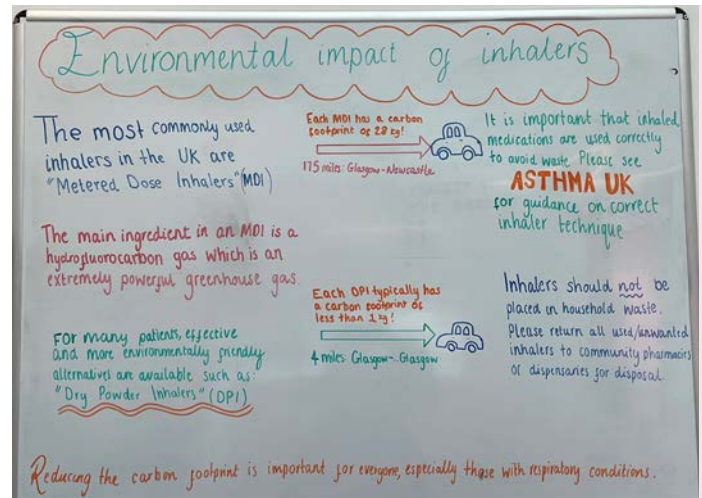


Section 3: Settings

Chapter 6: Primary Care

Greener Respiratory Care

With Primary Care staff, North West HI Team organised two events to share information on greener respiratory care. The main ingredient of meter dose inhalers is a powerful greenhouse gas which influences climate change. The events showcased a case study from a Drumchapel Practice which encouraged use of a more environmentally friendly inhaler (where appropriate). A quality improvement proposal has been developed for a GP cluster to progress this work.



My Diabetes My Way (MDMW)

The North West Health Improvement Team worked with the Community Link Worker programme and four GP practices to offer digital support to newly diagnosed diabetic patients to access and navigate the My Diabetes My Way website and use the app. The work encourages supported self-care and onward referral to organisations to help with person-centred care. Digital exclusion is monitored.

<https://mydiabetesmyway.scot.nhs.uk/>

*my diabetes * my way*

MY DIABETES MY WAY (MDMW)

North West HI Team worked with the Community Link Worker programme and 4 Practices to offer digital support to newly diagnosed diabetic patients to access and navigate the My Diabetes My Way website and use the app.



The work encourages supported self-care and onward referral to organisations to help with person-centred care. Digital exclusion is monitored.

Shields Community Garden: Growing Well Together

Overseen by South Health Improvement Team and East Pollokshields Community Oriented Primary Care Group, Urban Roots manages the Shields Community Garden to deliver garden, growing and greenspace prescribing activity (across several sites) to people struggling with mental health, isolation or loneliness. During COP26, we shared how local action to mitigate climate change supports community cohesion and wellbeing.



Trauma Informed Practice pilot

The North East Health Improvement Team supported twenty Clinical and Senior Management staff from Dennistoun cluster to consolidate knowledge of Trauma Informed Practice via completion of Trauma Informed and Trauma Skilled Practice Levels of the NES National Trauma Training Programme. Backfill funding was secured to enable participation. Staff reported increases in ability to identify responses to trauma, confidence to recognise the impact of trauma, to deal with trauma disclosures, and recognise the need to signpost to specialised services. Further development was identified around Emotionally Unstable Personality Disorder, Post-Traumatic Stress Disorder and Domestic Abuse.

Community Link Workers

The Community Link Worker (CLW) programme forms part of the HSCP's Primary Care Improvement Plan. Glasgow City Health Improvement commissioned the service which is provided by the Health and Social Care Alliance Scotland and We Are With You.

CLWs are embedded in GP practices where patients experience high levels of deprivation. Patients are supported with non-medical issues which affect their health and wellbeing - mitigating the impacts of social determinants of health. Following a substantial expansion during 2021/22, there are now 64.3 (whole time equivalent) CLWs across 81 GP practices, and four Specialist CLW posts: Asylum Seekers, Homelessness, CAMHS (provided by SAMH), and Youth Health Service. For more information, please see the CLW Annual report.

<https://glasgowcity.hscp.scot/index.php/publication/glasgow-city-hscp-community-link-worker-clw-programme-annual-report-2021-2022>



Quotes

CLW Programme:

"I will admit I had my doubts about the effectiveness of this support link: but [my CLW] helped me to ground myself and focus on what's best for me, he helped me access services I need and was a friendly and supportive voice throughout." - Patient

"You can't put a price on the value of a Link Worker. It's changed the work we do so much. It's great having the Link Worker to support our patients with issues that often we were not best placed to help with." - GP

Performance

1321 referrals were made by GP Practices in NW Glasgow to HI related services in 2021/22. From the annual reports, 1321 referrals were made by GP Practices from April 2021 to March 2022 to HI related services. 44.6% of referrals were made to financial inclusion services, 26.4% to Quit Your Way Community Services, 26.8% to the Glasgow City Youth Health Service, and 2% to Weigh to Go. Reports include data starting in 2018-19, allowing trends to be monitored over time.



Performance

48 Delegates attended 'It's Not My Crime' where an update on the training package was delivered online via Families Outside. 460 Self-Care packs were given out to families in contact with Justice Services and 750 Self-Care packs given out to individuals in contact with Justice and Homeless Services.

Quotes

In response to the Self-Care Packs,

"Has been interesting to see how well the crossword/puzzle books have been received! One client for example said that he now goes around to his mother's once a week and they do a puzzle together."

Another spoke about them being fun." (Community Justice Service Manager)

*"Thanks so much for this – this has made my day! My mum used to love a crossword and this has just reminded me of that."
(Homeless Addiction Team (HAT) service user)*

*"Thank you so much for the boxes. Twins absolutely love it. They are already painting and having fun. Thank you so much for this, this is fantastic."
Family Member (recipient of a family pack bundle).*



Chapter 8: Educational Establishments

Health Improvement continue to support this setting using the HIEG (Health Improvement and Education Group) to plan, report and review activity. The linked priorities are Mental Health and Wellbeing (MHWB), Vulnerability, Physical Activity and Nutrition (PAN), Poverty and Multiple Risk (MR). They were supported by groups focussing on Quality Improvement and Continuous Professional Development.

