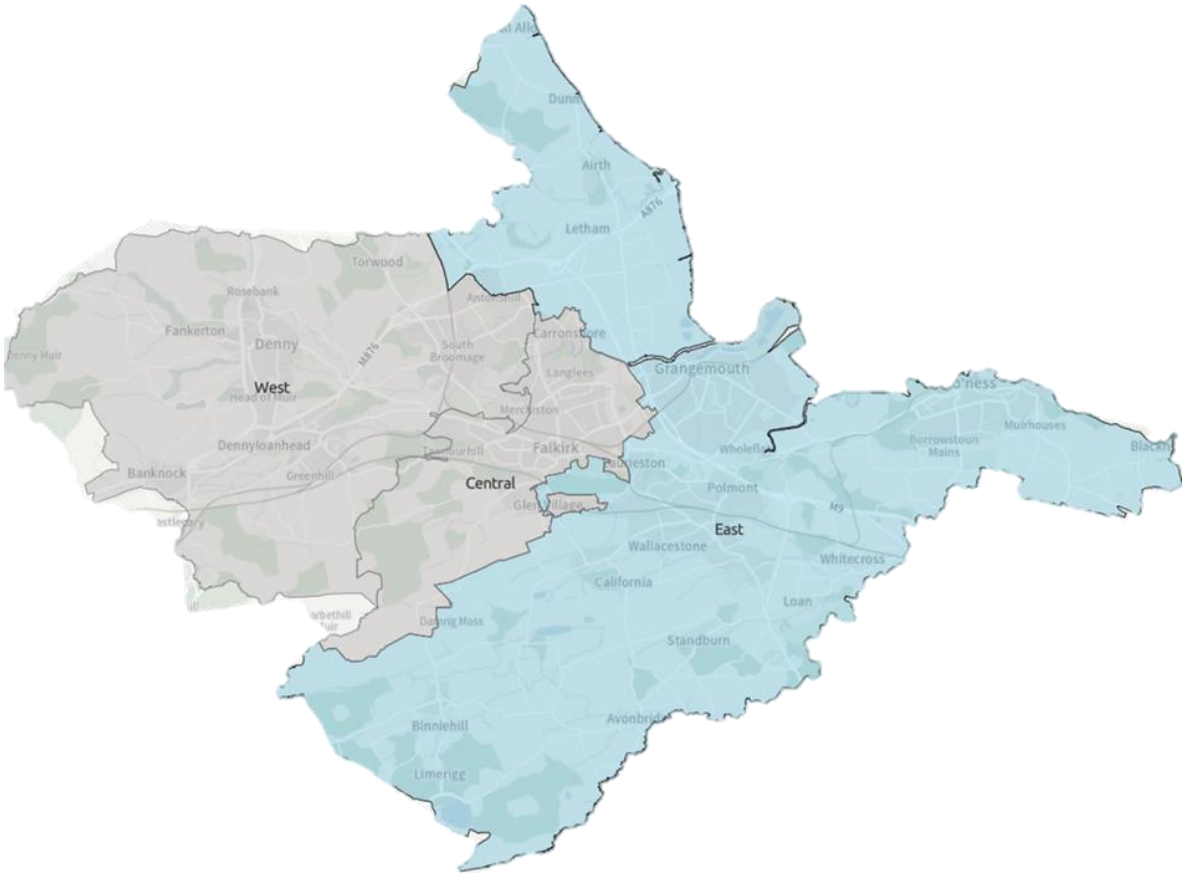
Falkirk HSCP Locality Planning: Consultation Report



Falkirk
Health and Social Care
Partnership

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INTRODUCTION

The phase of consultation & engagement for development of the Falkirk HSCP East Locality Plan was undertaken from 05 March-23 April. The consultation involved:

- An online survey and a summary of East Locality development available via Falkirk Councils Participate+ website
- In-person meetings with local community groups and organisations
- Drop-in event at Bo'ness, Grangemouth & Slamannan Libraries

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 East and priority areas to be addressed.

