



# Participation and Engagement Strategy 2022–2025

## Delivery Plan Report

# Introduction

Listening to the people who use our services, as well as carers, families, and the wider community, is vital to us. I want to personally thank everyone who has taken the time to engage with our consultations and focus groups. Your feedback is key to achieving our vision of enabling the people of Fife to live healthy, independent lives.

As we look to the future, we remain dedicated to working closely with individuals, carers, and communities to continue improving, planning, and delivering services that meet the needs of the people of Fife. By engaging with you, through our Participation & Engagement team, we want to ensure that everyone's voices are heard and considered, as we navigate the financial pressures facing Fife Health & Social Care Partnership. Together, we will continue to deliver even better, person-centered, safe care to those who need it most. Thank you for being part of this journey. Your contributions make a real difference, and we look forward to continuing this work together.

**Lynne Garvey**  
**Director, Fife Health and Social Care Partnership**



## Participation and Engagement in Fife's Health and Social Care Services

We are excited to share our first Participation and Engagement Delivery Plan Report, highlighting the impact that participation and engagement has had on health and social care services across Fife. Our mission is “to place the people who use our services, along with carers and communities, at the Centre of planning and designing care that meets their needs”.

This report reflects our ongoing commitment to this mission, highlighting the successes of our various participation and engagement programmes over the past three years. These efforts have directly influenced the way the partnership has shaped our strategic priorities, adapted, and improved services to ensure they align with the preferences, needs, and values of the people of Fife.

### We have listened

Up until Jan 2025, **10,270 individuals** have taken part in **45 engagement projects** which consisted of consultations, surveys, and lived experience workshops.

**4,096**

Individuals attending engagement sessions

**6,174**

Individuals responding to online surveys



73%

Attended face-to-face workshop sessions

27%

Attended online workshop sessions

Your input has been invaluable, guiding the development of strategies and ensuring that our services are as effective and responsive as possible.

We are grateful to everyone who has provided feedback. Your voices have played a key role in shaping our priorities and identifying areas for improvement.

**Tracy Harley**  
**Service Manager Participation and Engagement**

# Getting it Right Strategically

## Action 1: Participation and Engagement Strategy 2022 - 2025

To develop a Strategy Framework and Action Plan for Participation and Engagement

### What we did:

In 2022, we launched the Participation and Engagement (P&E) Strategy, a three-year strategy developed with and for the people of Fife. Our vision was to ensure that the voices of Fife's residents, including those who use health and social care services, unpaid carers, families, friends, and local communities, are included in the design and delivery of services that meet local needs.

The delivery action plan set out specific steps to achieve this vision during the lifespan of the strategy.

This report highlights the results of our Participation and Engagement Strategy (2022-2025), which has successfully enhanced individual, carers, lived experience voices and community involvement in Fife's health and social care services.

## Key Achievements:

**Successfully integrated community voices into the development of our Strategic Plan and associated strategies.**

**Established and enhanced Care Opinion across delegated adult and older people's health and social care services, now effectively managed by our Risk Compliance team.**

**Established formal mechanisms for individuals, carers lived experience input, which will connect to Fife's Integration Joint Board through our IJB Carers Representative and IJB Public Representative.**

**Continuing to build meaningful engagement with service users, unpaid carers, families, and local communities.**

The implementation of this strategy has marked a significant step toward our vision of ensuring all Fife residents have opportunities to shape the services they use. This collaborative approach has strengthened our decision-making processes and helped create strategies and programmes more responsive to community-focused services.

Read on to explore the achievements in detail.

## Action 5: Strategy Planning Cycles

To put in place an internal and external supporting infrastructure for when HSC delegated services are reviewing strategies, redesigning, and planning change to ensure the right people with the right knowledge are involved as early as possible in the co-producing, planning and redesign of services and strategies as they relate to each topic.

### What we did:

We supported a range of engagement looking at reviewing Fife HSCP strategies, some key redesign projects, and service change priorities. See how your feedback has impacted on some of the work of the partnership.

### Digital Strategy 2024-26

Supported the development of Fife's HSCP first Digital Strategy. As part of the engagement activities, we engaged with residents and staff from eight care homes across Fife and discovered that residents, as well as staff, did not have access to the care homes Wi-Fi within residential rooms and public areas. This impacted on their ability to socialise, contact families and friends and other activities that they would have done in their own homes. Through the engagement, "Wi-Fi in Care Homes" was identified as a key priority for the Digital Strategy 2024-27. To view the full



engagement feedback report, [click here](#).