MHWB:

Supported 6 establishments to develop a MH Policy with one school received funding from new MH Policy fund (£500 max to support policy action plan)

Worked with Educational Psychology and the Prince & Princess of Wales Hospice to review and update the resource 'A Whole School Approach to Bereavement and Loss' (WSABL) and plan and deliver WSABL training to education staff in Glasgow.

Vulnerability:

Gender Based Violence resources for schools including teacher packs and teacher CPD twilight training were updated in 2021. These resources support the continued use of the Crush Film in secondary schools and the Keeping Mum Film in late primary school.

Baldy Bane ceased trading, and our staff have developed new processes for GBV resources delivery.

Poverty:

The Poverty subgroup action plan was changed to lead on the Cost of the School Day action plan for the city. An online survey was completed by 91 establishments, the results allowed the development of a training plan and COSD proposal for the HIEG.

Physical Activity and Nutrition:

Education staff consulted to gather views and experiences of Your Body Matters and information on what other resources were being used to deliver nutrition and physical activity topics within schools.



Pandemic Response/Digital Output

Content of the new H&WB App collated.

 <https://publichealth.nhsggc.org.uk/health-and-wellbeing/>



H&WB Survey Reports published and presented to planning and special interest groups across the city. Informed the new national H&WB census including questions and best practice for datasets/trend information.

 <https://www.stor.scot.nhs.uk/handle/11289/580309?show=full>

Virtual Gender Friendly Nursery training sessions were delivered via Microsoft Teams. Some nurseries have progressed with completing nursery audits and action plans and gained their Gender Friendly Nursery Accreditation. Health Improvement have commissioned an evaluation of GFN. Evaluation findings will be available in Sept 2022.

Performance

A total of 88 participants viewed the Resilience documentary and 106 participants viewed the Paper Tigers documentary with a panel discussion.



Development of the Socially Connected Glasgow Strategy

Commissioned by the GCHSCP and co-produced by Impact Funding Partners the strategy focuses on the importance of mental well-being in our recovery from the pandemic as a city and in the GCHSCP's Maximising Independence Programme.

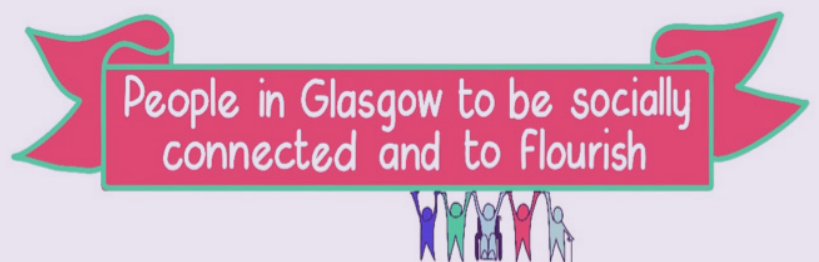
The strategy highlights what is working well within the city as well as what is holding us back and most importantly identifying the ways to make things better. The launch of the strategy will take place in June 2022 with next steps identifying how to take forward the ten themed recommendation areas.

Impact Funding Partners continued to manage the Wellbeing for Longer in Glasgow Fund for the period 1st April 2021 – 31st March 2022. Those organisations funded previously in 2019/21 were invited to apply for another years continuation funding.



Connect and flourish: a socially connected Glasgow strategy

<http://hdl.handle.net/11289/580331>



The Winter Social Wellbeing Fund

This fund was available again in 2021/22 for organisations working with people most at risk of social isolation and/or loneliness over the winter months, including those most impacted by the Covid-19 pandemic.

Eligible activities took place between 1st December 2021 and 31st March 2022. The activities funded were in addition to what was already being delivered, enabling organisations to reach and support more individuals at risk from social isolation over this period.

To encourage opportunities for community-based activities following the easing of Covid-19 restrictions, £20,000 was contributed to seven neighbourhoods. In several areas, a community grants style approach was adopted to support activities that enabled people to reconnect.

This included areas such as:

Drumchapel (led by Thriving Places Team), Possilpark & Ruchill, Lambhill Milton & Cadder, and Maryhill.

A similar approach was taken for Partick & Anderston area however two anchor organisations shared the £20,000 contribution and took forward their own processes.

The development of the new Growchapel Community Garden in Drumchapel proved to be an important community asset during the pandemic.

Supporting work towards ending violence against women was included. “Equally Safe Drumchapel” meet monthly and link closely with White Ribbon Scotland.

Partnership with Rape Crisis Glasgow & Clyde plans were developed for supporting similar work in Possilpark & Ruchill.

In Lambhill Milton & Cadder, the Stronger Partnerships group was re-established with the purpose of strengthening local community leadership and representation, and therefore inform the development of an approach that addresses local need and priorities.

Staff supported Thriving Place localities, working alongside other health professionals via development and support for thematic groups, local planning structures, networks and forums with the aim of supporting organisations and people in communities. By using a place based approach and working with other health professionals, staff were able to nurture and develop relationships. Building the capacity of local organisations and local people helped work towards improving health outcomes for communities by raising awareness of health issues and developing community led health initiatives.

Support for Participatory Budgeting (PB) initiatives was seen as a being an ideal vehicle to assist local communities to re-engage, reduce isolation and improve physical and mental health and wellbeing following lockdown and the after effects of the pandemic. PB funding allowed local organisations to consult and react to local needs giving local people direct influence over activities and initiatives being delivered in their community. These activities were shown to benefit them, their families and their neighbours through reconnecting with others in the community. There was an increase in signposting and provision of resources to support people’s mental health in all communities. Additional Mental Health training opportunities were offered to organisations to increase their capacity to deliver and support people particularly when our staff were still confined to working from home.



