

Evaluation Report 2022

HOW PEOPLE FEEL ABOUT THEIR SUPPORT FROM THE ACTION GROUP?



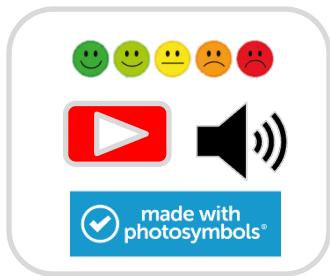


Evaluation report 2022

HOW PEOPLE FEEL ABOUT THEIR SUPPORT FROM THE ACTION GROUP?



We used digital devices such as mobile phones and tablets to complete our service evaluations. This was the same as last year.



To make the evaluation as accessible as possible we used Photo Symbols, a smiley scale, audio and videos.



We also had a talking mats version to support understanding for those who needed this.



You could also save the evaluation so you could take breaks and work at a pace that was right for you.

CHANGES WE HAVE MADE



Okay

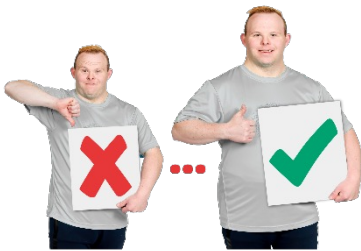
We changed the survey scale back to include "okay" so it was the same as other years.



We see Happy/very happy/okay as positive answers overall.

This is because okay can be used to say how you feel about something instead of happy or can be used to say that it is just okay: not good/not bad.

We see unhappy/very unhappy as not positive answers.



We made the evaluation shorter by having less sections and questions. This was a change people said they would like to see.

We asked for your managers name so each team can get a clear action plan that shows what is going well, what could be better and changes people would like to see.



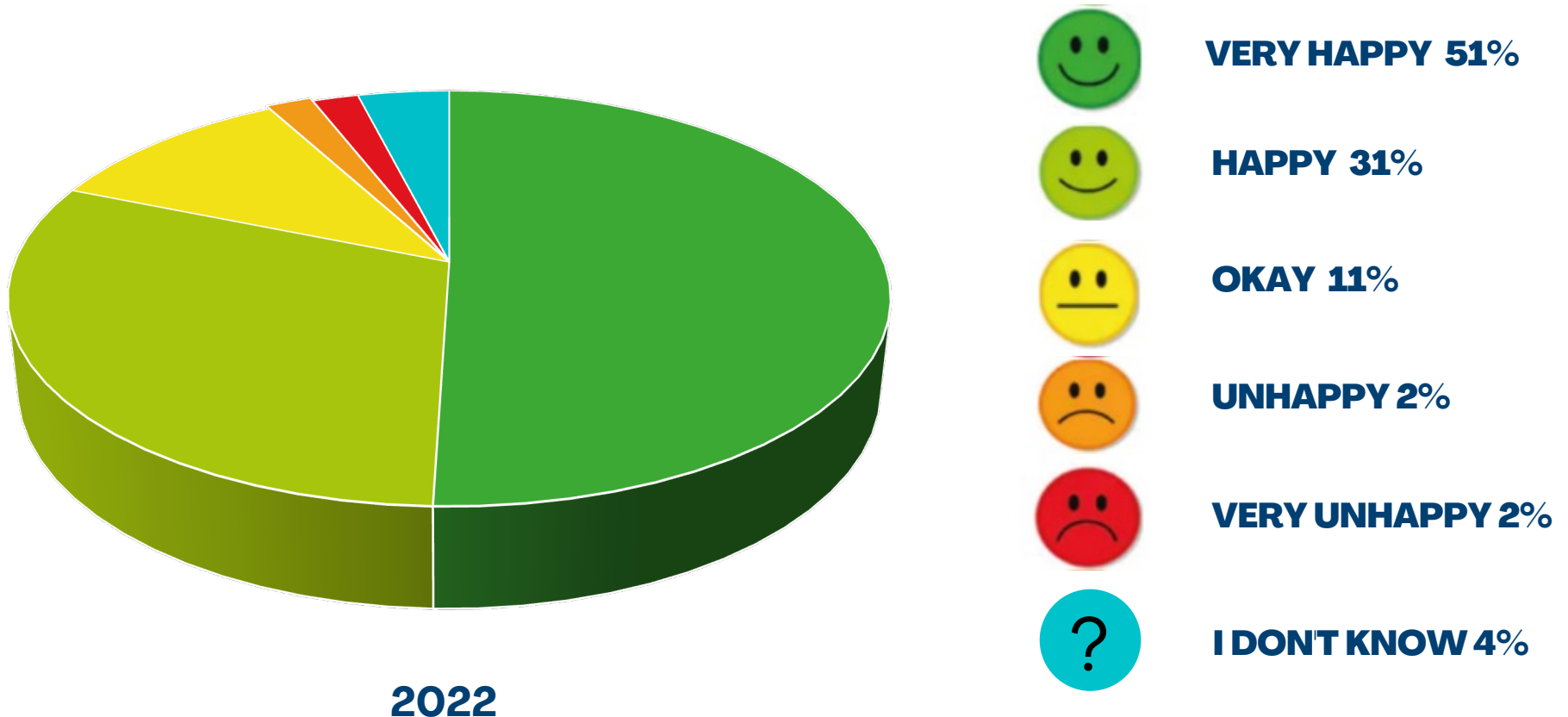
These changes mean that sometimes it can be harder to compare everything with last year's results. but there are still comparisons to be made.



Evaluations 2022

HOW PEOPLE FELT ABOUT THEIR SUPPORT FROM THE ACTION GROUP

Overall, how do you feel about the support you get from The Action Group : 93% of people were Very happy /Happy/Okay, which is great news. 4% are unhappy.





Evaluations 2022

TAKING PART IN THE EVALUATION



● This year 200 people completed their support evaluation.

-16% on LY

● Last year 239 people completed their support evaluation.

Did you have support to complete the evaluation?





Evaluations 2022

THIS YEARS EVALUATION



SECTIONS

This year's evaluation had 4 parts, this was 2 less than last year.



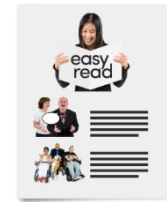
Section 1 - Living the life you want



Section 2 – Your Support



Section 3 - Your Staff



Section 4 - Information



We would like to thank you for your time and effort, in telling us what is going well and what could be better with your support service and changes you would like to see.



An action plan will be given to each Team Manager. This way each team will know what is going well, what could be better and what changes are needed. You will also be a part of this, so you know what the plan is to make things better.



