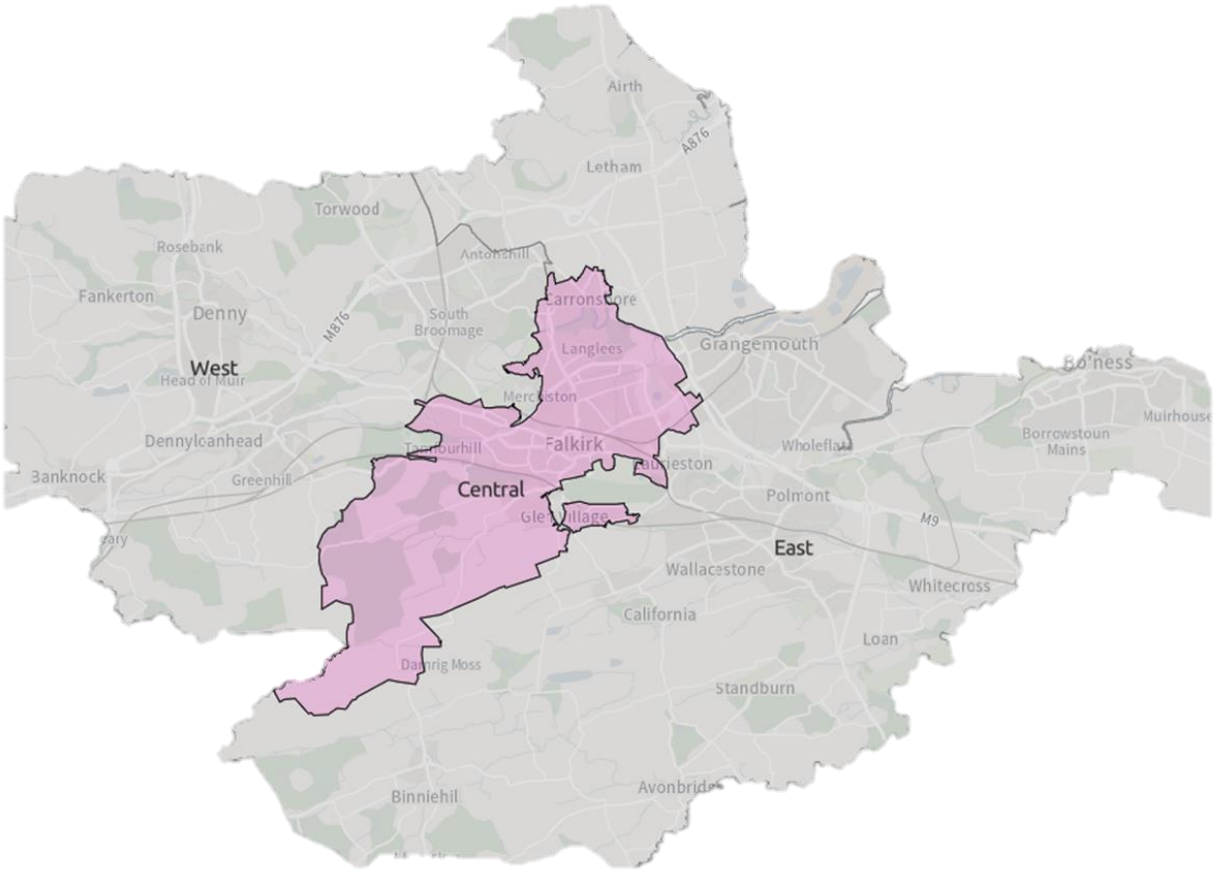
# Falkirk HSCP Locality Planning: Consultation Report




Falkirk
Health and Social Care
Partnership

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# INTRODUCTION

The phase of consultation & engagement for development of the Central Locality Plan was undertaken from 16 October-28 November 2024. The consultation involved:

- An online survey and Central Locality Summary document available via Falkirk Councils Participate+ website
- In-person meetings with local community groups and organisations
- Attendance at local events such as Older Peoples Day & Camelon Action Plan Workshop
- Drop-in event at Falkirk Central Library

Consultation fatigue was highlighted as a concern to officers when conducting previous consultation work for the Partnership. Therefore, the Delivery Group utilised data and feedback from previous engagement to identify challenges in Falkirk Central and priority areas to address.

The Consultation phase for the Central Locality Plan followed a collaborative approach with individuals to define the challenges, priority areas and actions to be implemented.  Overall, 38 individuals completed the online survey and over 100 people were consulted with at 14 in-person events. This document outlines who we have engaged with, the feedback received during the consultation phase and how it has shaped the development of our Central Locality Plan.

# INITIAL STEPS

A Central Locality Delivery Group was convened in August 2024 and involved key stakeholders and partners from across the Central locality area.

The Delivery Group reviewed information on the Central Locality which included:

- A review of available data
- Previous consultation and engagement feedback
- Board reports
- Staff feedback

This allowed the delivery Group to identify challenges within the Central Locality relating to health and social care and priority areas to be addressed.