The Pyramid at Anderston – North West

To encourage opportunities for community-based activities following the easing of the Covid-19 restrictions, NW HI Team contributed £10,000 to the Anderston neighbourhood area. The anchor organisation to host the funds was The Pyramid at Anderston who worked with the HI Team.

The first of two separate community events were, 'Christmas in Anderston' which saw over 900 local people enjoy activities including live music, marshmallow toasting, and a Christmas tree lights switch.



The second community event was a series of opportunities for groups and organisations to access funds to host activities to bring local people together. Initially, little was known about the number of active groups and organisations in the area and it was anticipated that engagement may be limited. Nevertheless, eight separate projects were successful in receiving a contribution to their Spring/Summer activities.

Projects included: Anderston Families Club, Anderston Green Spaces, Yorkhill Green Spaces with G3 Growers and Woodcraft Folk.

Pandemic Response/Digital Output

HI Team worked in conjunction with The Pyramid at Anderston to identify how to best maximise the financial contribution in supporting activities to tackle social isolation and inequalities. This was in response to increased inequality and social isolation resulting from the effects of the Pandemic

Quotes

The Pyramid at Anderston, feedback collected at the event;

"Really well done. Great for the kids",

"Good community spirit",

"Like being in a movie."

A poster for 'Yorkhill Green Spaces' titled 'Up-coming volunteering events in Yorkhill'. It lists dates from Sunday 3rd July to Sunday 25th September. It includes contact information: yorhillgreenspaces@gmail.com, facebook.com/yorhillgreenspaces, and @yorhillgreen. The poster also features a small image of people gardening and a 'Green Flag Award' logo.

Yorkhill Green Spaces
Up-coming volunteering events in Yorkhill

Come join our Sunday afternoon sessions of gardening, litter-picking and wildlife recording activities in Yorkhill Park, Overnewton Park & Cherry Park. Volunteering is a great way to make a difference in your local community, learn new skills, exercise, and it's fun too!

Meet outside Overnewton Recreation Centre. 1pm – 3pm
All Welcome!

Sunday 3rd July
Sunday 17th July
Sunday 31st July
Sunday 14th August
Sunday 28th August
Sunday 11th September
Sunday 25th September

✉ yorhillgreenspaces@gmail.com
📘 facebook.com/yorhillgreenspaces
🐦 @yorhillgreen



Dear Green Place Small Grants Programme – North East

During 2021/22, NE HI Team supported organisations with a green focus, such as community gardens and allotments, food growers and those organisations that use their outdoor space to welcome their wider community to gather and enjoy. This built on the significance of green spaces and places during the pandemic where these spaces provided ways to escape the house, meet with friends, engage in activity, grow and harvest, and reflect and learn. It was also recognised that outdoor spaces were some of the first to re-open and were place where people felt most safe to meet.

At the Pavilion, Greater Easterhouse, funds were used to purchase new tools, trees and plants which were planted within the garden. "The children have had a great time using their new tools within the garden, they have enjoyed seeing the garden develop."

Shettleston Community Growing Project. Funds were used for building raised planters to make the garden more accessible to all and to buy children's gardening gloves and tools. "All the purchases have been put to good use, and will be enjoyed by many".

Wellbeing for Longer Fund

Performance

A total of 21 organisations were funded from the Well Being for Longer in Glasgow Fund with £557,829 being distributed. Overall, 3227 beneficiaries benefited from a range of activities including welfare calls, intergenerational activities, mental health and mindfulness classes.

Quotes

Wellbeing for Longer in Glasgow Fund

The Hidden Garden's – Men's Group:

"I spent a lot of time on my own. It's good to reach out and find something I can be part of. Lockdown feels like confinement, it's good to find things to do".

Glasgow Association for Mental Health – mindfulness and holistic therapies:

"I learned a new way to cope with my anxiety"

"Simple mindful breathing exercises helped me with pain and anxiety"



Case Study

Raising Awareness of Childhood Vaccines in Govanhill Roma Communities.

Concern was raised over the poor uptake of pre-school immunisations in Roma families living in Govanhill by the Pre 5 Immunisation Team Nurse Co-ordinator.

Uptake of childhood vaccines is around a third compared to the wider Govanhill population.

It was suggested that staff working with Roma families (some being multilingual and holding trusted relationships) could support conversations with families during their daily interactions by signposting to information on immunisations and common side effects.

Events were organised to share knowledge, processes, barriers, misconceptions and available resources in other languages around pre 5 immunisation to help address fears, myths and anxieties in Roma parents.

Health Improvement, working alongside Daisy Chain (a local organisation working with parents and children through play based activities) invited community staff through their relationships and local networks. Staff from ten local organisations participated using their knowledge and experience of working with Roma communities.

Nursing staff visited organisations to build trust and relationships, developing parental peer support, to create videos with key messages in community languages and to promote information on local noticeboards and share on appropriate platforms most used by the community.

Recommendations on how to best to increase immunisation uptake were developed through the events, discussions and the relationships fostered.

Health Improvement staff and the South Immunisation team are working with local communities and organisations to continue to progress these recommendations following this work.

Some of the learning and good practice, using a place based approach can also be adopted to support other health related topics (including immunisation against Covid) within the community now and in the future.



