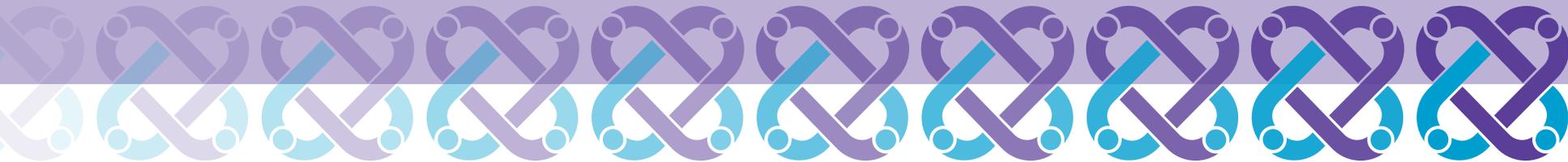


achieving integration

Our plan for achieving safer, healthier, independent lives
by commissioning Health and Social Care supports and
services across North Lanarkshire

March 2017





introduction

Health and Social Care North Lanarkshire is responsible for commissioning new health and social care supports and services to improve the outcomes for the people of North Lanarkshire.

This document, called "Achieving Integration", sets out:

- **our purpose, vision and goal for the future.**
- **why support and care services need to change.**
- **how we are involving our communities and our staff.**
- **the changes we propose to make to health and social care services.**
- **the difference these changes will make.**
- **how we will report on progress so you will know how we are doing.**

We published our Strategic Plan in March 2016, "Safer, Healthier, Independent Lives". This sets out the vision for health and social care services over the next ten years and the outcomes that we aspire to achieve.

For health and social care to be completely successful we need to ensure that it links to the NHS Lanarkshire's Healthcare Strategy, North Lanarkshire Council's Business Plan and South Lanarkshire's Health and Social Care Partnership's Commissioning Plan. All these plans aim to make Lanarkshire a safer, healthier, wealthier and fairer place to grow up, live and retire.

Three other important bodies are the North Lanarkshire Partnership, the Children's Services Partnership and the Criminal Justice Partnership. Health and Social Care North Lanarkshire will support the delivery of the ambitions that these bodies set out in their plans.

You can find the link to our strategy here: www2.nhslanarkshire.org.uk/About/HSCP/Pages/NLStrategicPlan.aspx

our purpose, vision and goal

The purpose of Health and Social Care Integration is simple. We want the people of North Lanarkshire to live **safer, healthier, independent lives.**

Our vision is that the people of North Lanarkshire will achieve their full potential through:

- living safe, healthy and independent lives in their communities.
- receiving the right information, support and care they need, efficiently and effectively, at the right time, in the right place and in the right way.
- ensuring that North Lanarkshire is the best place in Scotland to grow up.

“ Our goal is to work with communities to prevent ill health and social harm and support people and their carers to better manage their own health and wellbeing ”

Throughout our engagement people have told us they would prefer to be cared for at home as long as possible and if they go into hospital to be there for as short a time as possible. Therefore we will look to enhance community services, including the supports and services provided by the third sector, so that people can be cared for locally rather than travel to hospital. This will also enable us to discharge people from hospital who no longer require medical treatment so they can get back home for rehabilitation or other support care. This will provide better outcomes for all care groups.

We will integrate our health and social care teams and services so they can be delivered in a way which is seamless and puts people at the centre of decision making.

We have recently undertaken a **strategic needs assessment** that provides the basis for how we will shape services to meet expected need over the coming years.

We acknowledge the equal importance of physical and mental health as well as the need to address the underlying conditions that affect health in achieving this vision.

our partners

If we are to achieve our goal, we must build on and enhance our local tradition of partnership working. The Scottish Government has set nine national outcomes that we must contribute to achieving through integrating health and social care and shifting the balance of care from hospital to community service provision.

The national outcomes can be found at this website: www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Outcomes

To deliver the national health and wellbeing outcomes, Health and Social Care North Lanarkshire needs to take a whole system approach to planning with its main partners.

NHS Lanarkshire has developed a healthcare strategy called **Achieving Excellence** that spans both hospital and community services. In partnership with them we are taking forward work to enhance the services we provide. In particular for:

- Primary Care
- Long term Conditions
- Older people's services
- Mental health and learning difficulties
- Alcohol and Drugs
- Maternity, Early Years, Children and Young People
- Planned Unscheduled Acute Care

- Palliative Care
- Cancer Services
- Stroke Senses

North Lanarkshire Council has recently published its **Council Plan 2020** setting out five priorities:

- Improving economic opportunities and outcomes.
- Supporting all children to realise their full potential.
- Improving health, wellbeing and care of communities.
- Improving relationships with communities and the third sector.
- Improving the council's resource base.