The Consultation phase for the East Locality Plan followed a collaborative approach with individuals to refine the challenges, priority areas and actions to be implemented. Overall, 31 individuals completed the online survey and over 60 people were engaged with at meetings, events and local Library drop-ins. This document outlines who we have engaged with, the feedback received during the consultation phase and how it has shaped the development of our East Locality Plan.

INITIAL STEPS

An East Locality Delivery Group was convened in January 2025. The group operated as a small-working group and involved key stakeholders and partners from across the East locality area. Members within this group included representation from:

- General Practice
- Community Learning & development
- Health Improvement Service
- District Nursing
- Third Sector Representative
- Carer Representative
- Social Work
- Policy & Planning
- Independent Sector Representative

The Delivery Group reviewed information on the East 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 East Locality relating to health and social care and priority areas to be addressed.

The challenges were grouped into themes and shared with respondents through our online survey and hand-out documents available on Participate+ and at in-person event. The challenges shared during consultation were:

- Access to GP & Primary Care Services
- Access to Services
- Access to Information
- Ageing Population
- Communication between and from services
- Delayed Discharge from Hospital
- Diet & Nutrition
- Economy and Cost of Living
- Lack of facilities & Community Spaces
- Mental Health & Loneliness
- Poverty & Inequality
- Unpaid Carers
- Stigma
- Substance Use
- Travel

The priority areas identified were:

- Making It Easier to Manage Your Health & Wellbeing
- Improve Access & Availability of Community-Based Support
- Reducing Mental Health Harms and Supporting Recovery
- Improved Partnership Working

The Delivery Group had to test their findings through consultation with the public to identify if the correct challenges and priority areas had been addressed.

WHO WE ENGAGED WITH

Engagement for Locality Planning was undertaken with a targeted approach towards individuals living in rural communities, areas of high deprivation, older people, local community groups and underrepresented groups in the East Locality such as new settlers and the travelling community. 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.

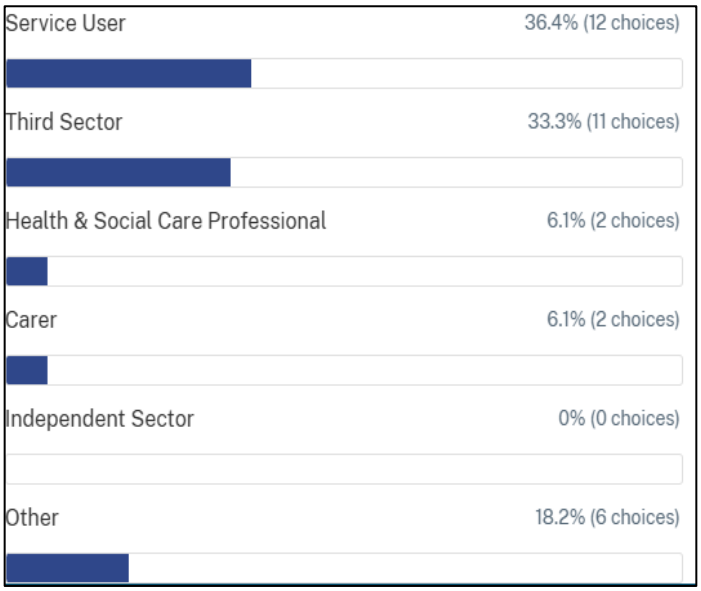
Below is a list of groups and events that were engaged with throughout the consultation phase:

Date	Type	Description	Participants
06 March-23 Apr	Survey	Falkirk HSCP East Locality Consultation	31
13 March 2025	Meeting	Grangemouth Old People's Welfare Committee	10
18 March 2025	Meeting	Kersiebank Women's Group	5
19 March 2025	Meeting	Kersiebank Community Pantry	3
19 March 2025	Meeting	Slamannan Action Group	3
19 March 2025	Meeting	Kersiebank Men's Group	8
20 March 2025	Meeting	Falkirk Council Resettlement Officer	1
20 March 2025	Meeting	Kersiebank Action Group	2
20 March 2025	Meeting	Falkirk Focus on Disabilities Group	5
25 March 2025	Drop-in Session	Slamannan Library Drop-in	4
25 March 2025	Drop-in Session	Bo'ness Library Drop-in	4