Section 1 - Living the life you want



Section 1

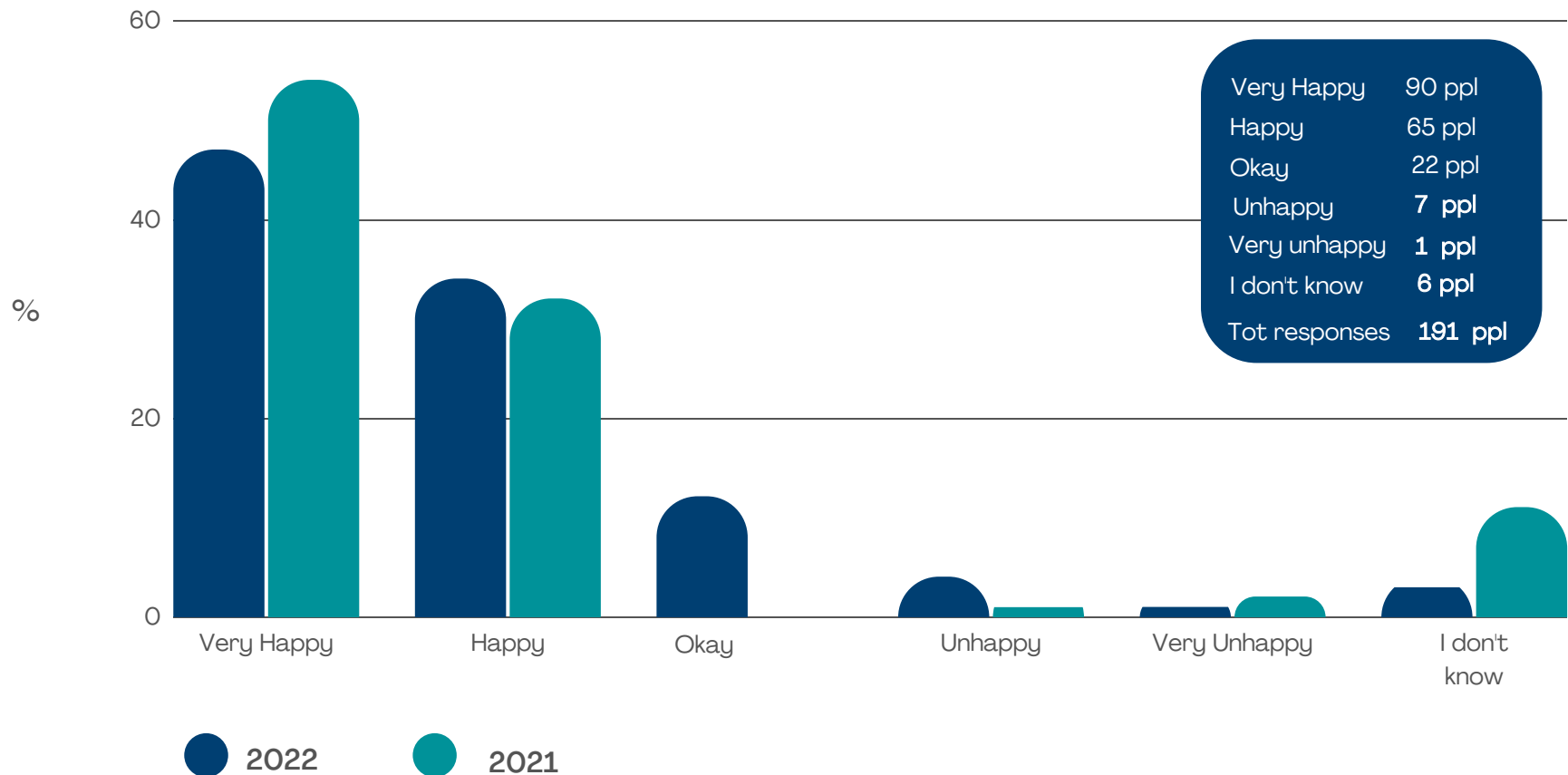
LIVING THE LIFE YOU WANT

Que 1 I get the support I need to make choices and plans about my life

● **2022** Very happy/happy/okay 93%

+ 7% on 2021

● **2021** Very happy/happy 86%



Section 1

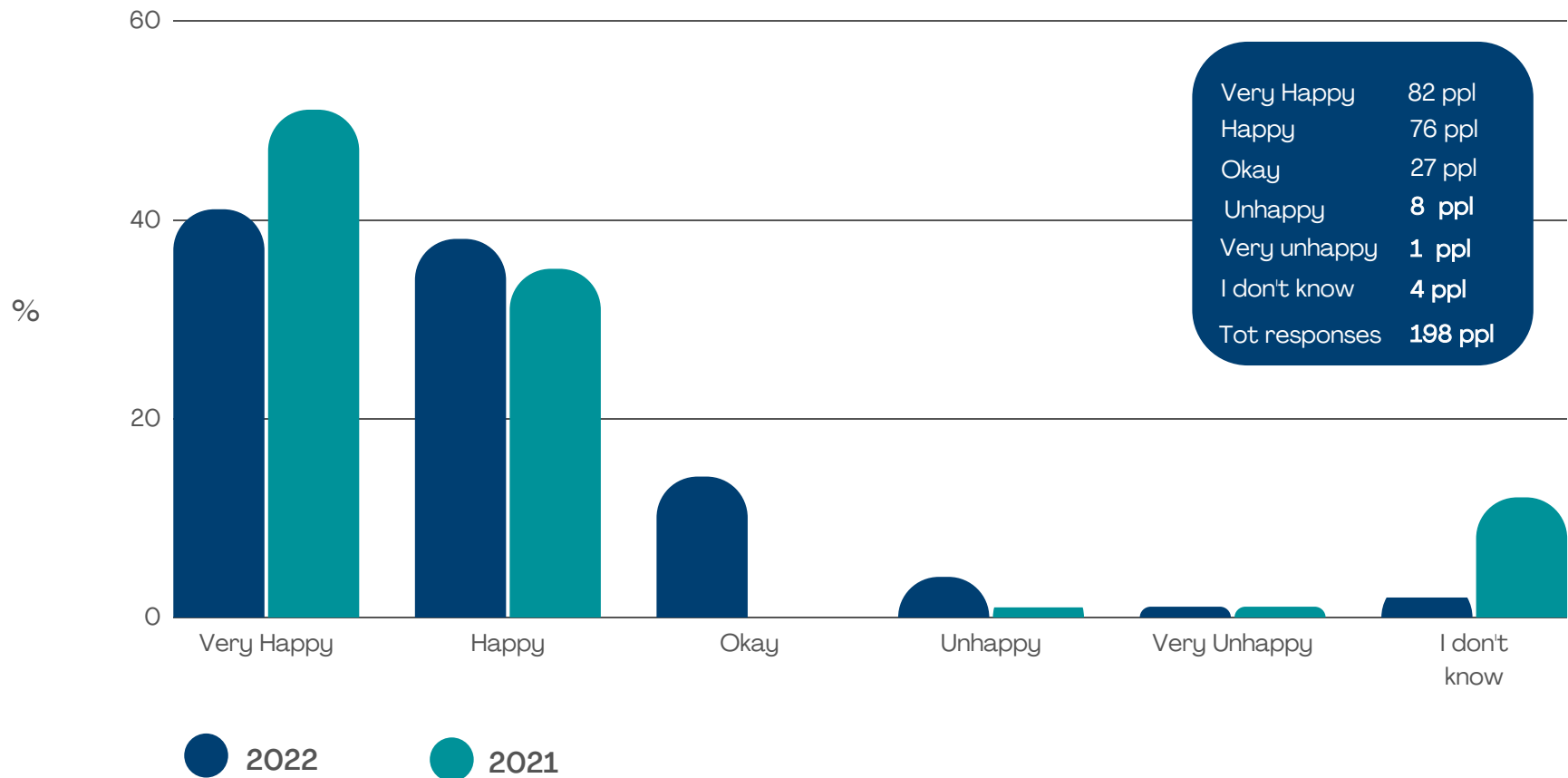
LIVING THE LIFE YOU WANT

Que 2 I can do things that are important to me

● 2022 Very happy/happy/okay 93%

+7% on 2021

● 2021 Happy and above 86%



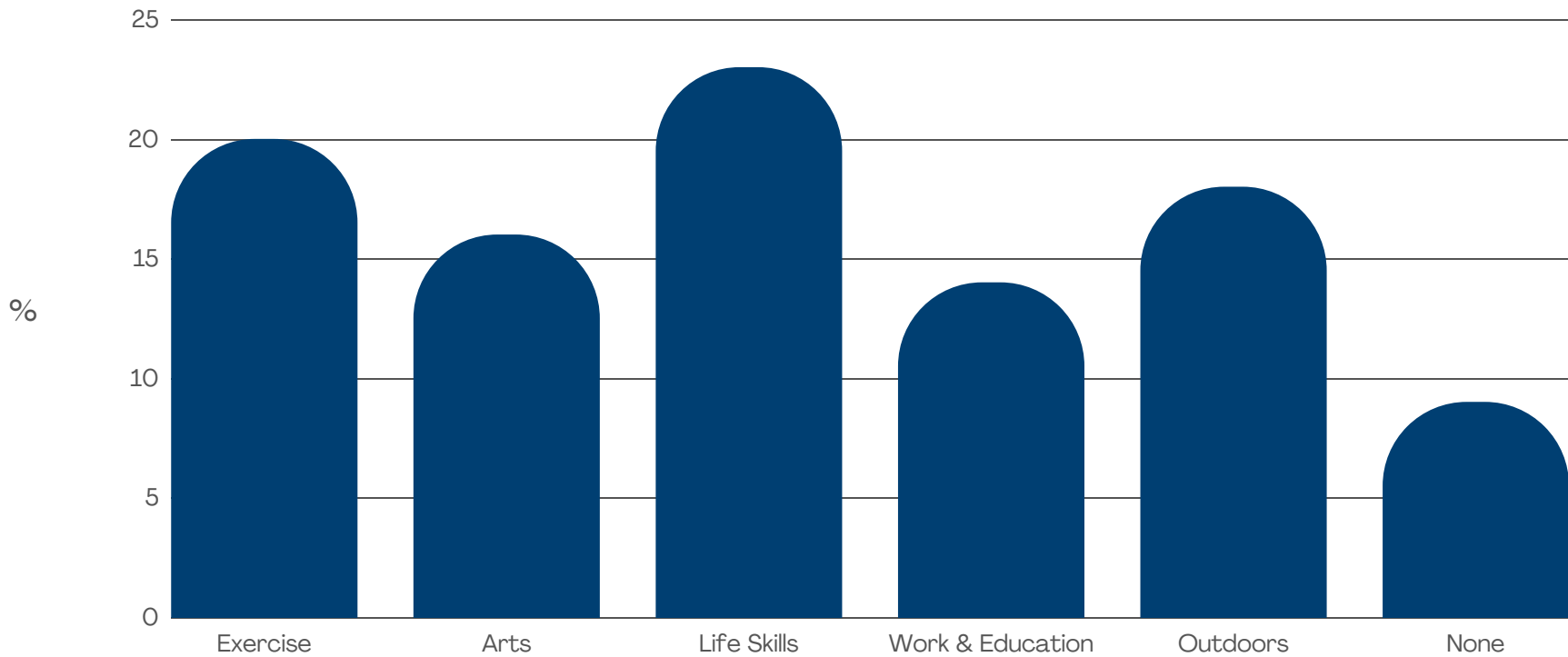
Section 1

LIVING THE LIFE YOU WANT

● **Que 3 2022**
Can you give examples of new things you've tried ?

● **Que 3 2021**
Can you try new things ?

- 82% Happy or above
- 5% Unhappy or below
- 13% Not sure



● 2022

Section 1

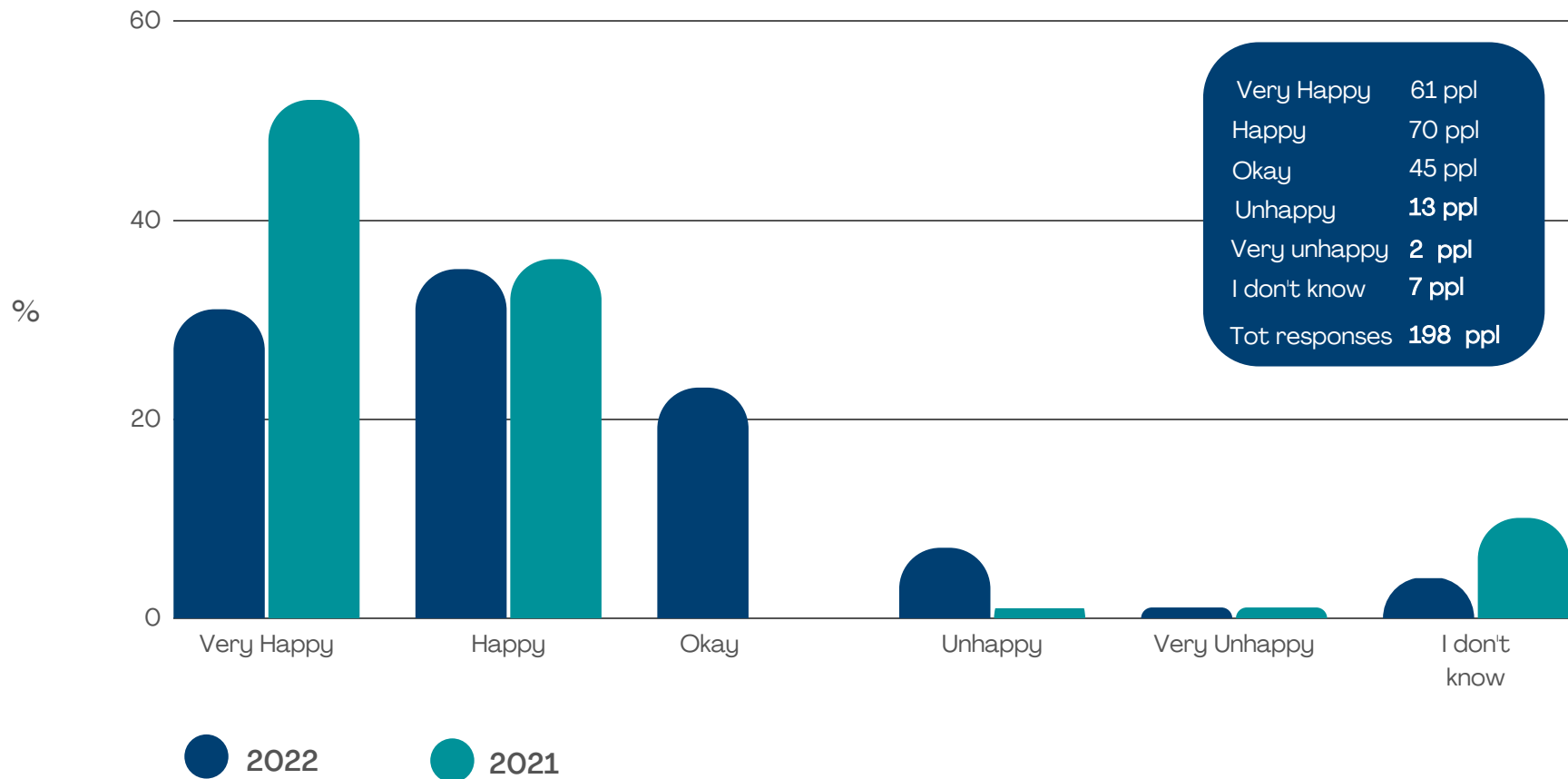
LIVING THE LIFE YOU WANT

Que 4 Staff support me to understand why things cannot happen sometimes

● **2022** Very happy/happy/okay 89%

+1% on 2021

● **2021** Happy and above 88%



Key themes

LIVING THE LIFE YOU WANT



Things people would like us to do better

2022

New themes for this year

- We need to be better at explaining why important things can't happen sometimes for example when support is cancelled.
- We need to be better at communication for example when there are changes to rota's.
An action plan will be given to each team so they know where changes need to be made so support can be better.

Themes that were the same as last year

- Some people had not been able to try new things

We will continue to use the Community Pack to highlight and signpost community events and activities. We will ask the L & D teams and Quality teams to support staff to know what is available to help people try new things.

2021

- Covid and the staffing crisis are making it difficult for people to try new things or do the things that are important to them.