GLASGOW CITY WORKFORCE DEVELOPMENT

Glasgow City Workforce Development Champions have played a key role in promoting and encouraging uptake of learning opportunities developed at a GGC level. Engagement levels of Glasgow City staff in opportunities available in 21/22 is outlined below:



- 1** member of staff completed process for UKPHR registration .
- 6** members of staff completed IH:DEP (cohort 12) with additional staff signed up for next cohort in Sept 22.
- 3** members of staff became T4T IH:DEP Trainers.
- 10** members of staff completed T4T pilot virtual training.
- 3** HI locality staff + 4 hosted staff completed Writing Dynamics course in March 22, with further courses planned for 22-23.
- 2** consultation sessions on the National Public Health Workforce Plan were delivered with a total attendance of 31 staff from within Glasgow City
- 4** 'Spotlight on Continuing Professional Development sessions' were delivered to staff from across the GGC area, 45 staff attended the sessions.



The Glasgow Workforce Development Champions also supported the promotion of and engagement with the GGC Digital Needs Assessment.

Despite the challenges of home working and having to adapt to new ways of connecting with colleagues, the Glasgow City Health Improvement Workforce Development Group successfully maintained an understanding and insight in to the development needs of the workforce going forward, through a series of conversations and needs assessments. In partnership with Greater Glasgow and Clyde Public Health Workforce Development group, the Glasgow group continued to maximise cross locality workforce development opportunities through a greater emphasis on collaboration and communication. This partnership resulted in a programme of initiatives being developed to further the continuing professional development of the workforce, with particular focus on supporting reflective and professional practice.

The Glasgow City Workforce development group is committed to fostering a culture of skill development through a whole systems approach which has led to staff being better integrated with each other as a result. The development of an action plan at GGC level has helped inform citywide work and helped create the renewed focus on continuing professional development outlined in the CPD pathway diagram. Actions are being taken forward across all areas in the pathway.

This approach embraces the 70:20:10 model of learning, encouraging a blended learning model to develop knowledge and skills of the workforce.

Pandemic Response/Digital Output

In relation to the pandemic informal online spaces were created for staff across the city to come together, share thoughts and differing perspectives on a range of topics. This cross-locality working approach has been beneficial to promote connectedness and peer learning.

Virtual polls were conducted at the end of the sessions asking staff "Would you like to see more sessions delivered in this way?" and there was a 100% response for 'yes'.

Based on the success of bringing staff together in this way, the Glasgow City WFD Champions (supported by PH WFD Champion) developed and delivered a 'Spotlight on CPD' session, which was delivered to staff from across the GGC Board area. As well as feedback being extremely positive on the content of the session, staff really valued the time to connect with colleagues from across the wider Board area.

Supporting Your Continuing Professional Development (CPD)



Performance

The Glasgow Workforce Development Champions worked with PH colleagues to develop and deliver several sessions for staff over 21/22. Two consultation sessions on the National Public Health Workforce Plan were delivered with a total attendance of 31 staff from within Glasgow City and four 'Spotlight on CPD sessions' were delivered to staff from across the GGC area. In total, 45 staff attended the sessions and plans are now underway to further rollout the sessions to the wider workforce.

In addition to these sessions that were developed and delivered within the City, the Glasgow City Workforce Development Champions have played a key role in promoting and encouraging uptake of learning opportunities developed at a GGC level. Engagement levels of Glasgow City staff in opportunities available in 21/22 is outlined below:

UKPHR – 1 member of staff completed process for UKPHR registration

IH:DEP – cohort 12 – 6 attendees, additional staff signed up for Sept 22.

IH:DEP T4T – 3 new T4T trainers

Virtual training T4T – pilot course delivered with Glasgow City staff to approx. 10 staff

Writing Dynamics – Mar 22 – 3 HI locality staff plus 4 hosted, with further courses planned for 22-23.

The Glasgow Workforce Development Champions also supported the promotion of and engagement with the GGC Digital Needs Assessment.

Quotes

When asked "What did you enjoy about being part of the city and board sessions" staff commented:

"Meeting colleagues and talking about our experiences."

"Time to discuss with colleagues and share learning."

*"Getting to chat to other staff in the breakout rooms.
Really useful to speak to people across GG&C."*

*"I like that this has been a city discussion – I wasn't expecting that.
We need more of that!"*

"Great to have these discussions as a city – well done!"

Chapter 11: Health and Wellbeing for Staff

The Glasgow City HSCP staff Mental Health and Wellbeing Group provided direction and focus for Health Improvement staff to work collaboratively across the city with a range of partners. It was recognised that staff wellbeing required an additional focus in response to the Covid 19 pandemic and that staff needed additional support in the workplace (including working from home) in relation to their mental health and wellbeing.

Health Improvement raised awareness of mental health and wellbeing resources available to staff and reviewed existing communication arrangements by ensuring the HSCP staff health and wellbeing website had up to date resources, information and bulletins. Health Improvement continued to take an integral role in influencing wider thinking, resulting in new approaches being adopted that could further develop the priorities within the staff mental health and wellbeing action plan and continued to support the health initiatives of the health and wellbeing Champions across services, facilities and teams in each of the localities. Health Improvement has taken an integral role in raising the profile for employers to be better informed on supporting their employees who experience menopause in the workplace.

Pandemic Response/Digital Output

Alternative methods of communication were explored to reach non pc facing staff by paying closer attention to the building footprints as possible to ensure equitable access for those to participate in health and wellbeing activities. Greenspace solutions for staff were created to make better use of outdoor space where available. Garden furniture and gardening tools were purchased for staff at various Health sites. This enabled staff to enjoy the garden space at their base and gave staff the opportunity to encourage time away from desks (and telephones) over lunch or after challenging clinical interactions. Staff have reported that this has been beneficial in managing stress levels and promoting work balance.

New staff spaces within each of the localities were identified to reflect the success of the hubs and the ongoing need for staff to rest and recover during the pandemic. Health Improvement influenced how funding opportunities should be made available to staff and provided support to services, facilities and teams across the city to develop bids that would support staff mental health and wellbeing.