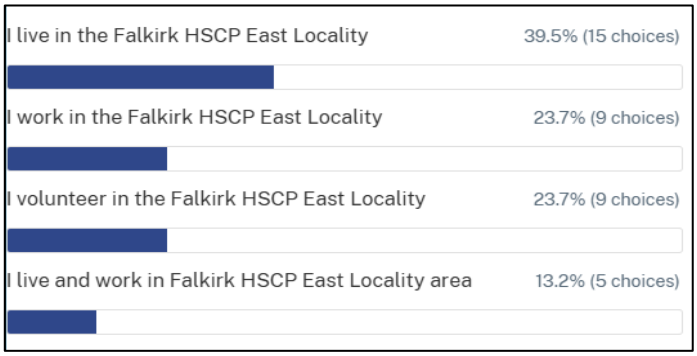
26 March 2025	Meeting	Falkirk Travelling Community Support Officer	1
03 April 2025	Meeting	Scottish Families Affected by Drugs & Alcohol: Development Officer	1
03 April 2025	Meeting	English Speaking Classes for New Settlers	3
04 April 2025	Meeting	Community Link Workers	3
07 April 2025	Drop-in Session	Grangemouth Library Drop-in	4
09 April 2025	Meeting	Sustainable Thinking Scotland	2
		Total Responses:	89

Demographics were collected for the 31 individuals that completed our online survey on Participate+. Respondents were initially asked how they described themselves and their connection to Falkirk HSCP East Locality.

Which of the following best describes you?



What is your connection to Falkirk HSCP East Locality?

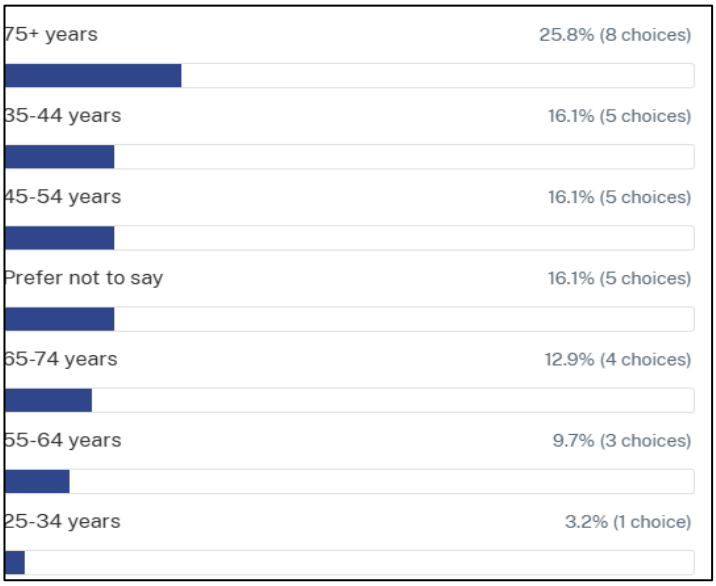


There has been limited responses for both Health & Social Care Professionals, carers and independent sectors to the online survey. All areas are represented on the Working Group that have been developing the plan. This has allowed for feedback to be collated from these fields and information shared with them.