We shall fully support the achievement of these priorities working in particular with North Lanarkshire Leisure, Housing and Education services.

Health and Social Care North Lanarkshire is a member of a wide range of other partnerships within North Lanarkshire, in particular:

- North Lanarkshire Partnership
- Children's Services Partnership
- Criminal Justice Partnership
- Alcohol and Drug Partnership
- Child Protection Committee
- Adult Protection Committee
- Local Housing Strategy Steering Group
- Lanarkshire Data Sharing Partnership

Being involved in these partnerships ensures that the changes we are making align with the plans our statutory partners are putting in place to improve the outcomes of people and communities across North Lanarkshire.



our engagement with you

Fundamental to developing services that are fit for the future is to ensure the people of North Lanarkshire, their carers, staff and the third and independent sectors are full partners in the planning and delivery of support and services. Health and Social Care North Lanarkshire has a range of ways we involve our stakeholders.

Strategic Planning Group

We have established a strategic planning group involving representatives from all our main stakeholders. This group helps to shape the changes we are going to make to supports and services and highlights the gaps in our planning. For example, we have added community transport as a priority after feedback from this group.

Locality Events

We hold locality events on a six monthly basis to engage with members of staff, local councillors, GPs and other independent contractors. We present the progress we are making and discuss the changes we intend to make. The feedback from these groups helps us to adapt supports and services to better meet the needs of our different communities.

Existing groups and forums

There are a number of well-established groups and forums across North Lanarkshire, for example Local Area Partnerships, Public Partnership Forums, Partnership 4 Change and User and Carer forums. We engage with these partners on a regular basis. This supports our efforts to communicate effectively and take feedback from a wide range of people and community representatives on our plans.

Conference

In 2017 we will be holding our first health and social care integration conference. All of our stakeholders will be invited to attend and will be asked to consider the progress we have made and contribute to setting the future direction we take. We hope this engagement will continue and will ensure the events are well publicised.

why support and care services need to change

the challenges
of planning
and delivering
health and
social care
supports and
services are
constantly
changing

- **The Scottish Government has enacted new legislation**

The Scottish Government has put in place an ambitious reform for health and social care through the Public Bodies (Joint Working) (Scotland) Act 2014. The Act has brought together NHS and social work staff into a single structure, set new national and local priorities and ensured there is a focus on working in partnership with the third and independent sectors, carers and users of services.

NHS Lanarkshire and North Lanarkshire council employ and contract over 4,250 staff to deliver integrated supports and services. We estimate that there are currently 49,000 carers and over 12,000 volunteers and 10,000 staff employed through the third sector working in North Lanarkshire.

These people deliver services ranging from specialist hospital services, community services and support, support in people's homes and advice to help people better manage their circumstances.

We need to integrate and optimise the care that is provided by staff, to ensure that services are safe, coordinated and deliver better outcomes for people. This will require staff to change how they work.

The contribution that is made to better health and care by carers and the third sector is considerable. We need to ensure that they are properly resourced and supported to continue to deliver for people.

To make sure that these new arrangements work for people will require us to change how services are currently governed, organised and delivered. These changes in the way that we work will take time to get right.

A significant number of factors lie behind the legislation, here in Lanarkshire as in the whole of Scotland.

- **Rising demand**

The population in North Lanarkshire is changing. Over the course of the next twenty years we expect the proportion of people aged over 75 to grow from 7% to 15%. This demonstrates the real improvements to health outcomes that have been achieved over the last few decades both locally and nationally.

The older we get the more likely we are to have a range of health conditions that need to be successfully managed to ensure people live a full and independent life. In many cases, people have more than one long term health condition and this adds to the complexity of providing support and care. This has an impact on the people themselves, the support offered by their families and carers and the support and services we provide.

Health and Social Care North Lanarkshire will provide more advice and support so people are better able and empowered to manage their own health and wellbeing in the community without

having to access the services we provide.