We will continue to try as hard as we can to recruit new staff and to look at all the ways in which we can offer support so that people get the help they need to live the lives they want.

"All staff to help me understand why things change at short notice."

"The action group are good at explaining why there are sometimes changes to my rota."

"Staff do their best to let us know when things change but due to the situation this is not always easy."

"More opportunities to talk about how I feel when my support is missed."

"Due to staff shortages it is harder to make plans and decisions about my life as I have no one to support me. I can't do the things that are important to me because there are no staff to cover my shifts."

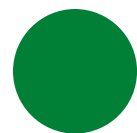
"I don't get told till too late when there are changes or cancellations with my support. Wait all day and no one comes and do not get told till the next day."

"Lockdown helped me greatly to try new things to fill the fact I wasn't going to my day centre."

"I have a very varied and busy support."

"I would like staff to be more proactive at suggesting new things I could try and supporting me to find and look at new opportunities."





Section 2 – Your Support



Section 2

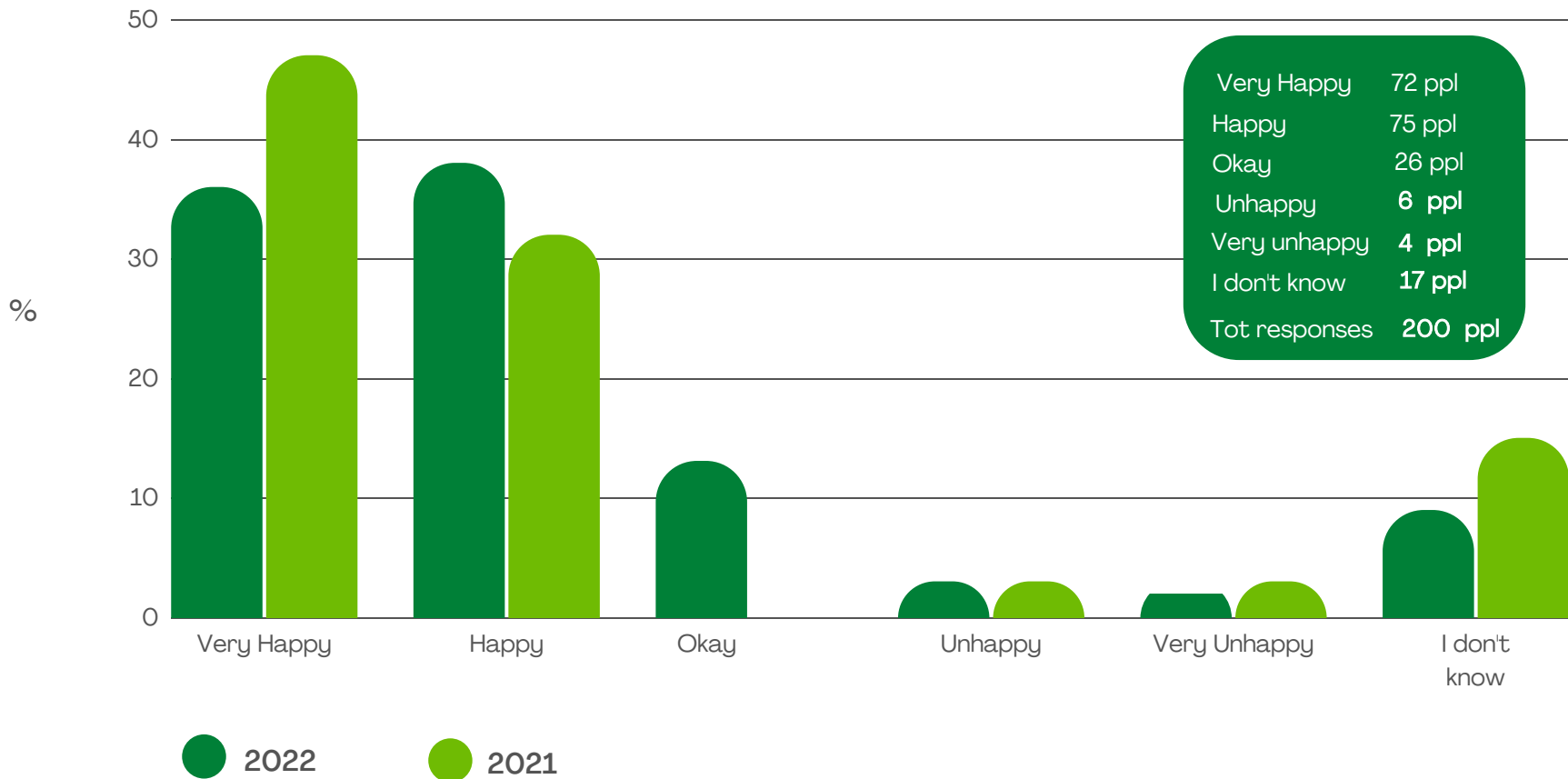
YOUR SUPPORT

Que 1 I get time to talk about my support service

● **2022** Very happy/happy/okay 87%

+ 8% on 2021

● **2021** Happy and above 79%



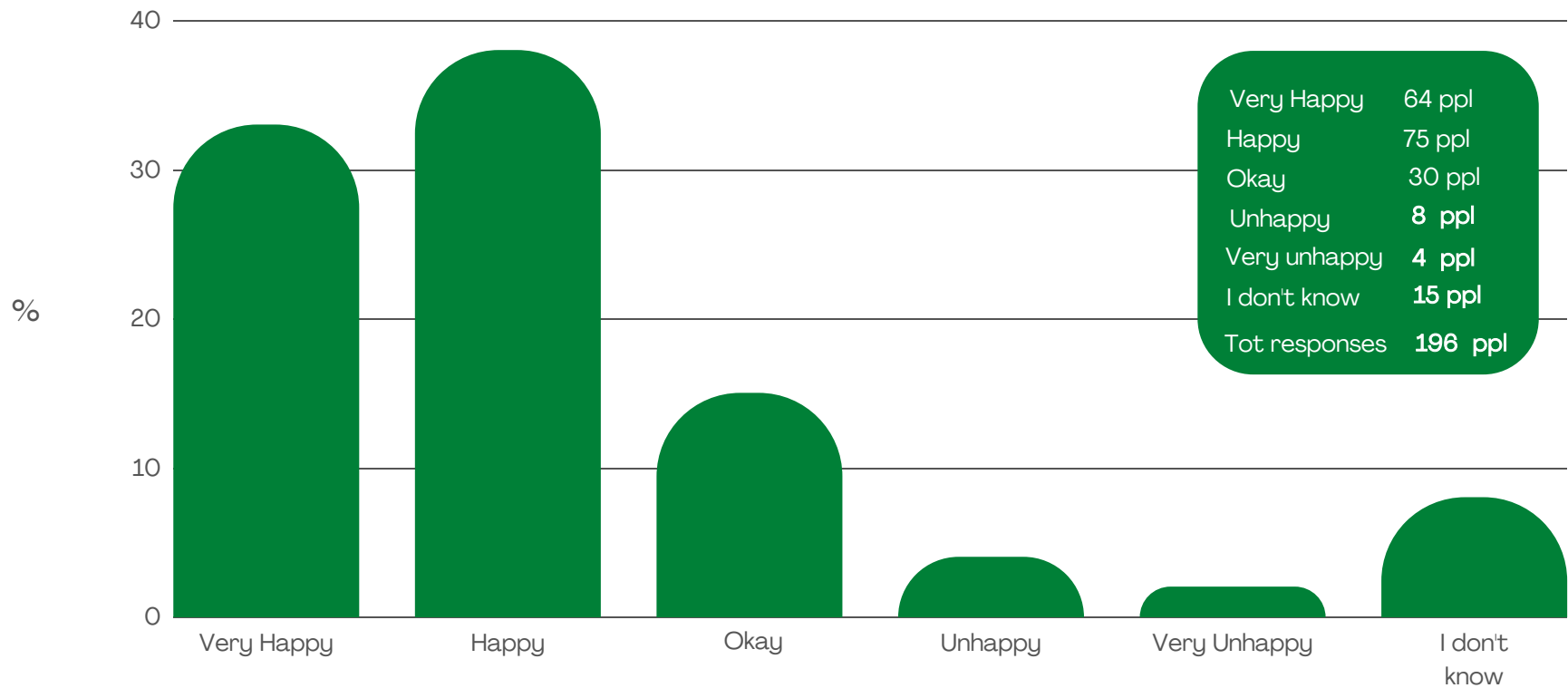
Section 1

YOUR SUPPORT

Que 2 My support service gets better when I tell staff that I am unhappy How is that going for you?

