

SUMMARY OF THE QUALITATIVE NEEDS ASSESSMENT AND CONSULTATION

INTRODUCTION

Comprehensive needs assessment includes analysis of a variety of epidemiological, comparative and corporate methods including drawing on drawing on the qualitative sources of information.

A broad approach to looking at the needs of communities for the Strategy was therefore planned from the outset, and this summary describes the approach and outcomes of the qualitative needs assessment process.

This was undertaken in a variety of ways to maximise the contribution of a range of organisations, individuals and the public. The use of a variety of methods assists in triangulating the sources of information to ensure the needs assessment is robust. An underpinning principle of the approach taken was to engage participants in decision making and prioritise needs throughout the process.

A number of sources of information have been used through this consultation period. A series of workshops were held specifically for the Health Social Care and Well-Being Strategy Needs Assessment. There was also the opportunity, through the partnership process to make links to consultation events organised primarily for other purposes, but had the potential to inform the needs assessment. These sources are indicated as follows:

‘Have your say workshops’

These workshops were designed specifically as the consultation mechanism for the needs assessment for the strategy and are described below. A full report on the workshops is included in the CD Rom and on the Cardiff Local Health Board Website.

Youth Congress

This event was organised by Cardiff County Council to engage young people in the Community Planning Process for the City, inform the development of the Children and Young People’s Framework and to support the Council’s corporate approach to promoting youth democracy. A report on the Congress will be available from Cardiff County Council.

‘Your Future – You Decide’

This event was a public seminar held at the All-Nations Centre in November 2003 with the purpose of beginning a dialogue with older people around the Cardiff response to the Strategy for Older People in Cardiff. It was organised

by Age Concern on behalf of the multi-agency Advisory Planning Group for Older People.

The event aimed to give older people the opportunity to become involved in influencing local policy and services, to establish the issues most important to older people and to establish how older people would like to be involved in policy and service for the future. Over 150 older people attended the event, which provided group based opportunities to contribute to three consultation issues. A full report of the event will be available from Age Concern.

Written Responses

Organisations were also asked to provide written evidence to the needs assessment process through a questionnaire format. This requested groups and organisations to identify needs and prioritise their three most important issues. The information proved to be very rich and has been summarised and will be made available through the Local Health Board website. This information has been used to enrich the needs assessment and will also be a source of information for the development of the detail of the Health and Well-Being Strategy.

'HAVE YOUR SAY' WORKSHOPS

The method adopted in the needs assessment workshops was a modified form of the King's Fund Community Orientated Primary Care (COPC). This approach has been tried and tested as a positive method of community needs assessment with primary care teams in England. There had also been practical use of the tools in Cardiff with a group of 8 general practices in Eastern Cardiff in 1998. The process was modified to extend its scope beyond primary care to look at communities from the perspective of all issues that have the potential to affect health, social care and well being. COPC provided a structured framework that enabled participants to work together to identify needs from a local community perspective. Participants jointly developed a profile of both individual and whole community based problems that impact on health, social care and well being. The outcome of the workshops was based on consensus building to agree a series of prioritised local needs. The overall process at the heart of COPC is outlined in the diagram below.