Demographic change has also increased the demand for hospital services. We will enhance community based services to ensure that we are able to respond quickly rather than relying on emergency hospital care when this is not appropriate, support people to be discharged from hospital quickly and, when the time comes, support people to die with dignity at home or in a homely setting. This will help to ensure that people can be supported in their own homes for longer and only those people who need to go to hospital do.

• **Inequality**

In North Lanarkshire a significant number of people live in deprived communities and there are also groups of people who are vulnerable due to specific circumstances and needs (for example, people who are experiencing homelessness or people who have severe and enduring mental health issues). We know that life expectancy and health outcomes are often worse for these people and so to improve outcomes across all our communities we will need to focus on addressing this inequality.

Health and Social Care North Lanarkshire has developed an "Inequality, Prevention and Anticipatory Care Strategy". The strategy sets out our approach to developing supports and services that are designed to:

- Reduce inequality, break the cycle of deprivation and support our most vulnerable populations;
- harness the assets in communities in order to improve health;

- develop population based approaches to promote both physical and mental health and wellbeing of the whole population;
- develop, promote and enable self-help, utilise technology and reduce the communities' reliance upon services;
- communicate effectively with communities and challenge existing perceptions regarding the use of services;
- provide anticipatory care programmes to prevent future ill health and demand upon services;
- contribute to the development of the environment in North Lanarkshire that is conducive to, and promotes good health;
- support its own staff to achieve good health;
- utilise change management, where appropriate, and an outcomes framework to monitor impact.

The role of the voluntary sector will be vital to the success of this strategy and we will work in partnership with Voluntary Action North Lanarkshire (VANL) to coordinate the input of the sector.

• **Resources**

In 2016/17 our budget for integrated health and social care was £535m. Inflationary cost increases and demographic growth pressures in 2017/2018 and beyond will require to be met within existing resources. This will be challenging and we will have to review and change the way we currently deliver health and social care supports and services to make sure we remain focussed on our priorities and they offer best value.

what will success look like?

The integration of health and social care will be a success if:

- we improve outcomes for people.
- people are healthier.
- children are given the best start in life.
- people are fully included in the decisions that affect them.
- we play our full part in reducing inequalities within our communities.
- people are less reliant on services and are able to live independently.
- people are better able to manage their own conditions.
- people receive the right support and services for their individual needs.
- preventive measures reduce long-term health conditions.
- people only access hospital when they need to.
- people are discharged from hospital as soon as they are able.
- more people can choose to die at home.
- carers receive the support they need and feel supported.
- we improve outcomes for offenders, communities and victims.
- our data provides an accurate assessment of the needs of our communities.
- multi agency teams function well within localities.
- we work within available finances and resources.
- staff feel valued and that their work is worthwhile.

commissioning intentions for 2017/18

Our plan is ambitious and intended to achieve its outcomes over a ten year period. Over the course of our first year, 2016/17 we undertook a significant amount of engagement with our stakeholders.

Out of this work we have identified ten commissioning intentions that we will begin to implement in 2017/18.

These are:

1 expanding our multidisciplinary locality teams

Reason for change

Across North Lanarkshire we have a large number of community teams delivering different supports and services in the six localities of Airdrie, Bellshill, Coatbridge, Motherwell, Cumbernauld and the northern corridor and Wishaw. The teams work alongside each other but our evidence shows that we can improve the service we provide by integrating them more fully.

What we will do

We will bring together staff from different professional backgrounds to create multidisciplinary teams in our communities. This will ensure that a single team has all the skills that it needs to deliver support and care to people in their own homes and across our community facilities and care homes.



What will success look like?

Having integrated teams will mean that we can better coordinate care for people, reduce bureaucracy and ensure that staff have easier access to the skills and knowledge of their professional colleagues. It will ensure that we can support people at home for longer, and where they are admitted to a hospital, ensure they are discharged more quickly. It will allow us to deal with more complex health conditions in the community rather than having to admit people to hospital.

What this means for me?

- ⊗ I will be supported by a single team
- ⊗ I will be able to access support to live at home for longer
- ⊗ I will have to visit hospital less
- ⊗ If I do have to go to hospital, I will be discharged quicker

2 strengthening rehabilitation services within our communities

Reason for change

Fundamental to supporting people to regain their independence after an accident or critical health incident is providing a rehabilitation and reablement service. Currently, a large proportion of the rehabilitation service is provided for within hospitals. Our evidence shows that we can successfully deliver these services for more people in their communities or at home if there are no other clinical reasons for staying in hospital.