The Level 10

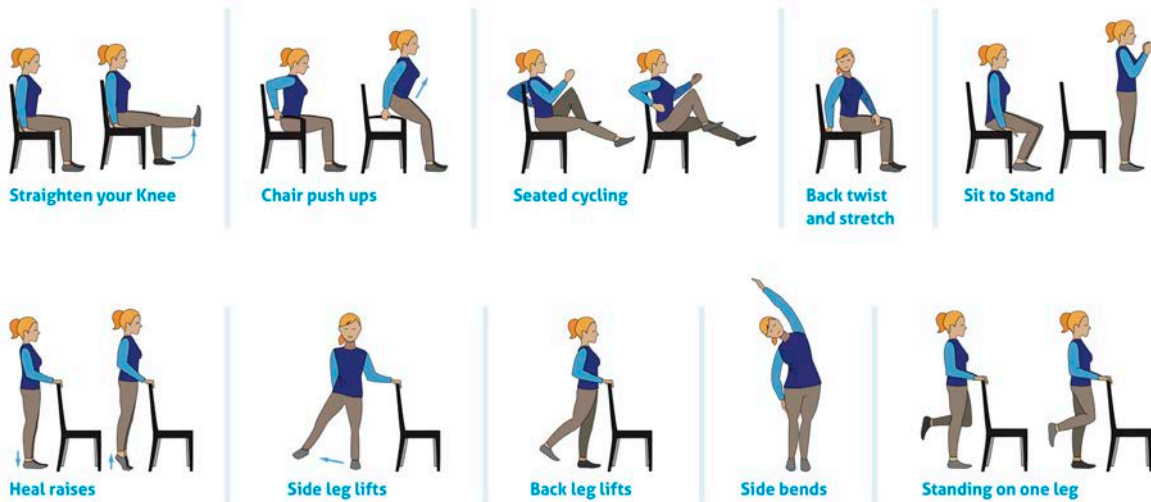
These 10 exercises have been developed to help break up lengthy periods of sitting. They promote movement, strength and balance and will not make any noise or take you away from where you need to be.



Five minutes is all it takes so what are you waiting for – just move and try 10 of each exercise, 10 seconds hold for the standing on one leg.

Warning

- Use a sturdy chair.
- A slight soreness the day after exercise is normal.
- If any exercise causes severe pain stop and consult your GP.



Developed by Angela Watson, Physiotherapist, Leverndale Hospital.

mi • 319719 v1.0

The Level 10 posters and Z cards- were developed and created by Angela Watson –Physiotherapy Team Lead at Leverndale. 10 chair-based exercises displayed on an easy-to-read format. Initially created for Leverndale staff who were sitting for prolonged periods monitoring patients, it was recognised that the amount of staff now working at home across the city would now be sitting for longer periods, being more sedentary in front of a computer screen. With Angela’s consent, staff health and wellbeing funds paid towards these being reproduced at Medical Illustrations and offered to staff teams across all 3 sectors in the city. 3000 z cards and 300 posters were ordered and offered to staff teams, departments and facilities throughout.

Foot and back massagers were bought for staff working in the Care Homes across the City. It was reported that due to staff absence, staff on shift were struggling to find the time for rest and recovery. The massagers provided much needed respite for staff working on shift.

20 minute consultation and chair-based massage sessions were delivered to 13 individual members of the nursing teams across adult acute mental health; older people’s mental health; and Rehabilitation wards. The fund has enabled the hub to plan and hold events which support the mental health and wellbeing of all staff of Gartnavel Royal Hospital.

Quotes

Feedback from staff at Gartnavel:

*“This is so important...thanks for organising it...
in my 25 years as a mental health nurse I have never known the wards this bad...
this has come at the most important time. I feel taller. I feel lighter.
We need to find a way to make this happen regularly.
I can’t tell you how important this is for staff.*

How can we make this happen regularly?”

*One staff member commented on how when she came on shift,
she saw a colleague who looked different and her shoulders had dropped...
and that was because she had had a holistic treatment earlier on.*



Chapter 12: Research Activity

Health Improvement staff are always encouraged to use the available evidence and data when planning interventions or activity. Our TURAS Knowledge Skills Framework, the technical section in the Public Health Skills and Knowledge Framework and the United Kingdom Public Health Register all discuss the fundamental need for our staff to be skilled at collecting, analysing and effectively communicating data.

Our staff worked in partnership with the University of Glasgow and the Glasgow Centre for Population Health, in 3 sites in Glasgow City; Bridgeton & Dalmarnock, Castlemilk, Drumchapel to implement the Children's Neighbourhood Scotland approach. The aims were to strengthen the voice and empowerment of children and young people; work with services and organisations to support existing work and help to connect and join up efforts where needed.

The University of Glasgow evaluated the Dolly Parton Imagination Library. Dolly Parton's Imagination Library is a book gifting programme where each month, enrolled children from birth to age five, receive a high quality, age appropriate book in the post, free of charge. Our staff were involved in the advisory group.

The University of Edinburgh researched into young people's barriers and motivators to enacting their rights to consent in sexual relationships. We funded and advised development of the research.

Some of our staff were interviewed on a couple of occasions to assist Universities. One time it was to inform virtual teaching at Glasgow Caledonian University and the other was as part of a podcast led by the University of the West of Scotland about Early Years Practitioner Induction funded by the Scottish Government.

Our staff were on the research team for NIHR129885. Evaluating later or expanded premises hours for alcohol in the night-time economy (ELEPHANT). A mixed-methods, natural experiment evaluation. The Lead institute was the University of Stirling.

Staff also contributed to the research advisory panel for Drink wise Age Well (2015/20). This study had a city in each region of UK and was evaluated by University of Bedfordshire, Glasgow Caledonian University, Wrexham Glyndwr University and Queen's University Belfast and we also contributed to the programme.

HI staff were part of the steering group that developed the Glasgow City Alcohol and Drug Partnership (ADP) Intelligence Hub. The ADP is a multi-agency group tasked by the Scottish Government with tackling alcohol and drug issues through partnership working. The funding from the Drug Death Task Force to develop a new multi-agency data intelligence hub was to allow a more informed partnership view of the impact of alcohol and drugs in the city.