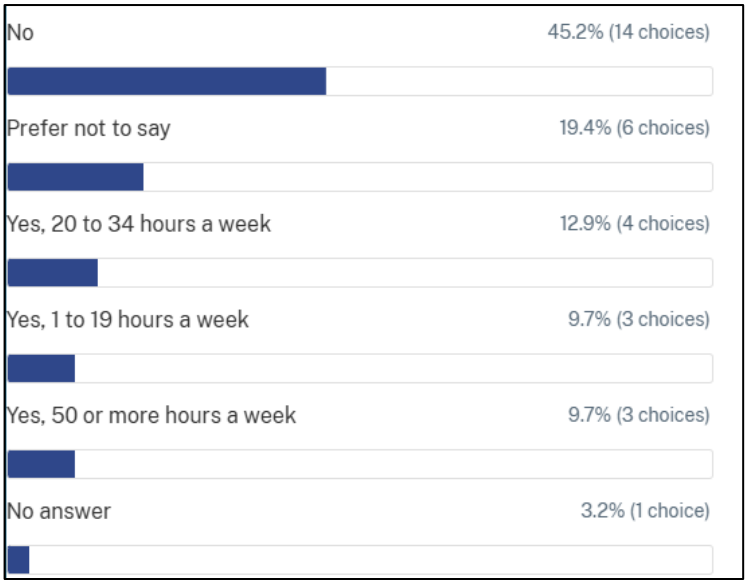
EQUALITY MONITORING INFORMATION

Information below has been taken from the Participate+ website. Respondents to the online survey were requested to complete the Equality Monitoring Questions. If they did not wish to answer questions, they could select the "Prefer Not to Say" option in their responses.