What we will do

We will ensure that Allied Health Professionals are part of the wider locality teams and are more accessible to community supports and services. This group of professionals include physiotherapists, occupational therapists etc.

We shall strive to have a single team spanning hospital and community sites working together to ensure continuity of care for people.

What will success look like?

This will ensure that we are able to provide services closer to people's homes and ensure that they are discharged from hospital when they are clinically ready to go, supporting more assessments and rehabilitation in the community rather than in hospital.

We will try to use new technology to offer people exercise programmes and will send messages through social media.

We will ensure the information we hold is safely shared with professional staff so that we reduce duplication of assessments and multiple visits.

What this means for me?

- ⊗ If I do have to go to hospital, I will be discharged quicker
- ⊗ I will be supported by a single team through my rehabilitation
- ⊗ I will be able to access supports within my local community rather than having to travel to hospital.
- ⊗ The system that supports me will become more efficient.

3 reconfiguring our home support service to provide more choice and control, particularly for older people

Reason for change

Demand for home support services is rising in line with the increasing number of older people in our communities. The current model of support and care is unsustainable and does not offer the flexibility, for example through Self Directed Support, that maximises people's outcomes.

What we will do

We will redesign the service to provide more care at moments of crisis and focus on supporting people to regain their independence. We will offer service users more choice and control over how the service is delivered to people.

We will ensure that we are able to respond quicker when people need us most.



What will success look like?

We will be able to deliver home support in a more flexible model.

We will get more support and care for our budget as we commission in a different way.

We will increase home support over institutional care despite currently having the best balance in Scotland.

What this means for me?

- ⊗ When I ask for support, it will be provided quicker.
- ⊗ I will be supported to regain my independence.
- ⊗ I will be able to access supports to live at home for longer.
- ⊗ I will have more choice and control over the supports and services that I can access.
- ⊗ I will be involved in decision making.

4 piloting jointly funded self directed support packages

Reason for change

Self Directed Support (SDS) allows people to have greater choice and control over the services that they receive. Many people take advantage of SDS when deciding how social work services can best support them to live independently. Currently, we only have one package of care that includes health services.

What we will do

We intend to increase joint assessment, support planning and review of people with highly complex health and social care support needs and where appropriate, utilise a joint SDS budget.



What will success look like?

This will allow people with highly complex health and social care support needs to have choice and control over how their social care support and health support is organised to fit round their lives. We will increase the number of joint SDS packages of care and we will set an ambitious target each year.

What this means for me?

- ⊗ I will have choice and control over more of my health and social care supports
- ⊗ I will be able to live more independently.
- ⊗ I will know that integration is being effective by seeing more care jointly planned through monitoring annual targets.



5 bed redesignation

Reason for change

We have a number of community facilities that provide bed based care in North Lanarkshire. These facilities provide support to people when they do not need to be in a major hospital but cannot be supported at home. As we enhance the services that are available in the community, this will change who can be best supported in these facilities.

What we will do

We will ensure that we have the best geographical and service mix within our community facilities to complement both hospital and enhanced community services. The service will support people to regain their independence wherever possible to enable them to remain within the community.

What will success look like?

We will be able to provide more care for people in the community rather than hospitals.

Our colleagues in the Acute hospital sector will be able to plan for more 'elective care'.

What this means for me?

- ⊗ I will be discharged from the major hospitals in Lanarkshire quicker.
- ⊗ I will be supported to regain my independence.
- ⊗ I will be able to access supports to live at home for longer.

6 implementing the universal health visiting pathway

Reason for change

The national Universal Health Visiting Pathway is an evidence based approach for when a health visitor should make contact with families to best support them and their children. There are eleven contacts along the pathway, six of which have been implemented in North Lanarkshire.

What we will do

We will implement the universal pathway to ensure that we can make eleven home visits to families, eight in the first year of life and three child health reviews between 13 months and 4-5 years old.

We will equip Health Visitors with electronic devices to assist with client management and recording timely information.

What will success look like?

Implementing this pathway in full will ensure that children and families have greater support during the early years of a child's life. It will help identify any support needs earlier and help our children and young people reach their developmental milestones in both the short and the long term.

We will see an increase in the number of Lanarkshire children meeting their developmental markers.

We will increase the number of hand held scheduling devices for the HV staff.

What this means for me?