SMMASH 3 led by Glasgow Caledonian University was challenged to develop a holistic health survey of GBMSM in Scotland. A pandemic specific follow up SMMASH plan was also undertaken in late 2020 with HI team involvement.

We participated in the stakeholder group for the Improving Alcohol Services for LGBT+ People study undertaken by Glasgow Caledonian in 2021.

We were a study site and for Queer Futures 2. This was a large UK wide study whose main purpose was to identify and evaluate early intervention mental health supports and services for LGBTQ+ young people. One of our HI Leads was the local lead for this study.

Health Improvement service in Glasgow City funded CONUNDRUM. This research was conducted in 2021 by the MRC/CSO Social and Public Health Sciences Unit at the University of Glasgow. It was commissioned after growing concern among sexual health decision-makers about declining use of condoms and other effective forms of contraception among young people in Scotland. The outcome for HI was co-development of nine policy recommendations.



Some work that begun in 2020 is still ongoing. Our contribution of funding into the Scottish ePrEP Clinic research by Glasgow Caledonian University. This led to development of a world-first, online Scottish ePrEP Clinic, integrated within local sexual health services, offering people with uncomplicated PrEP needs a seamless online experience for PrEP monitoring and prescribing.

Our staff sit on the project advisory group for an NIHR funded project, which is led by MRC/CSO Social & Public Health Sciences Unit at the University of Glasgow. The project is called 'Unlocking data to inform public health policy and practice: decision-maker perspectives on the use of cross-sectoral data as part of a whole-systems approach'. This study focuses on bringing together police data with NHS data to improve the ability to tackle domestic abuse in pregnancy.

HI staff were part of the programme and advisory panel for the evaluation of the Campaign to End Loneliness by the University of Bradford and Glasgow Caledonian University which concluded in February 2020. This campaign's aims were to develop evidence and research about how to tackle loneliness to make a difference for the millions of people affected by chronic loneliness in the UK.

Our Equalities and Fairer Scotland Lead published a paper jointly with the Department of Health Sciences, University of York in July 2020. The paper headed 'Understanding Equalities in Mental Health and Wellbeing During and After COVID-19' was developed to gain an understanding of equalities in mental health and wellbeing, during and beyond the Covid-19 pandemic in the area of Greater Glasgow and Clyde.

We also support staff and students in academia by providing placements and lectures for Masters Students at the University of Glasgow.

³ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/584408/public_health_skills_and_knowledge_framework.pdf

⁴ <https://ukphr.org/wp-content/uploads/2019/07/UKPHR-Practitioner-Standards-2018-2nd-Ed.pdf>



Section 5: Hosted Teams

Chapter 13: GGC NHS Health Improvement Sexual Health Team

The team developed a number of resources focused on young people's sexual health. Based on recent research on young people's sexual health and wellbeing, they produced a Key Messages briefing, which was then widely disseminated across partner organisations. Development work began on an online good-practice toolkit for staff and carers who support care experienced children and young people across NHSGGC.

Funding and practical support for the development and maintenance of groupwork around sexual health and wellbeing for the Scottish Guardianship Service was provided.

In partnership with other Health Boards the Team developed a Scotland-wide communications campaign aimed at young people aged 16-19. 'Awkward Moments' has been developed with young people in response to research that highlighted young people need the communication skills and understanding of what good, consensual experiences should be like in the context of sexual activity.

To address concerns regarding the lack of patient facing information available on HIV PrEP (Pre-exposure prophylaxis), the Team led a national collaborative effort to create a suite of new information resources targeted at key population groups at higher risk of HIV transmission. All resources are held nationally on www.prep.scot.

The Team commissioned Terrence Higgins Trust to develop and deliver a social marketing intervention #GlasGOWGetTested, designed to encourage gay, bisexual and men who have sex with men to test for HIV at a frequency based on their levels of sexual risk. The 3 phases focused on: introduction of the #GlasGOWGetTested brand to coincide with the re-opening of routine HIV testing appointments, encouraging testing based on a self-assessment of sexual risk and overcoming barriers to testing.



Pandemic Response/Digital Output

Key messages briefing	https://www.sandyford.scot/media/4221/key-messages-about-young-people-and-sexual-health-2022.pdf
Awkward Moments	https://www.awkwardmoments.co.uk/
#GlasGOWGetTested	https://www.sandyford.scot/glasgowgettested/
Free Condoms Service	https://www.freecondoms.scot



Performance

80 staff across 7 teams from the Intensive Support and Monitoring Services were provided with face-to-face training on Relationships and Sexual Health in the first half of 2022.

The Free Condoms Service is a universal service available to individuals aged over 13 years, aimed at reducing the transmission of HIV and STIs and reducing unintended pregnancy. A combined total of 814,881 condoms and 280,278 units of lubricant were ordered by distribution outlets and distributed via the postal service in the last financial year. The #GlasGOWGetTested campaign resulted in 25,502 webpage visits, an average of 1,594 per week, to the campaign webpage. The average time on the campaign webpage was 2.5 minutes. A typical benchmark for a single landing page from health related social marketing is less than 1 minute. Demonstrable improvement on results can be seen throughout campaign phases.

Description	Phase 1	Phase 2	Phase 3
Click through rate from Ads to website (CTR%)	1.64%	3.68%	4.38%
Advertising Cost per click (CPC)	£1.76	£0.93	£0.64
Total number of page campaign webpage visits	6,409	3,314	15,779
Average campaign webpage visits per week	916	829	3,814

Quotes

Staff who undertook training:

"I feel a lot more confident and equipped about approaching these subjects with families after attending today."