● **2022** Very happy/happy/okay 86%

● **2021** Yes 84% No 2% Not Sure 13%



● 2022

Section 2

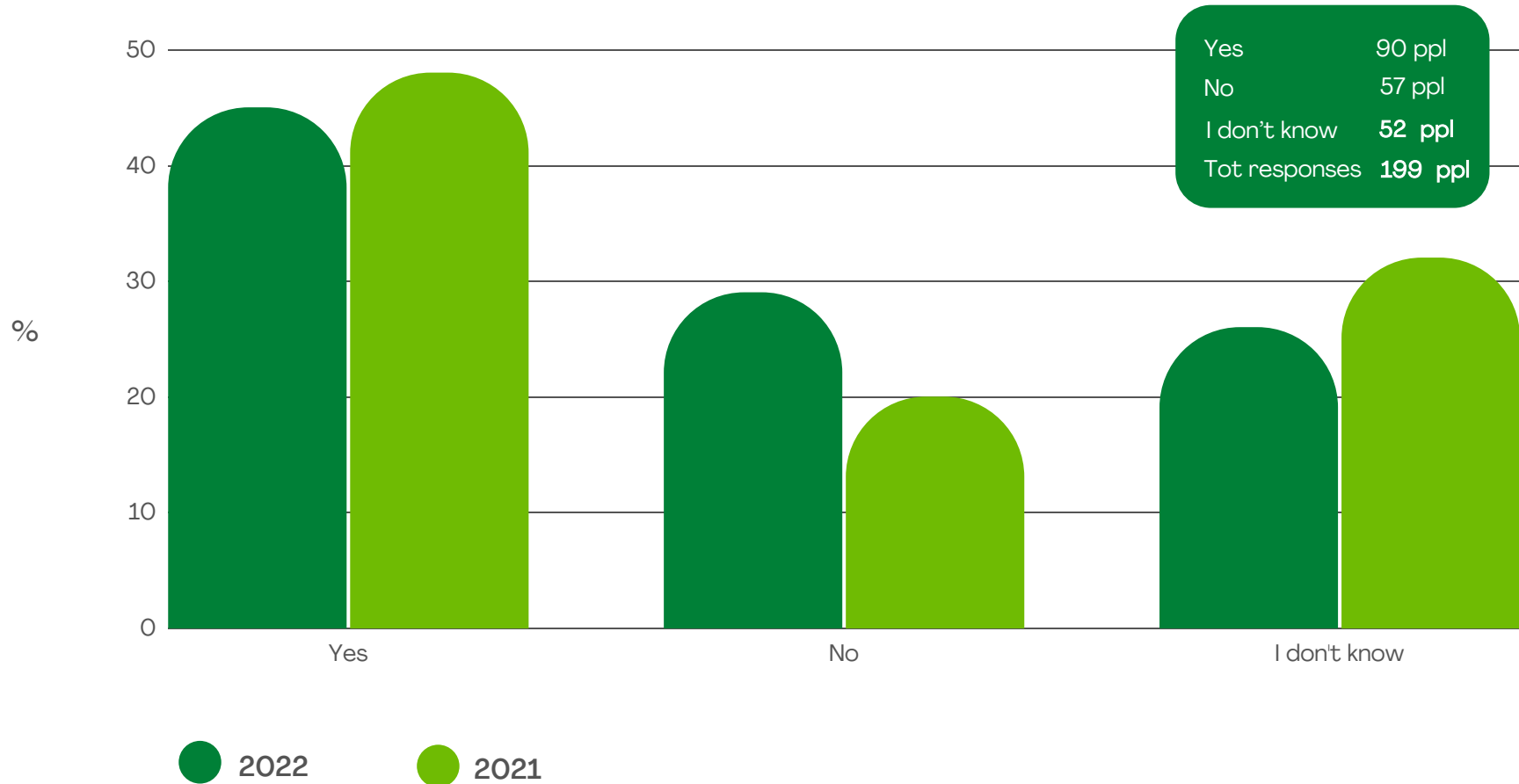
YOUR SUPPORT

Que 3 I have a review every 6 months

● 2022 Yes 45%

- 3% on 2021

● 2021 Yes 48%



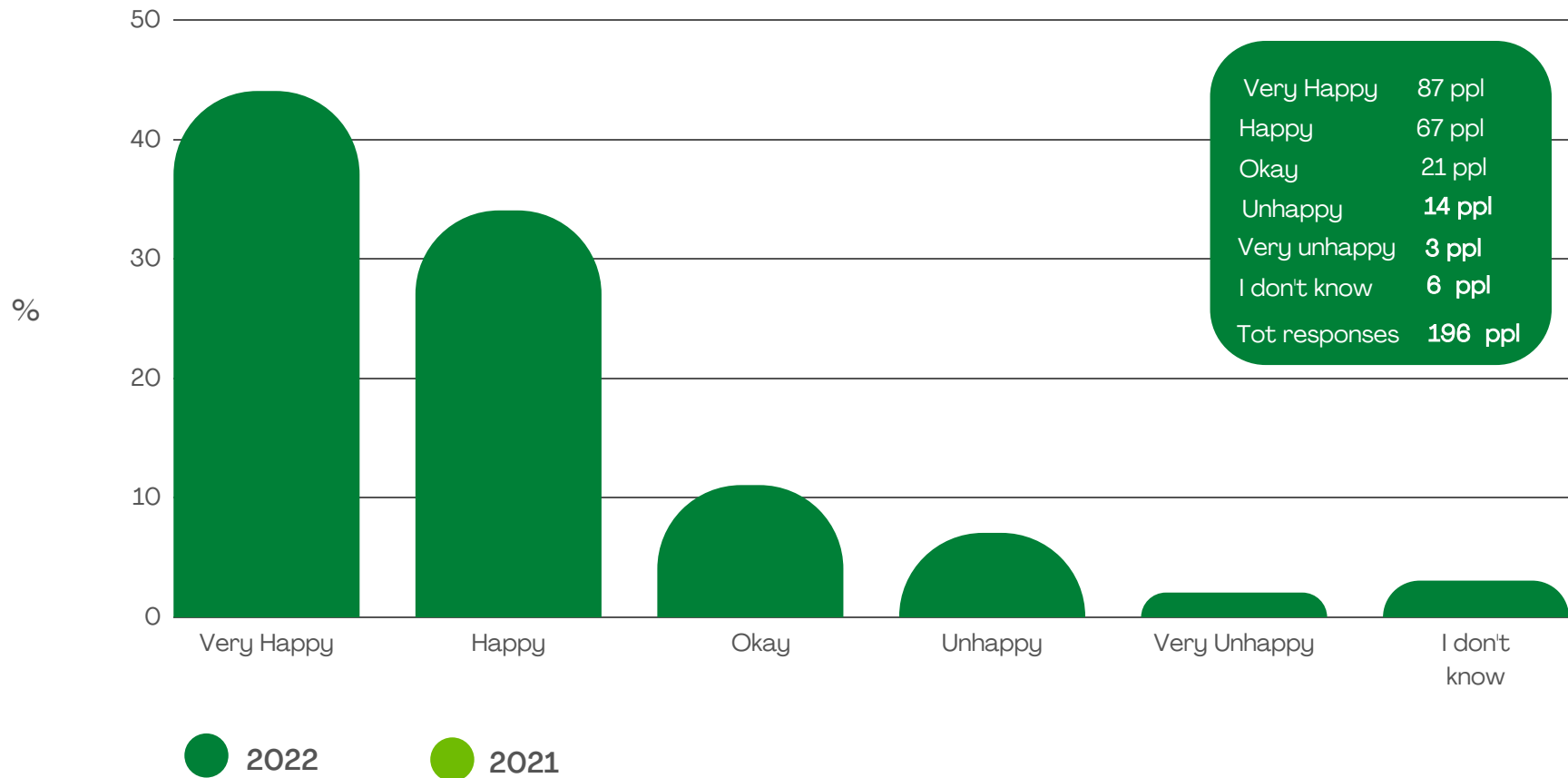
Section 2

YOUR SUPPORT

Que 4 I get support at the right time

● **2022** Very happy/happy/okay 89%

● **2021** Yes 84% No 4% Not Sure 12%

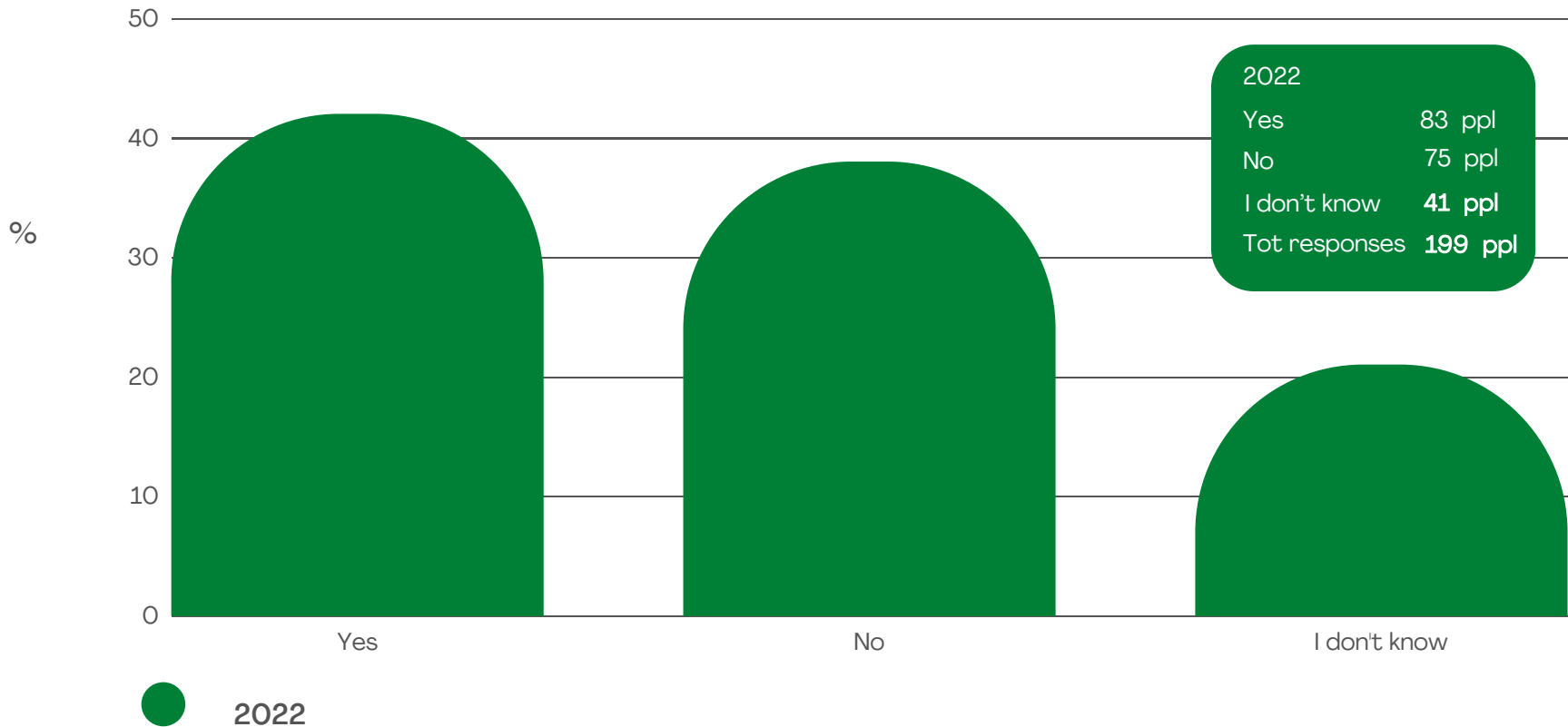


Section 2

YOUR SUPPORT

Que 5 Do you want to be involved in decisions and plans at The Action Group?

- A question change means that 2021 and 2022 results can not be directly compared.
- 2022 42% of people want to be involved in decisions and plans at TAG. This could be with the way TAG works or events that they hold etc. 38% did not want to be involved.
- Comments showed that not everyone wanted to be involved in this way.