- ⊗ If my children need support it will be identified earlier
- ⊗ My children are more likely to meet their developmental milestones
- ⊗ I will have access to the support I need to make sure my children flourish

7

expanding the provision of our family nurse partnership

Reason for change

The family nurse partnership (FNP) is a government sponsored programme that focuses on young and vulnerable first time mothers from our most deprived communities. We are currently not able to offer the service to all of those who need it.

What we will do

We intend to extend the family nurse partnership to other young mothers who can benefit from this service.





What will success look like?

The programme improves the outcomes for families, mothers and children. Our evidence shows an improvement in children meeting their developmental milestones, their educational attainment and reduces police contact as they get older. In young mothers, it increases the number who go onto employment or further education programmes.

We will increase the number of young mums we can help in North Lanarkshire.

What this means for me?

- ⊗ I will be able to access more support for me, my children and my family
- ⊗ It will improve the outcomes for my family
- ⊗ I will have access to the supports I need to make sure my children flourish



8

developing campaigns and messaging for the public

Reason for change

Implementing the changes outlined in this document will change what people can expect from health and social care support and services and how best to access them. We need to communicate these changes.

Too many people are turning up to hospital A&E departments when services in the community could support people just as well and free up hospitals for real emergencies.

What we will do

We are currently running a number of workshops to develop a campaign to inform people about what the changes to health and social care mean to them. We intend to run a number of campaigns in 2017/18 and beyond.

We will ensure locality services are well advertised.

We will use social media as a more extensive means of communication.

What will success look like?

This will ensure that people are empowered to take more control of, and better manage, their own health and wellbeing and are able to access the right supports and services for them.

We will ensure we have 4 large campaigns a year.

Our 'reach' will increase as we monitor the number of people who receive messages and information.

What this means for me?

- ⊗ I will be better informed about the changes to health and social care in North Lanarkshire
- ⊗ I will be better informed about the supports and services I can access
- ⊗ I will be able to access more supports to help me manage my own health and wellbeing.

9

delivering more organisational development for staff

Reason for change

The NHS, Local Government, the third sector and the independent sector work in very different ways. This richness of organisational and professional cultures is a significant strength of integration. We need to ensure that best practice from each of these sectors is spread and shared across all staff.

What we will do

We will develop a shared culture across all those who plan and deliver health and social care services to maximise the strengths that they bring. We will develop a programme of Organisational Development across the whole system.

Encourage staff to set work related objectives and pursue personal development.



What will success look like?

This will ensure that health and social care is planned and delivered in a seamless way, with shared values and aims.

We will increase the number of staff who will participate in 'iMatter' to ensure we hear the voice of our staff.

What this means for me?

- ⊗ Staff will be working to shared values and a shared vision.
- ⊗ Staff will be able to follow single and shared processes.
- ⊗ Staff will have the chance each year to express their views.

10

developing technical solutions and data sharing mechanisms to improve care delivery

Reason for change

Staff across health and social care use different systems and ways of accessing and recording information. These are not always compatible or efficient, require significant manual input and do not support professional practice.

What we will do

We will ensure that staff have access to the information that they need, when they need it and that the time spent recording information is minimised.

What will success look like?

This will ensure that frontline staff spend more of their time supporting people and that they have access to the right information to improve the care that they can offer.

We will increase the use of technology and we will monitor the impact we are having on volume of service, value for money and the improvements in service delivery.

What this means for me?

- ⊗ Our staff will spend more time delivering care and less time doing admin.
- ⊗ It will be easier for our staff to access the information I need to deliver care effectively.
- ⊗ Our staff will have access to the health and social care systems when they need them.
- ⊗ Our staff will see more use of technology to allow time to be better managed.



over the course of
the engagement
process
four more
commissioning
intentions were
identified by
stakeholders



We are undertaking the preparatory work to scope these.

They are:

1. Improving **community transport**; so it is easier for people to get to and from their NHS appointments.
2. The North Lanarkshire **Housing Contribution Statement** will ensure that the vital supports that housing makes in delivering the national health and wellbeing outcomes is maximised and therefore we will enhance telehealth and telecare services and solutions for people requiring support; so they can live independently at home, manage their own health and wellbeing better and allow us to provide support when people need it.
3. Enhancing our **palliative care services**; so when the time comes, we can support people to die with dignity at home or in a homely setting.
4. Developing enhanced services within Lanarkshire for people who are currently **cared for out of area**; so that we can provide services closer to home.