"I personally took a lot from the section on Consent and Law; specifically Consent. It really improved my knowledge in this field and I now feel more equipped to support our young people on improving their awareness in this subject. I also found the resources given throughout the session very useful."

From RSHP training evaluations:

"This is a fantastic resource that I did not realise existed until I registered for this session. I will definitely be using it in my future lessons." – Primary Teacher

Thank you for a great session. It really has ignited my passion for this to be delivered throughout our school". – Secondary teacher

"This was a really useful session and it will help me to feel more confident navigating this topic and delivering lessons on it. Thank you!" – Newly qualified Teacher

Chapter 14: GGC NHS Alcohol and Drugs Health Improvement Team

NHS GGC Alcohol and Drug Prevention Network

The new GGC Alcohol and Drugs Prevention Network was launched in May 2021, and it was developed in response to the NHS GGC Prevention Framework being approved.

The Prevention Network will serve as a voluntary network for those with an interest in the prevention of harm caused by alcohol and drugs, to all within the region of NHS Greater Glasgow & Clyde and Public Health Scotland.

Key highlights of the Network so far include input from:

- Crew 2000 on Harm Reduction Approaches;
- Dr Tony Martin, NHSGGC, Drug Deaths;
- Public Health Scotland and the National Consensus Statement on Substance Use and Harm Prevention for Children and Young People.

NHS GGC Substance Misuse Toolkit (SMT) Substance Misuse Toolkit - NHSGGC

The Toolkit underwent a revamp by engaging with partners who have a role in education and youth settings. It was important to take stock of resources in the Toolkit to ensure they are factual and fit for purpose, and to re-examine GGC-wide relationships and future direction.

The website continues to be a source of quality assured substance misuse education resources to support staff working with young people in both education and community settings.

Drug Development Work 2021/2022

The Alcohol and Drugs HI Team are continuing to contribute to ongoing drug death prevention planning and delivery, including strategic, policy and development work, prevention and awareness raising and advice.

Active input to national and local development work including the Drugs and Alcohol Special Implementation Groups, proposed national Drug Checking Pilot, GC Alcohol and Drug Partnership, City Centre Harm Reduction, Non Fatal Overdose Pilot, Lived and Living Experience forums, recruitment and development of HI Prison Harm Reduction Team and commissioning of T1&2 Awareness Training Programme.

Continued monitoring of drug trends, including Covid Lockdown period, to highlight associated risks and harms and liaising with partners and senior management to agree risk levels and action.



Chapter 15: GGC NHS Mental Health Improvement & Inequality Team

As part of the Tier 1 and 2 Group, Health Improvement leads on specific components of Glasgow's delivery of the Scottish Government's Community Mental Health and Wellbeing Supports and Services Framework.

A report on the mental health and wellbeing of Black and Ethnic Minority children and young people in Glasgow, highlighted the need for staff training and awareness in cultural competence and anti-racist practice; dialogue between statutory and community services; improved monitoring and use of equalities data and an opportunity for engagement with people from minority ethnic communities, including young people.

The report was shared widely and has influenced work commencing in 2022-23.

Other work related to the MH Framework includes working with the Compassionate Distress Response Service (CDRS) to develop it's Young People service which opened in September 2021, with an enhanced referral pathway for 16-25 year olds (26 if care experienced); and piloting and evaluating an enhanced support service to parents and carers of children and young people using some of our mental health and wellbeing services, operated by Children 1st Parentline.



Chapter 16: Acknowledgments

Glasgow City HSCP Health Improvement Team would like to express deepest thanks to the editorial group who managed to collect and collate the information contained within this report.

- Sarah Craig
- Joanna Horner
- John Marshall
- Julie McCarthy
- Lucy Sewell
- Katherine Wilson

Outstanding contributions from Sarah, Katherine and Lucy who kept their colleagues in the localities appraised, provided support when required and encouraged contributions to be uploaded in time. Special thanks to Joanna Horner for her work developing the Webropol questionnaire which kept the contributions concise. Lucy Sewell was also a great help with her advice when it came to graphic design. Together with Sarah Craig they were the main links with Medical Illustration who produced the document on our behalf.

We would also like to thank last year's team for providing the framework for us to springboard our efforts. Especially helpful was the report compiled by Nicola Fullarton which gave great recommendations that the editorial group attempted to follow.

Finally, we would like to thank the wider team whose hard work, innovation and enthusiasm is reflected in the content of this report.



Appendix 1: A To Z Glossary of Terms and Services

Service/Term	Description
Alcohol Brief Intervention (ABI)	A short, evidence-based, structured conversation about alcohol consumption with a patient/client that seeks in a non-confrontational way to motivate and support the individual to think about and/or plan a change in their drinking behaviour in order to reduce their consumption and/or their risk of harm.
Alcohol & Drugs Partnership (ADP)	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.
Building Capacity	Building knowledge and skills in people or organisations through training opportunities and relevant learning opportunities.
Child Poverty Partnership	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.
Childsmile	Childsmile is a national programme designed to improve the oral health of children in Scotland and reduce inequalities both in dental health and access to dental services.
Glasgow Children's Summer Holiday Food Programme	Glasgow City Council's Glasgow Summer Children's Food Programme provides funding to third sector/not-for-profit organisations running holiday programmes for school children, to enable them to provide hot, healthy meals and snacks and to develop food-based activities. The programme aims to ensure children from low-income families, many of whom receive free school meals during term time, do not go hungry during the seven-week break.
City Food Plan	Glasgow City Food Plan is a holistic 10-year plan aiming for Glasgow to be recognised for its good food and as a city where tasty, healthy, affordable food is accessible to everyone. The plan has 6 themes and is based around 3 overarching pillars – Equity, Sustainability and Health.
Community Planning	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.
Community Link Workers (CLW)	Community Link Workers are practitioners who work within GP practices providing non-medical support with personal, social, emotional and financial issues. These include low mood, anxiety and stress, social isolation, money and poverty issues and bereavement.