**“The engagement feedback was key in helping us shape the action plan within the digital strategy. The action plan shows a direct correlation to what people asked for and what we have now identified as our priorities. I believe this clarity has helped the strategy approval process.” Digital Strategy Project Lead**

### **Palliative Care in Fife**

In early 2023, the Palliative Care team wanted to inform the public about the changes happening to Palliative Care in Fife. The engagement highlighted that people would like to see better access to palliative care for people in every area of Fife, regardless of condition (cancer and non-cancer), where they live and what support they have in place already. This feedback was considered as part of their new community care model which offers people improved access to specialist palliative care across Fife, better access to advice for co-delivery partners across health, social care and the third sector, more coordinated specialist and generalist palliative care and improved access to hospice for those who need it. To view the full engagement feedback report, [click here](#).

**“Teams call was great, presenting the correct information, giving the public a clear and honest vision, allowing them time and opportunity to speak. Letting people be heard and offering further discussion.” Palliative Care Engagement Event Participant**

### **Redesign of Community Support Services for Adults with Disabilities**

When we returned to face-to-face engagement after the COVID-19 Pandemic, one of our first engagement exercises carried out was to engage with people who use Day Services and those that cared for them. Due to the pandemic many services had closed their facilities and most of the Day Services were now taking place in cafes, lunch clubs and shopping centres. As a result of your feedback some of the services have reopened their doors, as you told us that it



**“I feel listened to and feel I have had a great opportunity to voice what is important for my family” Parent/Carer**



## Mental Health and Wellbeing in Primary Care in Community Settings

This project seeks to engage with individuals who have lived experience of mental health challenges, both past and present. In Phase 2, we partnered with the Lived Experience Team from Fife Voluntary Action to gather valuable insights on what matters most to people when it comes to accessing, receiving, and leaving mental health services and support. A key focus was to assess how well existing services align with what individuals truly need and value. In Phase 3, we have built on the nine key themes and opportunities that you identified during the previous phases. These insights have guided the development of both short-term and long-term actions aimed at improving mental health support, with a strong emphasis on incorporating your feedback into actionable solutions. To view the full engagement feedback report, [click here](#).

### Levenmouth Collaborative Conversation - 9 themes identified

Information & Communication

How services work with  
people

Education & self-management

Culture

Relationships

Family & carers

How services work with each  
other

Goals & Pathways

Gaps

## Alcohol and Drug Partnership Strategy 2023-26

This project focused on reviewing the proposed strategic vision, mission, themes, and priorities of Fife Drug and Alcohol Partnership (Fife ADP). The feedback confirmed the strategy reflected the aspirations, concerns, and hopes of people affected by substance use, both directly and indirectly. In addition, potential barriers to implementing the strategy were identified which provided a deeper understanding of areas that Fife ADP should be mindful of when shaping and informing the refresh of the strategy and creation of delivery plans.

Putting those who use services at the heart of planning puts the Fife ADP in a strong position to deliver their proposed vision which is 'To enable all the people in Fife affected by substance use to have healthy, safe and satisfying lives.' To view the full engagement feedback report, [click here](#).

**“This really formed the basis of identifying if we had the correct themes and values underpinning our strategy refresh. The P&E Officer was excellent in collaborating with us and showed a real commitment to helping us translate feedback into positive input in our strategy.” ADP Strategy Project Lead**

## From GIRFEC to GIRFE

This Scottish Government led National Strategy Development – Getting it Right for Everyone is a multi-agency approach to health and social care support and services from young adulthood to end of life care, being designed with place-based pathfinders. Fife Health and Social Care Partnership carried out numerous local engagement sessions with people who use our services (their families and carers) to share their experiences of transitioning from children services to adult services and any challenges they may have faced. Their feedback was fed directly to the strategy development group at the Scottish Government and has directly impacted the development of the National GIRFE Framework. To view the full engagement feedback report, [click here](#).