The challenges were shared during consultation through the following themes:

- Access to Service
- Access to Information
- Consistency of Care
- Communication between and from services
- Health inequalities in Falkirk Central
- Lack of Support
- Language & Translation issues
- Poverty
- Stigma
- Substance Use
- Transition from Child to Adult Services

The priority areas identified were:

- Self-Management & Health Literacy
- Improved Access & Availability of Community Based Resources
- Reducing Mental Health Harms & Supporting Recovery
- Improved Multidisciplinary/agency working

The Delivery Group had to test their findings through consultation with the public to identify additional challenges within Central, finalise the correct priority areas and outline actions to be taken within the Locality.

# WHO WE ENGAGED WITH

Engagement for Locality Planning was undertaken with a targeted approach towards individuals such as older people, local community groups, carers, staff and substance use services. The reason for the targeted approach was to not impact on consultation fatigue within the community and due to the challenges identified being recognised as having the most impact on these target groups.

Below is a list of groups and events that were engaged with throughout the consultation phase:

| Date | Type | Description | Participants |
|---|---|---|---|
| 16 October- 28 November 2024 | Online Survey | Falkirk Central Locality Plan- Participate + | 38 |
| 16 October 2024 | Meeting | Recovery Scotland Staff Meeting | 2 |
| 28 October 2024 | Meeting | Carers Voice Meeting | 20+ |
| 31 October 2024 | Meeting | Mental Health & Wellbeing Planning Group | 15+ |
| 04 November 2024 | Meeting | Falkirk ADP Authentic Voices Group | 12 |
| 06 November 2024 | Meeting | Tryst Recovery Café | 20+ |
| 07 November 2024 | Meeting | Falkirk Communities Mental Health & Wellbeing Group | 9 |
| 13 November 2024 | Event | Older Peoples Day | 6 |
| 14 November 2024 | Meeting | Community Link Workers Meeting: Cyrenians | 2 |
| 14 November 2024 | Drop-in | Falkirk Central Library Drop-in | 6 |
| 19 November 2024 | Meeting | Ettrick Dochart Lunch Club | 20+ |
| 20 November 2024 | Meeting | Scottish Seniors Computer Club | 15 |
| 20 November 2024 | Meeting | Falkirk High Flats Tenants Association: Chairperson | 1 |
| 25 November 2024 | Event | Camelon Action Plan Workshop | 6 |

Demographics were also collected for some individuals that completed our online survey:

| Age | No. |
|---|---|
| 16 – 24 | 1 |
| 25 – 34 | 5 |
| 35 – 44 | 6 |
| 45 – 54 | 10 |
| 55 – 64 | 6 |
| 65-74 | 4 |
| 75+ | 1 |
| Unknown | 11 |

| Gender | No. |
|---|---|
| Male | 0 |
| Female | 2 |
| Unknown: | 42 |

| Ethnicity | No. |
|---|---|
| White Scottish | 26 |
| White- Other British | 5 |
| White European | 1 |
| Uknown | 12 |

| Do you have caring responsibilities? | No. |
|---|---|
| Yes | 15 |
| No | 19 |
| Prefer Not to Say | 1 |
| Uknown | 11 |

| Sexual Orientation | No. |
|---|---|
| Heterosexual/straight | 25 |
| Bi/Bisexual | 2 |
| Prefer Not to Say | 1 |
| Uknown | 16 |

| What is your religion or belief? | No. |
|---|---|
| No religion or belief | 19 |
| Church of Scotland | 5 |
| Roman Catholic | 2 |
| Other Christian | 1 |
| Prefer Not to Say | 2 |
| Unknown | 15 |

| Do you consider yourself to have a disability or health condition? | No. |
|---|---|
| Yes | 13 |
| No | 15 |
| Prefer Not to Say | 1 |
| Uknown | 15 |

| Does your disability or health condition impact your daily activities? | No. |
|---|---|
| Yes | 13 |
| No | 1 |
| Uknown | 29 |
| Prefer not to say | 1 |

| Do you consider yourself to be “care experienced”? | No. |
|---|---|
| Yes | 8 |
| No | 18 |
| Unsure | 3 |
| Uknown | 15 |

## QUESTIONS WE ASKED

- Do you agree with the challenges identified for Falkirk Central Locality?
    - If not, please tell us why?
- Are there any other challenges that should be considered?
- Do you agree with the priorities identified?
    - If not please tell us why?
- Do you believe the priorities will help us address the challenges?
    - If not please tell us why?
- Is there anything else missing that should be included?

## FEEDBACK

38 responses were received across our online survey and paper surveys which were completed at the in-person meetings. Unfortunately, quantitative feedback is not available for in-person meetings where conversations and note-taking were the preferred choice of engagement.

Figure 1: Online survey response

For both online and in-person meetings, there was overwhelming agreement with both the summary of challenges and priorities outlined for the Falkirk Central Locality. Additional challenges were highlighted and asked to be considered within the development of the final report. Additional challenges included:

- Respite
- Carers
- Anti-social behaviour
- Mental health & wellbeing
- Lack of local support
- Travel

There were some issues and questions raised against the priorities including:

- Wording of the priorities
- How achievable the priorities will be
- Suggestions towards actions to support implementing the priorities
- Acknowledging both mental health and wellbeing and substance use together

## YOU SAID, WE DID

Below outlines a summary of some of the qualitative feedback received and where decisions were made based on the feedback. This has been taken from both online surveys and in-person meetings. Please note that all feedback received has been reviewed and where appropriate shared with relevant partners and services.

