

# The vision



To make it easier for children, young people,  
and families to get the right support,  
at the right time.



## Falkirk Multi-Agency Single Point of Access

During the Engagement stage we engaged with:

- young people
- Parents and carers, and
- Services supporting young people and families.

Everybody shared what works well at the moment and what's been challenging about finding and accessing services.

A Single Point of Access has the potential to tackle many of the current challenges of making request for assistance from multiple agencies, from long waits to unclear processes. Saving valuable workforce time and making better use of resources.

## What people told us during the Engagement Stage:

### 1. It's hard to know what services are available and how to get help from them.

*"It is difficult having to repeat your story over and over and over again to different agencies"*

Parent

***The Single Point of Access Website*** will provide information about services in one place to provide up-to-date information on all services involved. This will include what each service offers and who would benefit from the support.

**Less time spent searching, more time getting the help that matters.**



## No Wrong Door



## 2. Need to make the request for support more straightforward.

We are co-designing an **Initial Request Form** to capture the right information without being overwhelming. The aim is to cut down on multiple referrals, reduce the need for families to repeat their story, and make the whole process more consistent and straightforward.

People will be able to identify if their request is for a specific service within the Single Point of Access or ask for the request to go to a panel to identify the most appropriate service available.

**We are aiming for a No Wrong Door approach for children, young people and families.**

## 3. Need for feedback on requests

*Professionals asked for*

*“A system which confirms the referral has been received or logged.”*

*“Communication while on wait lists to manage expectations”*

*“...more transparency when requests are received and feedback*

*as to how we can support with next steps”*

***Feedback will be built into the request process to provide consistent feedback***

#### 4.The need to address Waiting Times to access services.

“Waiting for support around mental impacts more negatively on mental health. More resources need to be built in the local communities. A different approach is needed to supporting people to find their own solutions rather than buying into systems and services that create dependency.”

Parent

We have been looking for solutions to address the current waiting times for some services. This includes mapping the main models of support services currently provide-individual and/or group and/or self-help/ self-directed support, and the evidence-based programmes services use.

**Guidance and Procedures will be produced to improve consistency and reduce delays**