You will see more detail on these four intentions in the near future.

intentions for 2018/19

We have identified six more areas of service development that we will implement in 2018/19.

These are:

1. Community capacity building and carer support

We currently provide significant levels of resource to support a range of additional locality services, the third sector, the independent sector and carer organisations. Over the course of 2017/18 we shall evaluate how effective this support has been and identify where we will invest resource from 01 April 2018.

2. Carers (Scotland) Act 2016

This Act of Parliament is designed to support carers' health and wellbeing and will come into force on the 01 April 2018. It places new duties on the public sector and over the course of 2017/18 we will work to ensure that we are ready to implement the new requirements.

3. Supporting the redevelopment of Monklands Hospital

NHS Lanarkshire has announced ambitious plans to redevelop Monklands Hospital. In partnership with NHS Lanarkshire we will plan and develop a model of community and emergency services and support that will complement the new hospital.

4. Children's services

Over the course of the last year we have also undertaken a considerable amount of work to review the health and social work children's services provided in North Lanarkshire. Over the course of 2017/18 we shall determine the new models of care that we are looking to implement, aligned to the priorities set out by the Children's Services Partnership.

5. Criminal Justice

We have developed a Criminal Justice Outcomes Improvement Plan that was sent to Scottish Government at the end of March 2017. This plan details the actions that all partners will take over the next three years to improve outcomes.

6. Alcohol and Drug Partnership

We shall review the Lanarkshire wide Alcohol and Drug partnership arrangements that are currently in place to ensure that the services they oversee are fully integrated into our new arrangements.



identifying further commissioning intentions

As part of the work to develop our future commissioning intentions we have established an **Integrated Service Review Board**. This Board will explore new ways of delivering joint health and social care supports and services and ensure that we deliver services that are effective and efficient into the future.

The Board will consider a range of priorities including:

- Impact on inequality
- Supporting self-management and preventative services
- Shifting the balance of care from hospitals to the community
- National drivers such as targets and policy objectives
- Opportunities to integrate services so they are more holistic and effective
- Putting people and their carers at the centre of decision making

The Board is made up of senior health and social care professionals and representatives of trade unions, the third sector and users and carers.

A draft report will be produced in early Autumn 2017 and will be circulated for comments from our staff, our stakeholders and our strategic planning group to review. The final report will be presented to the Integrated Joint Board for final consideration.



WELL-BEING

the difference this will make

These commissioning intentions and the output of the integrated service review board will contribute to the delivery of the nine national health and wellbeing outcomes, the three national outcomes for children and families and the seven national criminal justice outcomes.

The outcomes can be found on pages three and four of our Strategic Plan at this link www2.nhslanarkshire.org.uk/About/HSCP/Pages/NLStrategicPlan.aspx

They will also have an impact on how the health and social care system performs.

We believe these changes will help to:

- Shift the balance of care from hospital to community service provision.
- Reduce the number of emergency admissions to hospital.
- Reduce the number of attendances at Emergency Departments.
- Reduce the number of hospital bed days that are taken up by unplanned episodes of care.
- Reduce the number of people who are delayed in hospital when they are ready for discharge.
- Increase the proportion of time that people spend at home or in a community setting in the last six months of life.
- Ensure that we maintain waiting times standards for health services.

You can find more information about these measures and our ambition to improve within our performance plan.

developing our supporting pillars

To support the commissioning work we are developing ten supporting plans and frameworks. Ensuring the pillars sit underneath the commissioning intentions that we have proposed will have the best chance of making a difference to wellbeing in North Lanarkshire.

These are:

1

Joint Strategic Needs Assessment

that tells us how the needs of the population are expected to change over the next ten years.

2

Prioritisation model

that supports our work to identify which changes are likely to deliver the greatest benefits.

3

Resources plan

that sets out our estimated budget for the next three years.