### CHALLENGES

| |
|---|
| "Transition from Children to adult services is a challenge but so is future Planning for older carers who have a cared-for person middle aged" |
| This has been acknowledged in the challenges in the final draft report. Work is currently ongoing within the partnership to address this challenge with support from Falkirk & Clackmannanshire Carers Centre. |

| |
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| "Carers as their own challenge" |
| Carers is now a stand-alone challenge in the final report.<br>• Action 8 - Signpost Carers to Falkirk & Clackmannanshire Carers Centre Carers Centre. Targeted to hidden carers. |

| |
|---|
| "Respite should be highlighted as its own challenge. It is becoming a crisis." |
| Respite is now a standalone challenge in the final report. The Falkirk Learning Disability Strategy has specific Actions for improving respite options in Falkirk. |

| |
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| "Anti-social behaviour is impacting health. High flats used to be very safe but not now. Anti-Social Behaviour and Substance Use a real concern for residents." |
| Anti-social behaviour has been acknowledged as a stand-alone challenge and feedback has been shared with relevant services. |

| |
|---|
| "I need to get two buses to my GP practice. If they run late, I miss my appointment." |
| Travel is now a stand-alone priority in the final report. |

- Action 6- Work with Local Partners to find solutions towards the barriers for accessing services (e.g. Travel, translation support, Sensory Impairment, online services)

"Easier to find availability of community-based services in East & West than in Central. If people can afford it they leave central area to find support."

- Action 4- Convene a Small Working Group to explore feasibility for developing forums across Central Locality, in partnership with local community groups and organisations, to increase awareness of services and support available.

PRIORITIES

"Most service users do have self-management and health literacy however it would be supported better if services were forthcoming and provided information fully to help them understand"

- Action 1- People accessing services are provided with information that will help them, this could include appropriate signposting to additional services (e.g. Advocacy, Carers Centre, Translation services, SDS, Living Well etc)

"Increase awareness of SDS & advocacy"

- Action 1- People accessing services are provided with information that will help them, this could include appropriate signposting to additional services (e.g. Advocacy, Carers Centre, Translation services, SDS, Living Well etc)

"Information and knowledge from staff will need to improve in order to achieve this."

Action 5 - Improve knowledge and awareness for staff and people accessing services about local support, services and helpful contacts within Falkirk Central Locality

- (e.g. ALISS, Community Learning Development etc)

"Wording of self-management & health literacy doesn't make sense."

Wording has been amended and the final priority is now:
"Making it Easier to Manage your Health & Wellbeing"

"Not only community-based support but community-based activities which can encourage health & wellbeing. Some rural areas have nothing anymore."

- Action 5- Improve knowledge and awareness for staff and service users about local support and helpful contacts within Falkirk Central Locality (e.g. ALISS, Community Learning Development etc)

| |
|---|
| “Community Groups can help support one another and allow access to community-based services” |
| • Action 19- Encourage local organisations to collaborate on local projects and initiatives, developing shared resources, services and capabilities |
| |
| “Treated for Mental Health and not substance use. There should be better interface between mental health & substance use” |
| “Reducing Mental Health Harms & Supporting Recovery” priority has been developed to ensure there is a connection between mental health & wellbeing and substance use |
| |
| “Important to acknowledge staff wellbeing within the plans and in this priority.” |
| • Action 12- Improve support to staff for managing their own mental health and wellbeing, including providing additional support where possible |
| |
| “This priority could provide greater support to the community, such as providing opportunities for training & development” |
| • Action 15- Further Develop the Locality Planning Delivery Group with a framework and expansion of members to include service user representation. |
| |
| “Develop forums going forward and includer service user representation within this?” |
| Action 16- Develop Locality forums to encourage sharing of knowledge and support across the Locality team.<br>(Similar to GP Liaison meetings and Asylum Seekers in Falkirk Multi-agency Forum) |
| |
| “Improved multidisciplinary/agency working is meaningless to the ordinary person” |
| Wording for the priority has been amended and now reads:<br>“Improved Partnership Working.” |
| |
| Design this survey with some actual context and using examples with clear language or don’t bother including the general public in your exercise” |
| We continually review our engagement with the public and provide alternative ways of engaging that does not involve surveys. We continue to improve our use of the Participant+ platform. |
| |
| “For a personal perspective listing priorities as above tend to prioritise their importance in readers eyes and consider the list total.” |

| |
|---|
| Numbering the priorities has been taken out of the final report. |
| SWS and health should run information/drop-in clinics to support people preparing for older age |
| • Action 4- Convene a Small Working Group to assess feasibility for developing forums across Central Locality, in partnership with local community groups and organisations, to increase awareness of services and support available. |