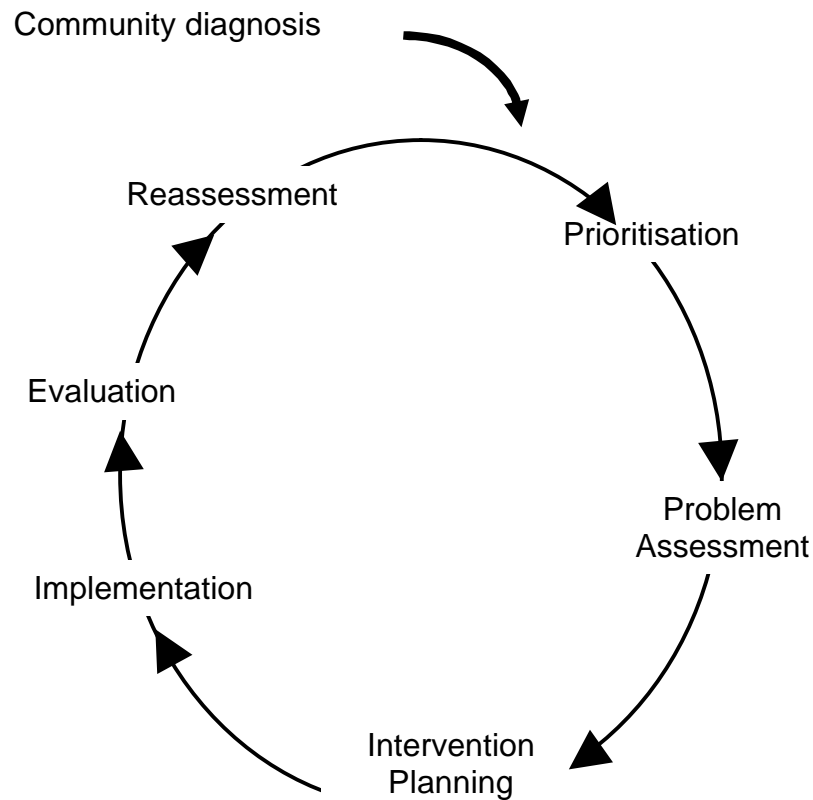


Figure 1: The Community Oriented Primary Care Process

At the heart of the Health, Social Care and Well-Being Needs Assessment was the commitment to involve as many people as possible who live and work in the various communities in Cardiff. The size of Cardiff and diversity of its distinct communities gave rise to the decision to divide the City into four geographical areas, or localities, as a focus for each workshop. These were as follows:

- Cardiff North
- Cardiff Central
- Cardiff West
- Cardiff South East

Four events, each a day and a half in length were organised in October and November 2003, this being the consultation period for the needs assessment in Cardiff. A total of 192 individuals representing a range of organisations from the statutory, voluntary and community sectors as well as representatives of the public, service users and carers took part. In each locality workshop participants were further divided in groups by ward or naturally grouped communities.

The workshops focussed on the first three stages of the COPC framework.

Community Diagnosis

This stage enabled those working and living in each community to gel and work together as a team in order to identify issues or problems on a population basis. It was purposively fun and light-hearted but at the same time focussed on producing a detailed map of the specific community or area. Participants physically mapped current community provision and pinpointed issues or problems within the defined area. Demographic and epidemiological data were combined with local knowledge and experience to provide a more comprehensive picture of the broad health issues affecting people living in various communities. This involved presenting participants with a summary of the qualitative needs assessment and combining this with their local knowledge of the area. Independent facilitators ensured that key issues were recorded for use in the next prioritisation stage.

Prioritisation

A central principle of the needs assessment consultation process was to engage participants in a process of prioritisation of needs. This involved the use of a set of criteria, in the form of a grid, to assist in this process. The six criteria used were as follows:

- Prevalence and/or incidence of the issue
- The severity of the problem
- Availability of known and/or effective solutions
- Acceptability and feasibility of the solution
- The Potential for engaging communities in the issue
- Cost and available resources to resolve the issue

Participants used these criteria to establish their own priorities. These were then combined to achieve an overall consensus of the top six issues for their specific community. Facilitators provided feedback of these six priorities to a plenary session where a series of common themes were drawn out for the Locality as a whole. This provided a comprehensive picture of the wide range of issues and problems that face the community. Participants were then involved in a further exercise, based on a voting system to determine the six overall priorities for each locality in Cardiff.

Detailed Problem Assessment

Participants were asked to arrange themselves into one of six groups according to the established priorities. This purpose of this session was to analyse each priority in more detail, drawing together the experience of each of the smaller groups. Drawing on the information gained from previous sessions participants were asked to consider the extent of the problem in relation to who, and how many people it affected, as well as examining current knowledge, understanding and potential interventions.

SUMMARY OF THE PRIORITISED NEEDS

A desktop analysis of the headline and detail of the six priorities identified in each workshop has been undertaken to provide a broad summary of the issues raised through these workshops. There were clear similarities and differences between the localities, and the summary below has identified nine themes from the 24 priorities identified. The themes are not mutually exclusive, and the key issues raised through the workshops have been presented under each theme. Full summaries of the workshops are presented on the CD-ROM. It should also be highlighted that in each of the workshops a re-current theme highlighted by participants were the many positive aspects of living and working in Cardiff's diverse communities.

Additional information from the other sources of the needs assessment have also been included in these summaries. These summaries are broadly presented in priority order as determined through the workshops.