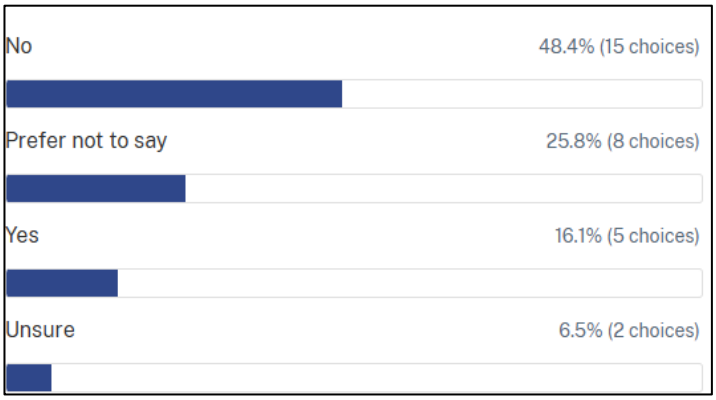
Age



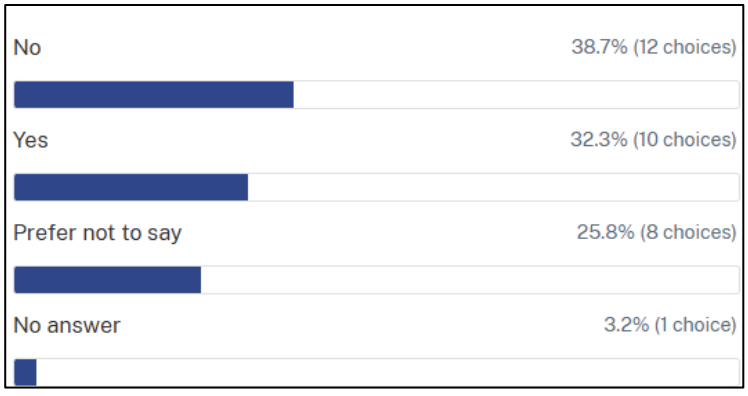
Provide carer support



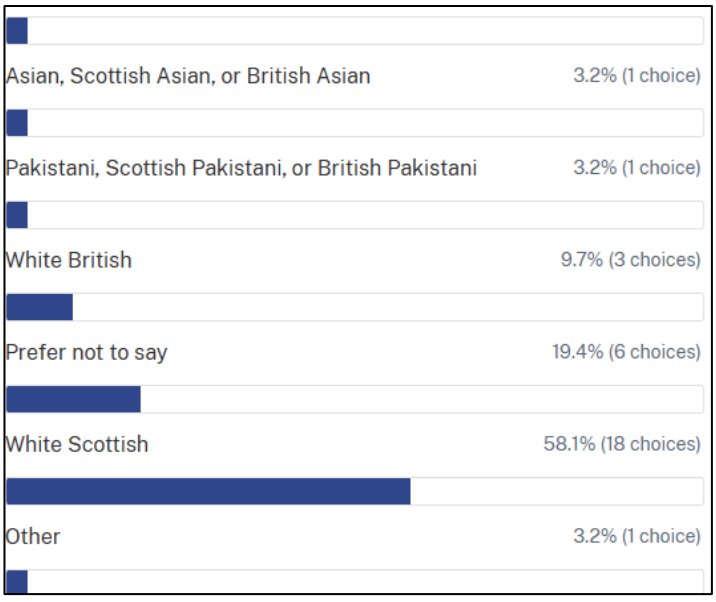
Care Experienced



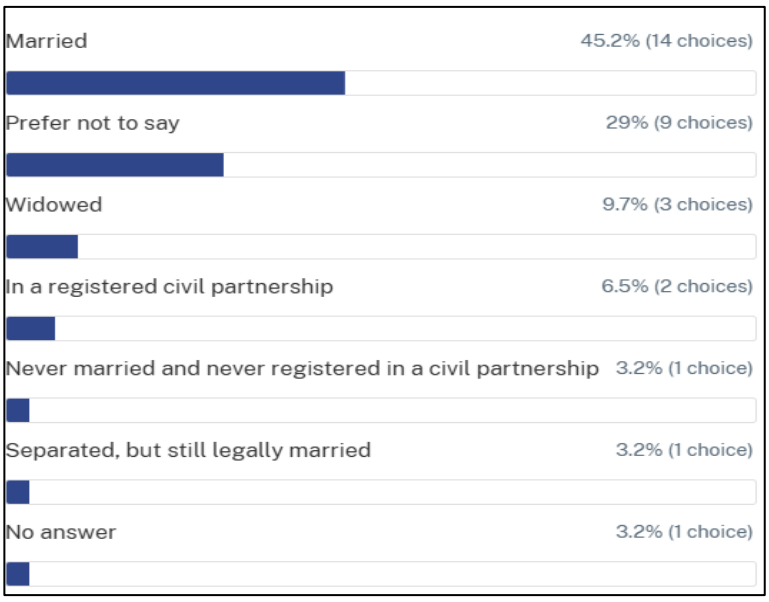
Disability and/or health condition



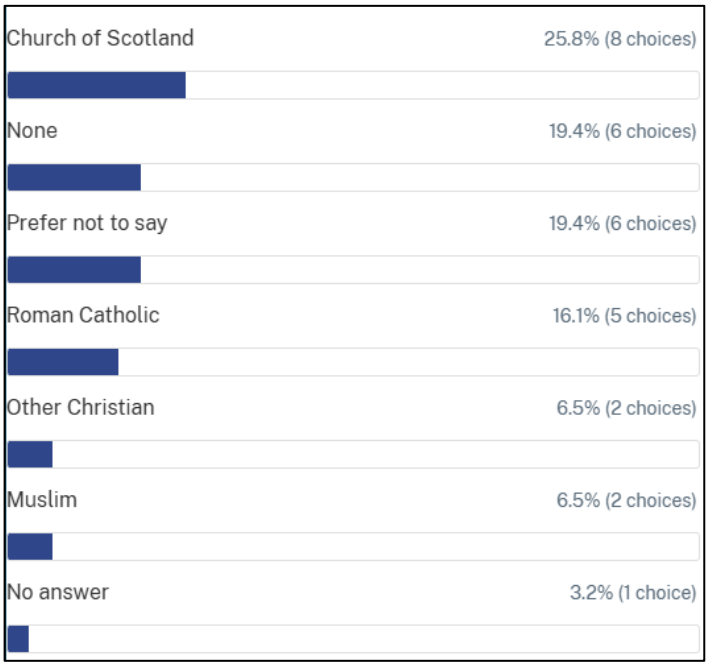
Ethnic Group



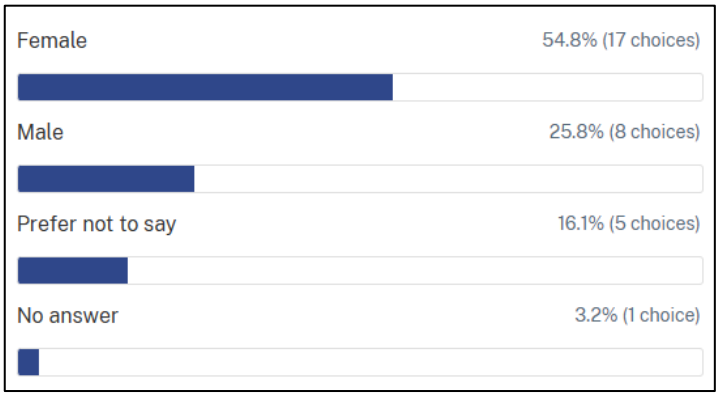
Marital Status



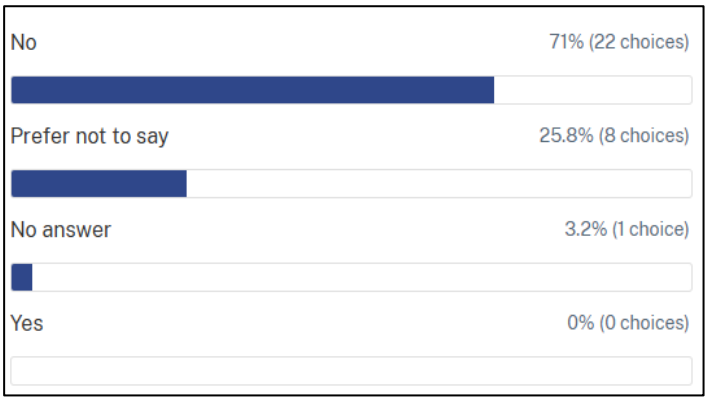
Religion