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**“Very welcoming, facilitators provided an opportunity to everyone to discuss their opinions, throughout the session. The attendees and staff all were at the workshop for the same reason. There seemed to be a good mix of people who all contributed to the conversation.” GIRFE Participant**

### **High Risk Pain Medicine Programme**

As part of a joint initiative with NHS Fife, an engagement exercise to help understand the problems faced by those living with long term pain, people were asked what would help them to be able to better manage their pain. They told the Programme that having a “one stop shop” for resources, advice, and information on alternative ways of managing pain was desirable. A newly launched [Resource Hub](#) has been co-produced by the Lived Experience Group who have been working with the Programme. To view the Carers Survey Feedback report, [click here](#) and the Patient Survey Feedback report, [click here](#).

**“I have had a life of pain, and I want to use my experiences to help improve services for others in the future. Enabling other people to manage their pain conditions is important and it makes working with the programme really worthwhile.” Lived Experience Group Participant**

## Action 8: Participation & Engagement Operating Model and Engagement Processes – How We Plan for Engagement

To develop participation guidelines to offer understanding for both stakeholders and partnership staff.

### What we did:

In 2023, we developed and implemented Fife HSCP Participation and Engagement Operating Model and finalised our internal engagement processes/templates to support project leads who were considering carrying out engagement with key stakeholders. Both our operating model and our processes reflect the Scottish Government Planning with People Guidance and National Standards for Community Engagement. We will continue to review our operating model and internal engagement processes/templates moving forward.



## Participation and Engagement Operating Model

### STEP 1

Complete  
Participation  
Request

### STEP 2

We will support  
you to develop  
your **situation  
analysis  
assessment** and  
identify your  
engagement  
goals

### STEP 3

We will support  
you to develop  
your **engagement  
plan** and identify  
appropriate  
**engagement  
activities** to help  
achieve your goals

### STEP 4

Finally, we will  
support you to  
produce an  
**engagement  
feedback report**  
and **evaluation** on  
your engagement  
activities

# Strengthening how your voice is being heard

## Action 3: Fife Wide Public Engagement Forum

In collaboration with key stakeholders and partners establish Fife Wide engagement network or seven forums across localities (depending on resource available) to feed the voice of local communities up to the Integration Joint Board. This will include inclusivity group representatives.

### What we did:

We have recently developed a Fife Wide Public Engagement Forum where members of the public will work closely with Fife Health and Social Care Partnership and the Integration Joint Board to help shape services for the future. We will now work with the public members to grow the forum and provide increased opportunity for people in Fife to share their views and help us understand their priorities in relation to health and social care needs. For further information on the forum and how to join, [click here](#).

**“Working with the Participation and Engagement Team to establish the first Fife Wide Public Engagement Forum for health and social care, will ensure public voices are heard and embedded throughout service planning, delivery and evaluation within Fife Health and Social Care Partnership.”**

**Ian Dall, IJB Public Representative**



## Public Engagement Email Network

Since 2022, we are continuing to grow our email reach out to communities and have developed a public engagement email network for people to subscribe to who are interested in health and social care. We currently have 327 members of this email network. We will continue develop and grow this email network moving forward.



# Hearing the Voices of Unpaid Carers

## Action 4: Fife Wide Unpaid Carers Forum

In collaboration with key stakeholders and partners establish 'Community of Carers' network that supports carers voices to be fed into the Integration Joint Board via the Integration Joint Board Carer Representative.

### What we did:

Unpaid carers play a vital role within health and social care and Fife's Health & Social Care Partnership has a duty to support them. Many people living in Fife will take on the role as an unpaid carer at some point in their life which can be a demanding role and sometimes difficult. Having easy access to professional support, being able to share experiences and ideas with other people in the same situation can be helpful. Since the introduction of the Carers (Scotland) Act 2016, there have been significant improvements in the scale and scope of support that can be offered to unpaid carers. The Act also includes a duty to involve carers in carer services.

In 2024, to support our unpaid carers, we worked with Fife Carers Centre and Fife Voluntary Action to create two forums – an unpaid carers forum and a carers providers forum. These two forums will act as a link between unpaid carers and the partnership. Through both these forums Carers voices will shape and influence decision making.

## Unpaid Carers Forum – Led by Fife Carers Centre

Unpaid Carers Forum will support unpaid carers by providing a regular meeting space to actively hear their voices and experiences. For further information on the forum and how to join, [click here](#).

## Carers Providers Forum - Led by Fife Voluntary Action

Carers Provider Forum will facilitate collaboration and information sharing between organisations that offer support and services to carers.

The Unpaid Carers Forum and Carers Providers Forum will collaborate with each other on key priorities to ensure IJB delivers on its legal obligation to support unpaid carers.