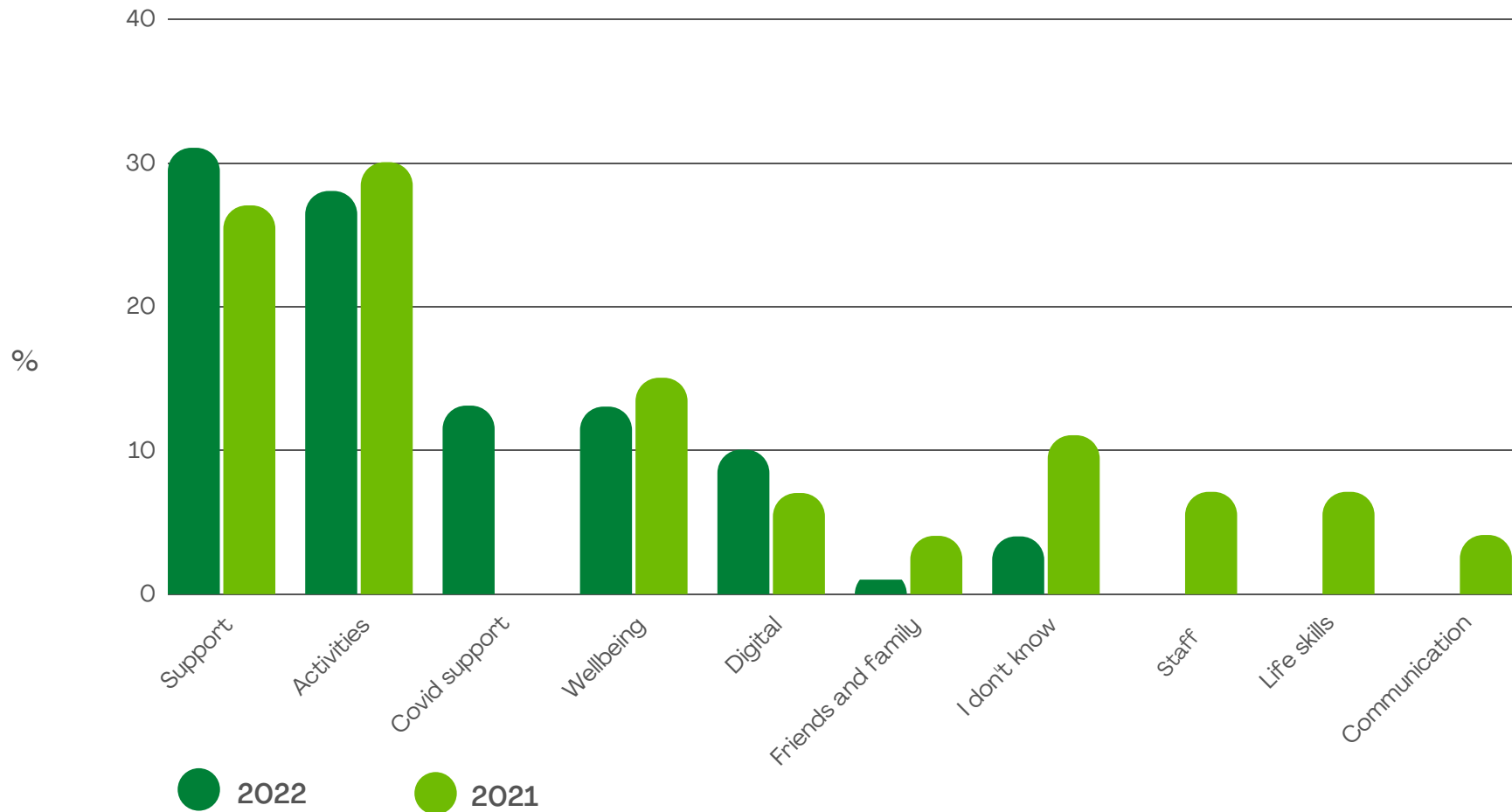


Section 2

YOUR SUPPORT

Que 6 What went well with your support during Covid-19 lockdown

- **2022** Key themes were support range of activities, wellbeing support and understanding the Covid rules
- **2021** Key themes were support similar to the above.

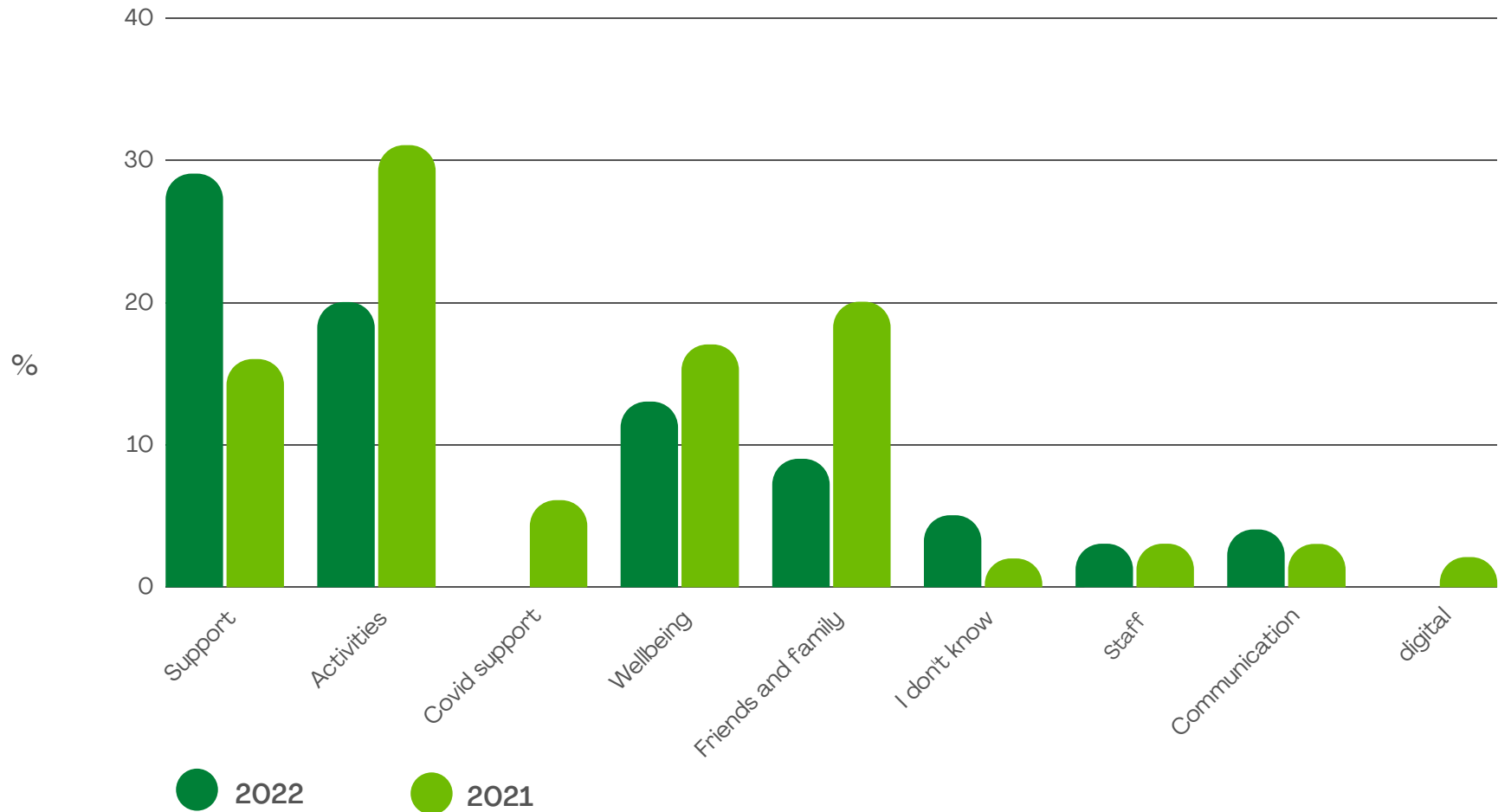


Section 2

YOUR SUPPORT

Que 7 What did not go well with your support during Covid-19 lockdown

- **2022** Key themes were reduced support, activities and wellbeing impacts, such as loneliness, stress and anxiety.
- **2021** Key themes were Covid information, reduced activities, and wellbeing impacts.



Key themes

YOUR SUPPORT



Things that you would like us to do better

New themes for this year



- Supporting you when you tell us you are unhappy. This includes explaining why there may be times when we cannot make the changes you want.
- Offering people support at the right time or explaining the reasons why this cannot happen sometimes for example staffing shortages etc.
- Recruiting new staff and offering different ways to get support.

Themes that were the same as last year



- Getting time to talk about support and having a review every 6 months. The Quality Team have been testing new ways to do reviews.
- Continue to offer opportunities to be involved in decisions and plans at the Action Group. We appreciate that not everyone wants to be involved in this way.
- Continue to look at ways we can support people to get back to what is important to them due to the impact of Covid and the staffing crisis in social care.
- Continue to increase opportunities to address wellbeing support and mental health support

“Routine is very important and sudden change is not easy when this happens.”

“Staff maintaining the tasks I can do in my house giving me a real sense of independence.”

“Definitely say that it’s very good, couldn’t have asked for any more.”

“Difficult to suggest things to improve. They’re doing their best.”

“I feel that support needs are being ignore.”

“I don’t know who my key worker is so makes it hard to talk things through.”

“Get more staff.”