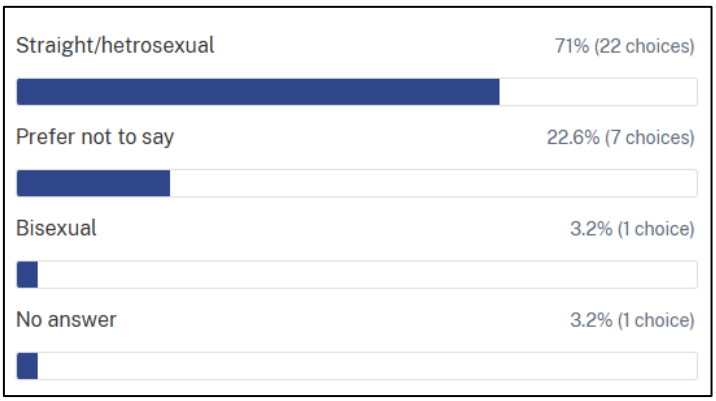
Sex



Trans Identity



Sexual Orientation



QUESTIONS WE ASKED

- What is Your connection to Falkirk HSCP East Locality?
  - What area in particular?
- Do you agree with the challenges identified for Falkirk East 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?

- What Actions do you feel we should implement?

- Is there anything else missing that should be included?