We will continue to support the development of these forums moving forward.

**“Now that the Forum is up and running, the next steps will be to ensure that issues identified are addressed, in a ‘you said; we did’ format, and that the carers themselves can begin to direct the agenda, propose topics they would like to see addressed, as well as structure the format and location(s) of future meetings.”**

**Morna Fleming, IJB Carers Representative**

## Annual Unpaid Carers Experience Survey 2024

In 2024, the unpaid carers survey received 237 responses and highlighted that carers would like access to more overnight short breaks, easier access to information and better awareness of the services available to support them.

The findings from this survey will be reviewed by the Carers Strategy Group, who will incorporate the feedback into their delivery plan, to further support our unpaid carers. To view the full engagement feedback report, [click here](#).

### **Identifying Unpaid Carers through Participation and Engagement Opportunities**

A large priority for Fife Health and Social Care Partnership is to identify hidden carers within Fife to ensure that they are aware of the support that is available to them.

Since 2022 we have identified 1,289 unpaid carers within Fife through our engagement work (13% of those we engaged with).

### **Participation and Engagement Unpaid Carers Email Network**

In 2023 we embedded 'opt in' key carer questions within all the engagement work that we carry out and gave those who identify as an unpaid carer the opportunity to join our unpaid carers email network. Since 2023, 197 unpaid carers have requested to join our unpaid carers email network to be notified of other HSCP engagement opportunities, to ensure that their carer voice is heard.

Since July 2024, we added an additional 'opt in' question for unpaid carers, to ask if they would be happy for us to forward their contact details to Fife Carers Centre, who support adult carers in their caring role and can offer relevant, straightforward information as well as practical help. 76 unpaid carers responded to this question with 28 unpaid carers (36%) happy for us to pass their details on and 17 unpaid carers (22%) already being supported by Fife Carers Centre.

We will continue to develop and grow our reach to unpaid carers within Fife moving forward.

## Action 6: Get Involved Website

To develop communication and engagement mechanisms for example an engagement tracker that seeks to track what engagement activities are planned and what the result was

### What we did:

Fife Health and Social Care Partnership now have a 'Get Involved' website area developed specifically for participation and engagement.

[www.fifehealthandsocialcare.org/about-us/get-involved](http://www.fifehealthandsocialcare.org/about-us/get-involved)

Within this website area people will be able to view information on live engagement opportunities, read previous engagement feedback summaries and reports, find information about how to become a member of the Fife Wide Public Engagement Forum and the Fife Carers Forum and subscribe to our public engagement email network. This website area will continue to be developed moving forward.

## Action 7: Care Opinion

To support the HSCP with the relaunch of Care Opinion

### What we did:

Care Opinion offers patients, service users and their carers to share their experiences and stories of health and social care services, no matter their circumstances. Fife Health and Social Care Partnership re-established a partnership approach to Care Opinion, by supporting a 'pilot' with the Community Adult Occupational Therapy Service (Kirkcaldy). The pilot was successful with people taking the time to leave feedback via their stories/experiences on the Care Opinion site. Care Opinion is now managed effectively by our risk compliance team and to access the Fife Health and Social Care section within Care Opinion, [click here](#).

## Action 9: Locality Planning

To develop links to HSCP locality planning structures to identify priority areas for participation and engagement

### What we did:

A Participation & Engagement Officer is linked to each of the seven locality areas across Fife and in 2023. Cowdenbeath and Glenrothes Health and Social Care Locality Planning Core Groups wanted to engage with their local communities, as part of their priority action plan, to understand what was important to people aged 65 and over living in their communities in terms of their health and wellbeing as they age and if there were any barriers that they faced to support them to stay healthy and live well.

The feedback highlighted key areas that mattered to them around GP appointments, frequent transport links, volunteering opportunities and further promoting group activities available in the area. These findings will shape and inform decisions and priorities that the Locality Groups will look to address as part of their Locality Plans. To view the full engagement feedback report for Cowdenbeath Locality [click here](#) and for Glenrothes Locality [click here](#).





**James Wotherspoon and Sharon Breeze presenting at the Fife Wide HSCP Locality Event.**

## Action 10: Volunteers

To develop and ensure the partnership allocates appropriate financial resources and volunteer support by developing Volunteer Induction and Expenses Guidelines

### What we did:

We appreciate the time and effort members of the public give to attend workshops and engagements. To ensure that no one is out of pocket, the partnership will reimburse reasonable expenses incurred while taking part, such as travel costs. If you have any questions about what can be reimbursed or how to claim, please get in touch.