Service/Term	Description
Compassionate Distress Response Service (CDRS)	CDRS provides a listening service for people experiencing acute emotional distress. CDRS provides an immediate response to alleviate distress with follow up support in place for up to one month following.
Constructive Connections research	Explores the impact on children of parental involvement with the Justice System in Glasgow.
Coronavirus/COVID-19	Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus.
Cost of the School Day	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.
CRAFFT	(Car, Relax, Alone, Forget, Friends, Trouble) CRAFFT is a well-validated substance use screening tool for adolescents aged 12-21.
Digital Inclusion	Digital inclusion is about ensuring the benefits of the internet and digital technologies are available to everyone.
Engagement	Approach to working with service users and organisations, learning from their experiences.
Families Outside	Families Outside is the only national charity in Scotland that works solely on behalf of families affected by imprisonment.
Financial Inclusion	Programmes/services focused on improving financial skills and improving access to financial services/supports to help people improve their financial health.
GBMSM	Gay, Bisexual, and other Men who have Sex with Men
Gender Friendly Nursery	A programme which works with early years establishments to examine all aspects of nursery life and practice to ensure that children and staff are not in any way limited because of gender or gender stereotyping.
General Practice (GP) Cluster	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.
Glasgow Centre for Population Health (GCPH)	The Glasgow Centre for Population Health generates insights and evidence and supports new approaches to improve health and tackle inequality.
Glasgow Council for Voluntary Sector	GCVS aims to improve the lives of people in Glasgow by supporting the voluntary sector to address inequalities and respond to the needs of communities.
Glasgow Disability Alliance	GDA strives to empower disabled people to become leaders in their own lives, communities and wider society.

Service/Term	Description
Glasgow Council on Alcohol (GCA)	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.
Health Inequalities	Health inequalities are the unjust and avoidable differences in people's health across the population and between specific population groups.
Impact Funding Partners	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.
Integrated Joint Board (IJB)	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.
Local Development Plan (LDP)	<p>These contribute towards delivery of the Scottish Government's Purpose and National Outcomes; and NHSScotland's Quality Ambitions.</p> <p>LDP Standards are priorities that are set and agreed between the Scottish Government and NHS Boards to provide assurance on NHSScotland performance.</p> <p>The LDP Standards now replace the system of HEAT targets and Standards with the vast majority of LDP Standards being former HEAT targets.</p>
Lifelink	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.
Maternity Matters	The Maternity Matters programme focused on providing financial capability advice to women who had been identified as having special needs in pregnancy (SNIP).
Mental Health Foundation	The Mental Health Foundation take a public mental health approach to prevention, finding solutions for individuals, those at risk and for society, in order to improve everyone's mental wellbeing.
Mental Health Network	Mental Health Network (Greater Glasgow) is a network of people and carers with a lived experience of mental health issues.
Multiple Risk	The grouping, or clustering, together of risk behaviours such as tobacco, alcohol and drug use that can happen in the teenage years.

Service/Term	Description
Oral health	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.
Primary Care	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.
Post-Traumatic Stress Disorder (PTSD)	PTSD is an anxiety disorder caused by very stressful, frightening or distressing events.
Quit Your Way	Scotland's support service for those people who wish to stop smoking.
Registered Social Landlord	A registered social landlord is a society or company that does not trade for profit. Their objects or powers must include the provision, construction, improvement or management of housing accommodation.
Resilience	Resilience means knowing how to cope in spite of setbacks, or barriers, or limited resources.
Sandyford	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.
Scottish Drugs Forum	Scotland's national resource of expertise on drugs and related issues.
SMMASH	SMMASH is longitudinal, online survey that looks at the sexual, mental and wider health of gay, bisexual men and other men who have sex with men in Scotland, Wales, Northern Ireland and Republic of Ireland.
The Ripple Effect	'The Ripple Effect' survey was carried out in various communities across Glasgow to gauge the perceived impact that alcohol has on local communities.
Thrive Edinburgh	The Thrive Collaboration offers a fresh and exciting public health approach to urban mental health, built on explicit principles for action that guide, anchor, and align work along the wide breadth of its vision. Thrive Edinburgh offers an opportunity for the Capital City to not only reduce the toll of mental illness, but also promote and protect the citizens of Edinburgh's mental health, resilience, self-esteem, family strength, and joy.
Thrive Under 5 (TU5)	The 'Thrive Under 5' project is an exciting early intervention programme that aims to enable a healthy weight in the early years (pre-five years) using a wider child poverty perspective.

Service/Term	Description
Thriving Places	Thriving Places involve bringing local people and organisations together to help improve a local area.
Training for trainers/ T4T	Training designed to upskill those who will deliver a training course.
Trauma Informed Practice	Trauma-Informed Practice is a strengths-based approach, which seeks to understand and respond to the impact of trauma on people's lives. The approach emphasises physical, psychological, and emotional safety for everyone and aims to empower individuals to re-establish control of their lives.
Universal Credit	Universal Credit is a benefit payment for people in or out of work. It replaces some previous benefits and tax credits.
Volunteer Glasgow	In addition to promoting and supporting volunteering, we have a successful track record in providing community development, befriending/mentoring, training, community care, and advisory services to the general public and to a range of specific client groups across the city.
Welfare Advice Health Partnerships (WAHP)	This is achieved by embedding advice workers in health settings and providing consensual access to medical records. WAHPs provide a simple, effective, person-centred approach to tackling health inequalities, improving individual health and well-being and producing cost-savings for the public sector.
Young Person's Guarantee programme	The Young Person's Guarantee is a commitment to bring together employers, partners and young people. It aims to connect every 16 to 24 year old in Scotland to an opportunity. This could be a job, apprenticeship, further or higher education, training or volunteering. It could also be an enterprise opportunity.
Youth Health Service	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.