FEEDBACK

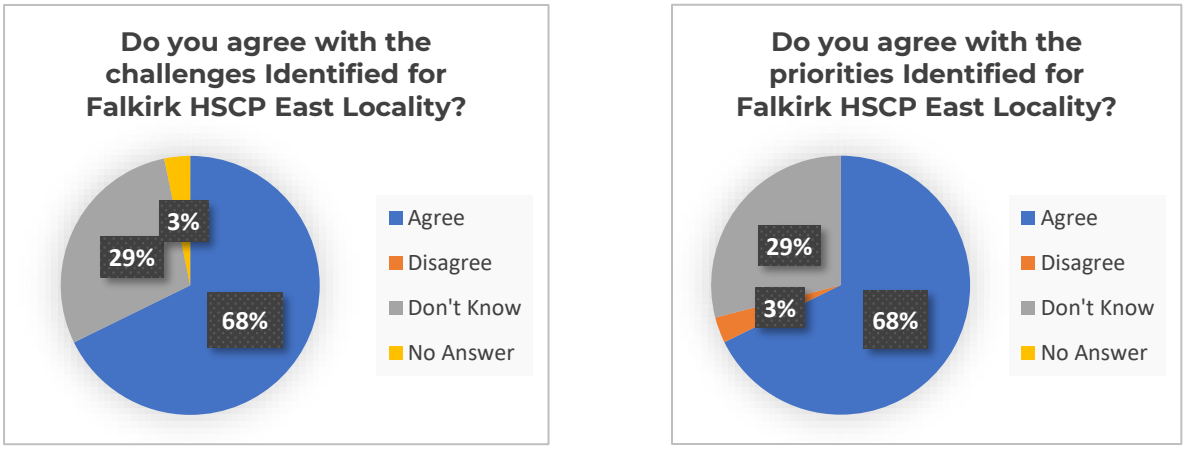


Figure 1: Online survey response

East Locality engagement asked respondnets about their connection to the Falkirk HSCP East Locality and which area in particular. There was uderstanding by the Delivery Group that the East Locality is a vast area which covers multiple settlements. Therefore, the Delivery Group hoped by requestin respondents to select parituclar areas in the East Locality could help highlight specific challenges and issues arising for certain areas.

For both online and in-person meetings, there was agreement with both the summary of challenges and priority areas outlined for the Falkirk East Locality. Through in-person meetings, officers were able to divulge further into the challenges and what individuals' experiences were with them. This

allowed for a further break down on specific issues relating to the challenges and actions that could be taken to address this.

Respondents suggested the challenges were interlinked and were not surprised with the information presented during consultation. Additional challenges were highlighted and asked to be considered within the development of the final report. Additional challenges included:

- Funding and financial concerns for local community groups
- Miscommunication from services
- Promotion of local support available
- Social Prescribing
- Welfare & Benefit Support
- Integration for neurodivergent children
- Access to online services
- Language and cultural barriers when accessing health services

There was general agreement with the priority areas identified, with additional feedback towards which included:

- Achievability of priorities
- Improving communication from health and social work services
- Improving relationship with communities and local community groups.
- Make sure wording makes sense and people understand what the priorities are looking to achieve

YOU SAID, WE DID

Below is a summary of the feedback received and where decisions has been made based on the feedback 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.

You Said	We Did
Respondents shared frustration with accessing primary care services, particularly GPs and the process undertaken for making an appointment. Respondents were also unclear on why they were referred to alternative Primary care services and other health care protocols such as Pharmacy First.	A section has been included on page 7 of the Locality Plans called “Primary Care Services.” The section outlines the guidelines that practices follow when arranging appointments for patients. It aims to summarise process practices undertake and help to make readers understand why practices follow these processes. Action 17: “Explore opportunities for Locality Planning to connect with wider Primary Care Services” will aim to connect Locality Planning work with primary care services in the East Locality to support with sharing information and feedback received through engagement.
Access to internet-based health and social care services is a challenge highlighted by respondents, particularly for the older population. Some local groups require to provide support for older people who are not used to online services and have difficulty accessing them. Accessing support out of Locality area and towns of Bo’ness and Grangemouth can be challenging.	Action 7: “Work with partners to find solutions that will reduce practical barriers to accessing health and social care services.” This action will look at barriers faced by individuals in the East Locality and actions that can be taken against this. This work will also connect to work ongoing towards Our Equality Outcome: “Older people who experience barriers to accessing internet-based health & social care services have alternative ways to access services.”