# Action 11: Accessible Engagement Methods

To ensure that engagement opportunities are accessible, and engagement materials offered in accessible formats

## What we did:

Fife HSCP want to ensure they capture everyone's voices across Fife. As a team, we are dedicated to ensuring we provide equal opportunities. Our goal is to promote positive equality outcomes by eliminating barriers to participation. To achieve this, we provide both face-to-face and online engagement options, wherever appropriate. We offer documents in accessible formats for example 'Easy Read', documents in other languages and we make every effort to 'go to' people to ensure their voices are heard.

We collaborate with all our partners such as Fife Voluntary Action, People First, Fife Centre for Equalities Forum and other organisations in the third and independent sectors to ensure that we can engage with everyone.

## Equalities, Diversity, and Inclusion:

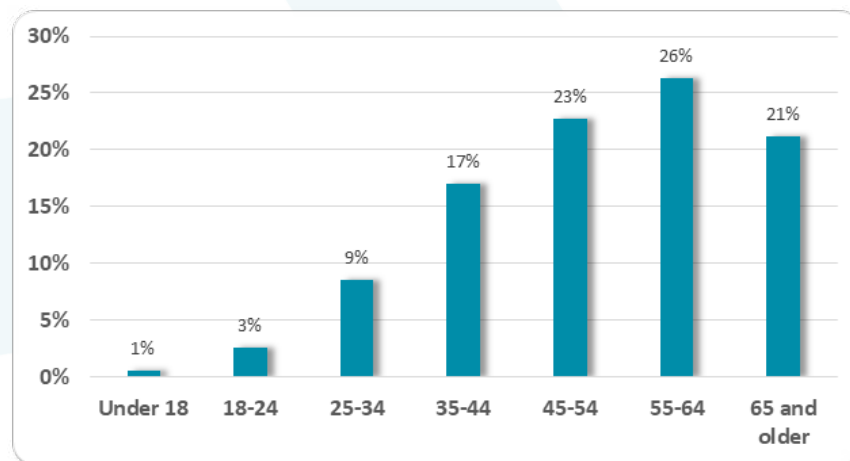
In 2023, we revised our Equalities, Diversity, and Inclusion (EDI) feedback form for all engagement projects, working in collaboration with partners and following national EDI guidance. This feedback helps us provide evidence and demonstrate that we are meeting our responsibilities under equalities legislation, ensuring that individuals of all backgrounds, regardless of race, ethnic origin, or other protected characteristic, you can participate in our activities.

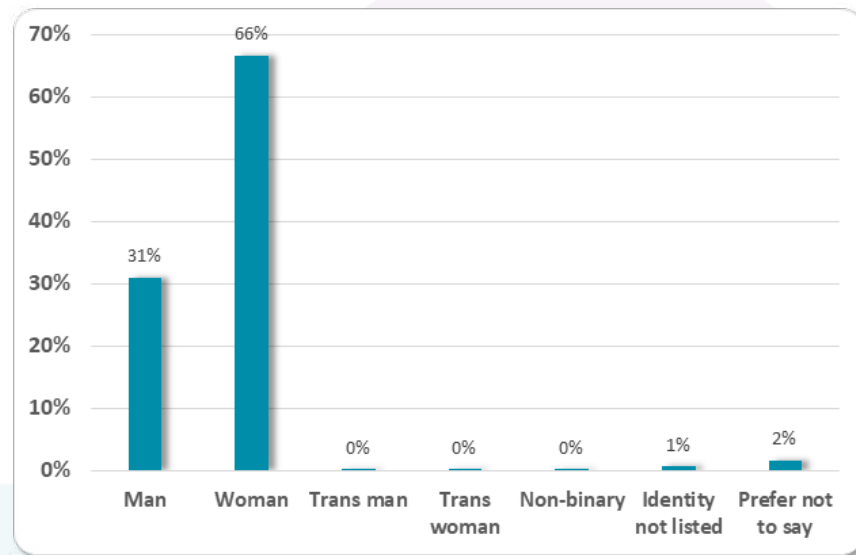
These 'opt in' questions were then implemented for all engagement projects and since 2023, 1,015 individuals (12% of those we engaged with) have opted to complete the EDI questions.