Older People

The needs of older people was the single issue that was highlighted across all four locality workshops. The key issues raised were as follows:

The concept of looking after the older person in a holistic 'whole person' approach was paramount. There was sense that further joint working was required to ensure that providers across health, social and voluntary sectors are providing services in a joined up manner at the point of delivery to older people and their carers. A focus on supporting people to be able to stay in their homes and local communities was emphasised.

There was felt to be limited activities and opportunities for social support within local communities for older people, particularly for people who had difficulties accessing facilities directly (for example through lack of transport, or the physical environment). It was stated that voluntary organisations could play a greater role in meeting these needs.

The 'Your Future – You Decide' event highlighted additional issues, directly from the older person's perspective including a desire for participation in planning, improved information and tackling age discrimination.

Housing

A range of issues were raised in relation to housing. Affordable housing to allow people to stay in their own local community was stated as an issue, and that a range of provision was required locally to meet the varying demands of different types of residents. Work to address the imbalance between overcrowding in some households and under-occupancy in others was sought.

Provision of specific housing was raised in relation to a stated need for:

- Sheltered or warden controlled accommodation
- Nursing home places
- People with additional support needs including people with mental health problems or a disability
- Homeless people and young families in temporary accommodation

Specific deficits in terms of the quality of housing were highlighted in terms of poor maintenance by some private landlords, inadequate heating and the need to improve waiting times for home adaptations.

Community Cohesion

This category covered a variety of themes that could be broadly distinguished into the following categories.

Due to substantial demographic and social changes, social capital in some communities was felt to be in decline and there was a need to halt and reverse this decline. Overall it was felt that many local services are provided from poor quality facilities.

In new, and planned, housing developments there was concern that the infrastructure to support the emergence of a sense of community was poorly planned and that more could be done to address this. This included the development of integrated local facilities and through proactive community development as new communities were created.

Young People

The focus of concern in relation to young people was the limited range of local social and leisure activities for young people. It was felt that such provision would contribute to tackling a range of needs among young people including building self-esteem, mental and emotional problems, substance misuse and underage drinking, smoking, physical inactivity and poor diets. The 'lack of fun' was highlighted as an issue,. Concern that services in place were open only at limited times and more flexibility in provision to directly reflect the needs of young people were required, for example in relation to the provision of health services. Improving the information about the opportunities available to young people was indicated as an area requiring attention.

There was concern raised of the effect on the community of groups of young people congregating on the streets in some communities and that territorialism between groups of young people restricted access to services and activities.

These issues were reflected in the youth congress where issues of concern were the need for tailored services for young people in relation to sexual health and substance misuse, improved information and the impact of bullying.

Young Families

A number of specific issues were raised in relation to children and young families that included:

- Parenting skills for new parents
- Speech and language delays
- Injuries to children
- Mild to moderate mental health problems

Community-wide issues were also raised in relation to concerns about the lack of social networking opportunities for some parents and the need for proactive work to link people into existing networks. Limited access to extended families because of transport difficulties across the City was discussed.

Primary Health Care

A range of specific issues were highlighted in relation to the provision of primary care services

- A local practice was absent in some large communities
- Health services tailored to young people particularly to address sexual health and substance misuse
- Speech Therapy and physiotherapy
- An 'Outreach' approach by primary care to refer patients to non-traditional forms of treatment such as exercise
- Waiting times for services and particularly orthopaedics

Crime

Crime and the fear of crime was highlighted across all localities, specifically relating to issues at a very local level (eg car crime, joy –riding, burglary, street safety and prostitution were highlighted) suggesting that solutions to these issues need to be developed at a local level. Also raised was that some communities experience difficulties due to their role as centres of social activity that draw people from across Cardiff who do not necessarily respect the local community.

Drug and alcohol related crime was highlighted as an issue across Cardiff with concerns over drug dealing being a strong theme throughout the workshops.

Equality

This issue was highlighted as one of the six priorities in one locality but was also a theme running through each of the workshops. This was expressed in terms of the need for mainstream services to be tailored to the needs of specific client groups including people with a disability, gay and lesbian people and reflecting the ethnic diversity of the City.

Transport

Transport was also prioritised in one locality and was raised as an issue across all the workshops. In particular, the need for people without access to a car to be able to cross the City is a problem, as there are limited cross-city routes. Accessing some of the key sites of service provision such as University Hospital of Wales. Is also problematic. Public transport access to services from some of the outlying communities of the City was an issue. Greater use of voluntary transport schemes was felt to be a solution to these issues.