Improvement in access for local support available and utilising local community assets such as local groups and facilities to share this information through. One respondent claimed it was like the "secret service" trying to find information.	Action 6: "Explore options to develop Active Outreach Programme based on local needs." This Action will explore opportunities for local community assets to support both health and social care services to reach out into communities in the East Locality. It will aim to utilise the support from community assets, such as local community groups and community spaces to improve outreach and connection within communities.
Food knowledge and nutrition skills have been highlighted by both service users and staff as a gap within the East Locality and this contributes to poorer physical and mental health & wellbeing.	Information has been provided about work undertaken by Third Sector and NHS Forth Valley Healthier Future Team in the East Locality. Appendix 3 provides additional information from the Public Health Nutrition Team about support and training to increase food and health capacity, skills and knowledge in communities and Third Sector organisations across the East Locality
Through engagement, respondents suggested greater provision of support provided for both mental health & wellbeing & substance use. It was also shared that more support could be provided through housing where there is a lot of temporary accommodation and homelessness within the East Locality.	Action 13: Explore support provided within temporary and Homeless accommodation across the East Locality Work within this action will connect with our housing team to review support provided within housing across the East Locality. It will help support with identifying gaps and possible improvements in relation to health.
Mental Health & Wellbeing greatest concern expressed through engagement. Local groups starting up to provide peer support. For some communities, such as travellers and new settlers, it was highlighted that mental health was a	"Reducing Mental Health Harms and supporting Recovery" is a priority area within the East Locality Plan. Actions under this priority area aim to focus on both mental health & wellbeing and substance use, improving the awareness of support available and access to them.

taboo subject and would restrict individuals reaching support.	The Locality Plan also commits to supporting development and implementation of the Falkirk ADP Delivery Plan and Forth Valley Mental Health Strategic to ensure actions from these plans are adopted within the East Locality
Through engagement, it was highlighted that greater support is required for unpaid carers in rural areas.	Action: Identify and provide support to hidden and new carers within the East Locality targeted towards rural locations The Action includes a task for the Carers Centre to undertake information sessions in rural communities and to pilot a consultation with carers in rural communities. This action will help us gather a better understanding on the difficulties that carers within rural communities face when trying access out health and social care services and future specific actions that could be taken.
There is a scattered bus service throughout the East Locality and some areas are not connected to the main towns of Grangemouth & Bo'ness. Rural communities often only have a bus service running once a day and cost to travel on the service can be expensive or every hour and there is no local community groups available to provide provision for cancer patients.	Action 7:"Work with partners to find solutions that will reduce practical barriers to accessing health and social care services." The partnership will work with partners to share feedback on barriers faced through engagement. Feedback from East Locality has been shared with the Fairer Falkirk Partnership who are reviewing challenges facing our communities through transport and travel.
Respondents shared concerns with deprivation in some communities and access for support. Particularly highlighted was energy prices within the braes villages such as Slamannan.	Action 3: "There is good visibility across the East Locality highlighting pathways and support for individuals and families experiencing poverty" This action aims to identify work currently ongoing by partners in relation to poverty in the East Locality and reviewing visibility of support available. This will help the Delivery Group understand where current support is promoted.

Concerns over funding landscape for local community groups and relationship with statutory services.	Action 16: “Improve relationship and communication between HSCP, local community groups and assets” will look to improve relationship between HSCP and local community groups to help connect in Locality Planning. This will help to understand needs in the communities and where Locality Planning and Delivery Group can support with this process.
New settlers within East Locality unaware how to access health service and language barriers making it difficult to receive appropriate care. Individuals within the traveling community can have difficulty with accessibility to health services and materials offered in appropriate formats.	Feedback provided in relation to this area has been shared with our Equalities Lead within the HSCP. We currently have an Equality Outcome in place which aims to improve access to services for individuals experiencing language and cultural barriers. Action under this Outcome includes information being provided n preferred formats and improving translation and interpretation support

NEXT STEPS

The East Locality Delivery Group will review its membership to ensure members of the community continue to be involved in the Locality Planning process. The group will expand to include members of the public in the Locality Planning process, and the feasibility of organising public meetings is currently under discussion. A meeting schedule will be arranged as Locality Planning process continues to be reviewed.

The Locality Delivery Group will support with monitoring and implementation of the Locality Plan with regular updates provided at meetings. The Delivery Group will also review engagement feedback from engagement and feedback received throughout Locality Planning process for future iterations.

The East Locality Plan provides an important insight for the upcoming review of the Falkirk HSCP Strategic Plan, which will commence in 2025. The East Locality Plan will be pivotal in shaping a new Strategic Plan that meet the priorities, needs and challenges currently faced in our communities.