### Key EDI statistics from those 1,015 individuals:

#### Age

This was a voluntary question for people who took part in our engagement activity to tell us what age they identified as, at the time of completing this information.



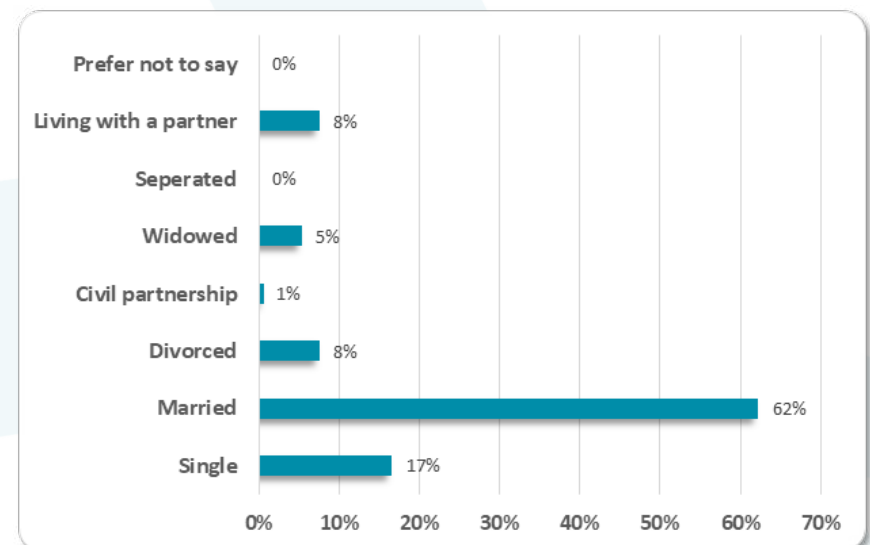


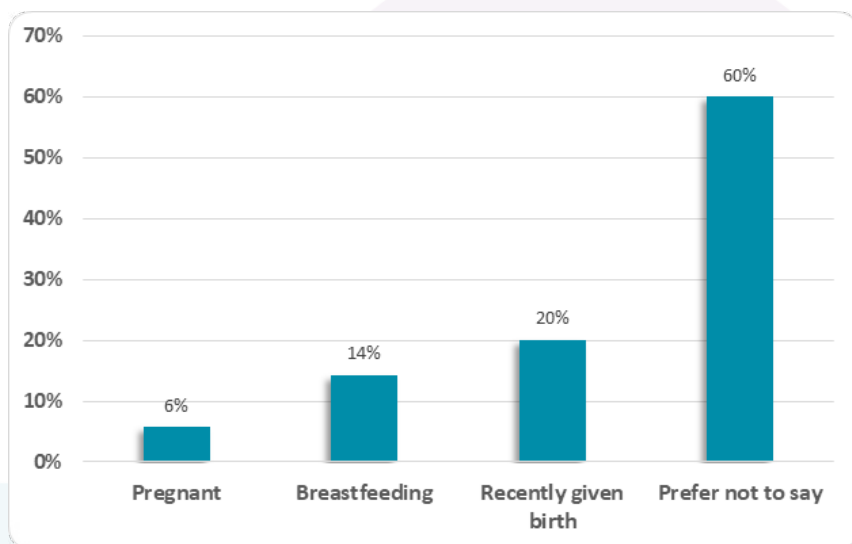
## Sex and Gender Reassignment

This was a voluntary question for people who took part in our engagement activity to tell us what gender they identified as, at the time of completing this information.

## Relationship Status

This was a voluntary question for people who took part in our engagement activity to tell us what relationship status they identified as, at the time of completing this information.