4

Workforce plan

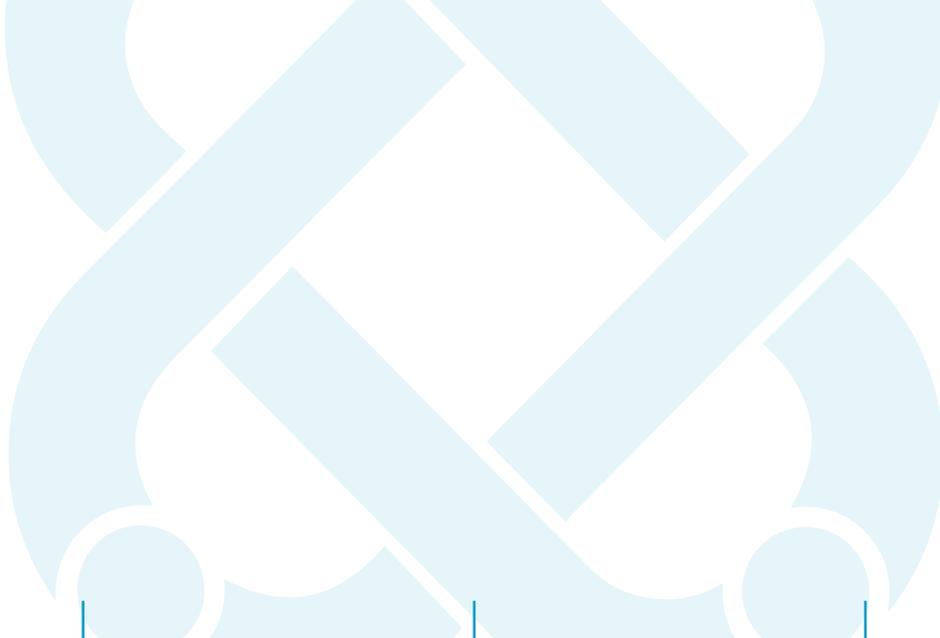
that sets out the current workforce challenges and the implications of implementing the changes we are looking to make for staff.

5

Performance plan

that sets out the strategic performance goals for health and social care North Lanarkshire,

Information on these plans are available on request, or at www.hscnorthlan.scot



6

Engagement plan that sets out how we will engage with our stakeholders,

7

Market facilitation plan that sets out the implications for the third and independent sectors of implementing the changes we propose to make.

8

Technology strategy that will ensure we have the right integrated technology to deliver new models of care.

9

Housing contribution statement that will ensure the vital contribution housing makes in delivering the national health and wellbeing outcomes is fully captured.

10

Care Academy
We will lead opportunities for all ages in North Lanarkshire to have a career in care.

our reporting

Health and Social Care North Lanarkshire monitors the performance of integrated services on a quarterly basis and reports this to the North Lanarkshire Integrated Joint Board. Copies of these reports can be found on the North Lanarkshire Council website.

We produce a range of regular updates and communications primarily via e-mail and on our website. To find out more about how we can keep you up to date get in touch with us at www.hscnorthlan.scot.

Health and Social Care North Lanarkshire will also publish an annual performance report in July 2017. This will include information on:

- the progress we have made to deliver the national health and wellbeing outcomes, the outcomes for children's services and the national criminal justice outcomes;
- how we have allocated and spent the integrated budget;
- how we are performing against a range of system and outcome measures, as set out by the Scottish Government;
- an assessment of performance in relation to best value;
- how engagement and participation of stakeholders has contributed to the work we have taken forward;
- how we have responded to the recommendations made in inspection reports; and
- any significant changes we have made that are not set out in our plans.

This report will be made available on our website.





learning more about health and social care north lanarkshire

To find out more about what we do and how we are governed? The links below provide much more detail about us and integration in North Lanarkshire.

Public Bodies (Joint Working) (Scotland) Act 2014 – This is the legislation that created the integration reform. It can be found at this link <http://www.legislation.gov.uk/asp/2014/g/contents/enacted>

Integration Scheme – This is the formal agreement that established Health and Social Care North Lanarkshire. It can be found at this link <http://www.nhslanarkshire.org.uk/About/HSCP/Documents/Integration%20Schemes/North%20Lanarkshire%20Integration%20Scheme.pdf>

Strategic Plan – This is our ten year strategic plan that outlines what we are aspiring to achieve. It can be found at this link www2.nhslanarkshire.org.uk/About/HSCP/Pages/NLStrategicPlan.aspx

North Lanarkshire Joint Integration Board – This is the Board that oversees integration in North Lanarkshire. The agendas, minutes and papers of the Board and its committees can be found at this link

<https://mars.northlanarkshire.gov.uk/egenda/public/kab71.pl>

If you cannot find the information that you are looking for, or would rather speak to a member of the team, you can get in touch with us on 01698 858320.

prevention  information & advice  locality engagement  self management  support and care  clinical interventions  reablement & rehabilitation  end of life care