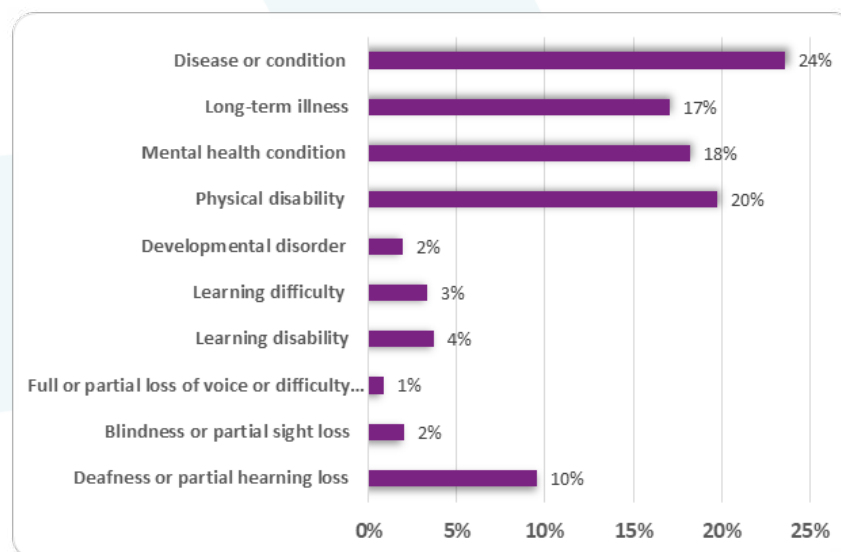


## Breastfeeding, Pregnant or Recently Given Birth

This was a voluntary question for people who took part in our engagement activity to tell us their pregnancy or maternity status, at the time of completing this information.

## Health Condition and/or Disability

This was a voluntary question for people who took part in our engagement activity to tell us if they identified as having a health condition and or/disability, at the time of completing this information.



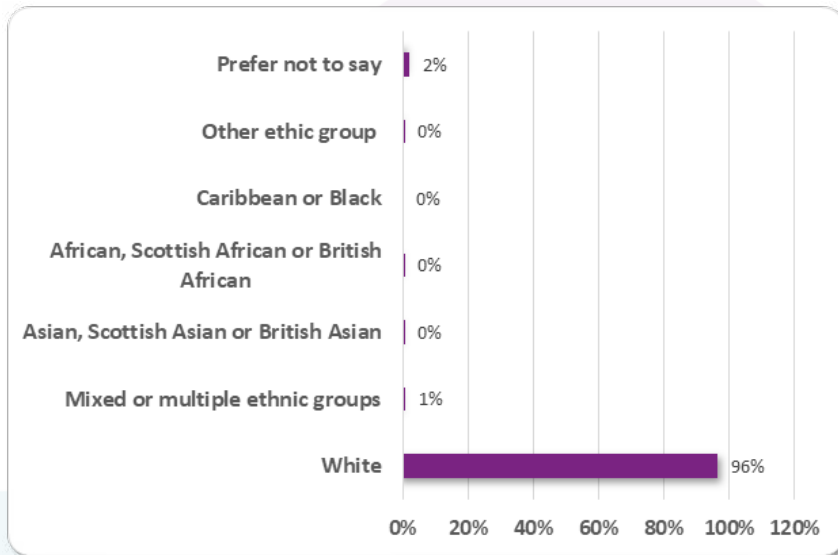
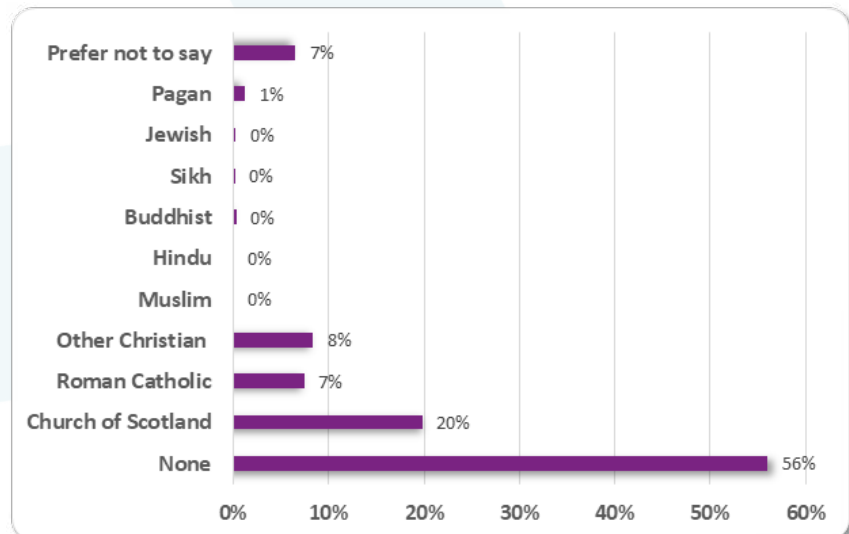
## Ethnic Group or Background

This was a voluntary question for people who took part in our engagement activity to tell us what ethnicity they identified as, at the time of completing this information.

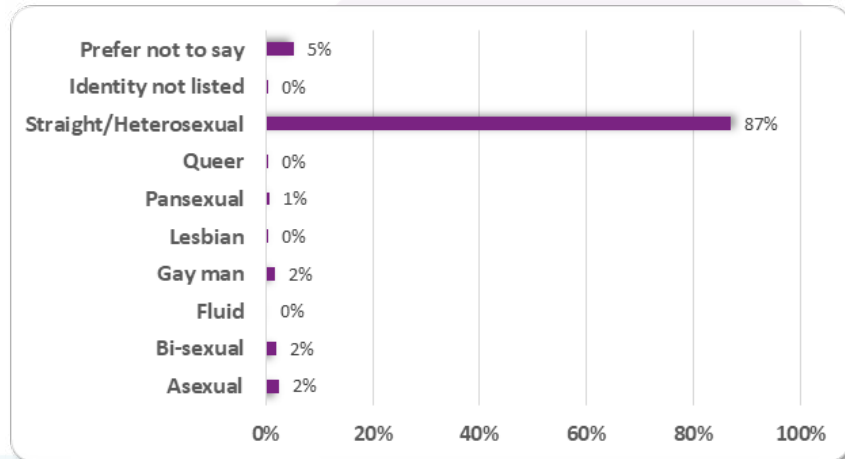
Scotland's Census 2022, reported that 3.9% of people in Fife (from an estimated 371,782 population) identified as having a minority ethnic background

## Religion or Belief

This was a voluntary question for people who took part in our engagement activity to tell us what religion or belief they identified as, at the time of completing this information.







## Sexual Orientation

This was a voluntary question for people who took part in our engagement activity to tell us what sexual orientation they identified as, at the time of completing this information.

Moving forward we will continue to grow our equalities, diversity and inclusion reach and will also explore utilising AI technology to offer a further range of language translations and accessible formats (e.g. easy read) on all our engagement activities for those who require them.

# Moving Forward

We remain committed to building on these foundations to further enhance participation and engagement across Fife's Health and Social Care landscape.

We are committed to using your feedback to develop services and drive meaningful change, particularly as we face the financial challenges impacting all public sectors.

Moving forward, we plan to:

- Strengthen opportunities for community feedback through forums, surveys, and focus groups.
- Improve data collection and auditing systems to provide a clearer picture of performance and track how your feedback drives change.
- Ensure that the voices of individuals, carers, and families remain central in the decision-making of the Fife Health and Social Care Partnership (FHSCP) and the Integration Joint Board (IJB) through the newly established Fife Wide Public Engagement Forum and Fife Carers Forum which is supported by Fife Carers Centre.

Thank you to all participants and partners who have been involved.



THANK YOU

# Get Involved

If you would like to get involved, why not join one of our email networks or forums to ensure you do not miss future opportunities to have your voice heard.

## Email Networks

### HSCP Public Engagement Email Network

Open to the public within Fife, interested in health and social care services within Fife. Members will receive invitations to take part in Health and Social Care engagement opportunities.

### HSCP Stakeholders Email Network

Open to organisations providing health and social care services and assistance to residents of Fife. Members will receive invitations to take part in Health and Social Care engagement opportunities.

### HSCP Unpaid Carers Email Network

Open to those who identify as an unpaid carer and lives in Fife, or cares for someone who lives in Fife. Members will receive invitations to take part in Health and Social Care engagement opportunities.

# Forums

## Fife Wide Public Engagement Forum

Open to the public who are interested in contributing their ideas, sharing their knowledge, and helping the people of Fife to live healthy independent lives.

To find out more contact:

Email: [hscp.participationengagement@fife.gov.uk](mailto:hscp.participationengagement@fife.gov.uk)

Tel: 07864 619047

## Fife Unpaid Carers Forum

Open to those who identify as an unpaid carer who are interested in joining the Forum to network and access relevant resources and information. To find out more contact:

Email: [centre@fifecarers.co.uk](mailto:centre@fifecarers.co.uk)

Tel: 01592 205472



If you would like to contact the Participation and Engagement Team:

**Email:** [hscp.participationengagement@fife.gov.uk](mailto:hscp.participationengagement@fife.gov.uk).  
**Website:** [www.fifehealthandsocialcare.org/get-involved](http://www.fifehealthandsocialcare.org/get-involved)

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