Section 3

YOUR STAFF



Section 3 - Your Staff



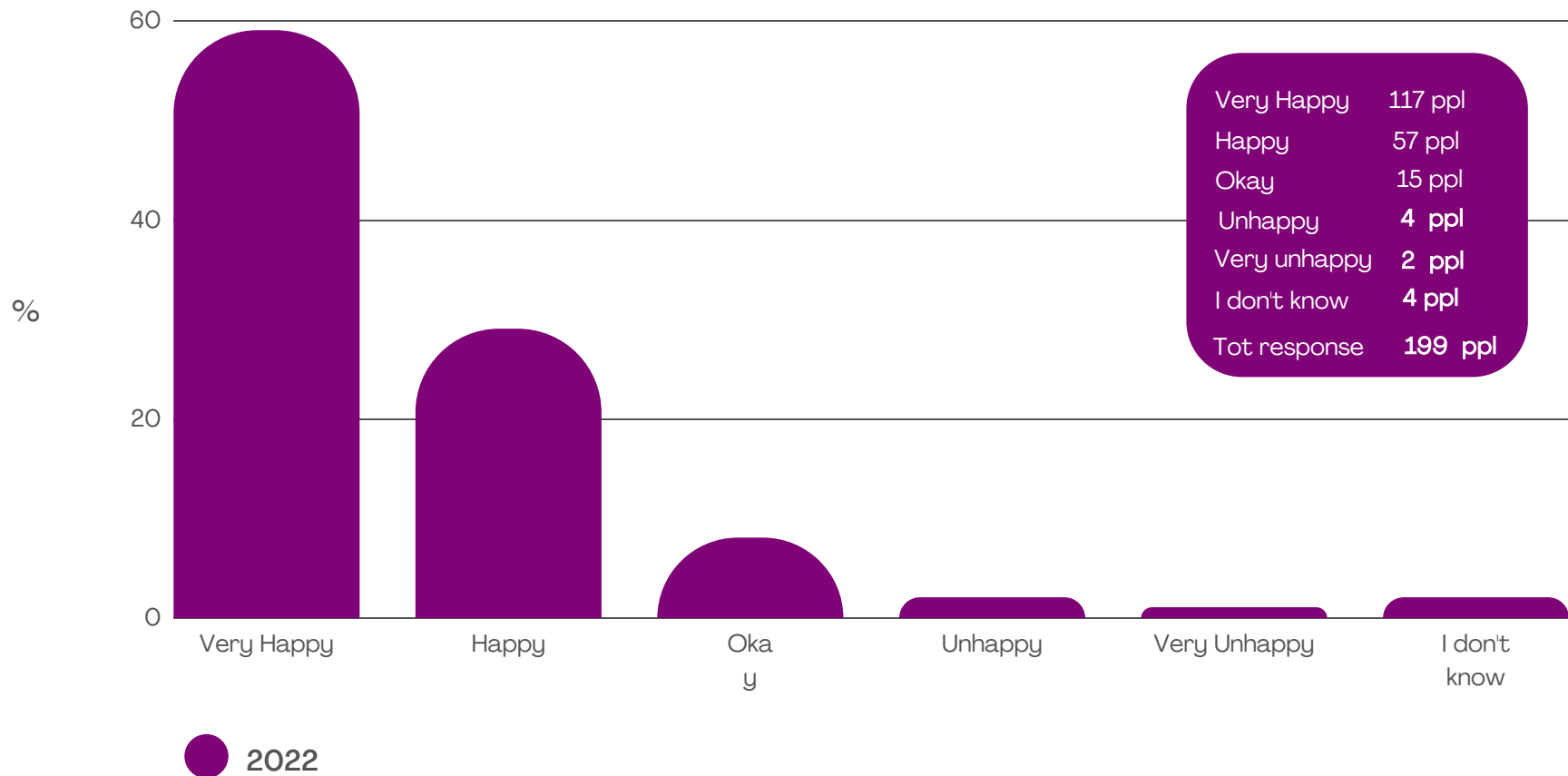
Section 3

YOUR STAFF

Que 1 My support staff speak and listen to me in a way that is polite, friendly and easy to understand

● **2022** Very happy/happy/okay 96%

● **2021** Do staff listen to you - Happy and above 92%



Section 3

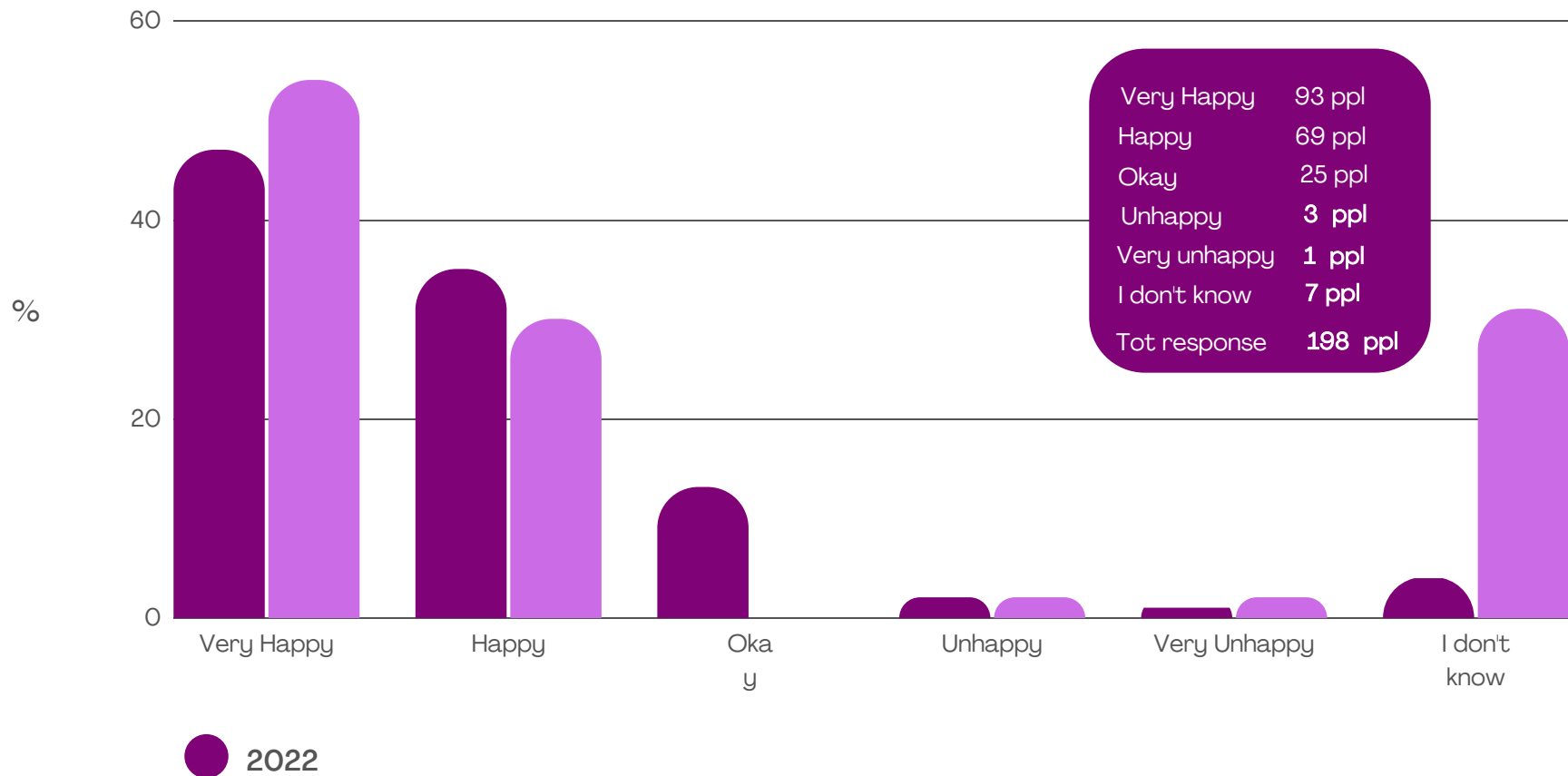
YOUR STAFF

Que 2 I am supported to communicate in a way that is right for me so I can tell staff how I really feel.

● **2022** Very happy/happy/okay 95%

+ 11% on 2021

● **2021** Can you tell staff how you really feel about things?
84% happy and above

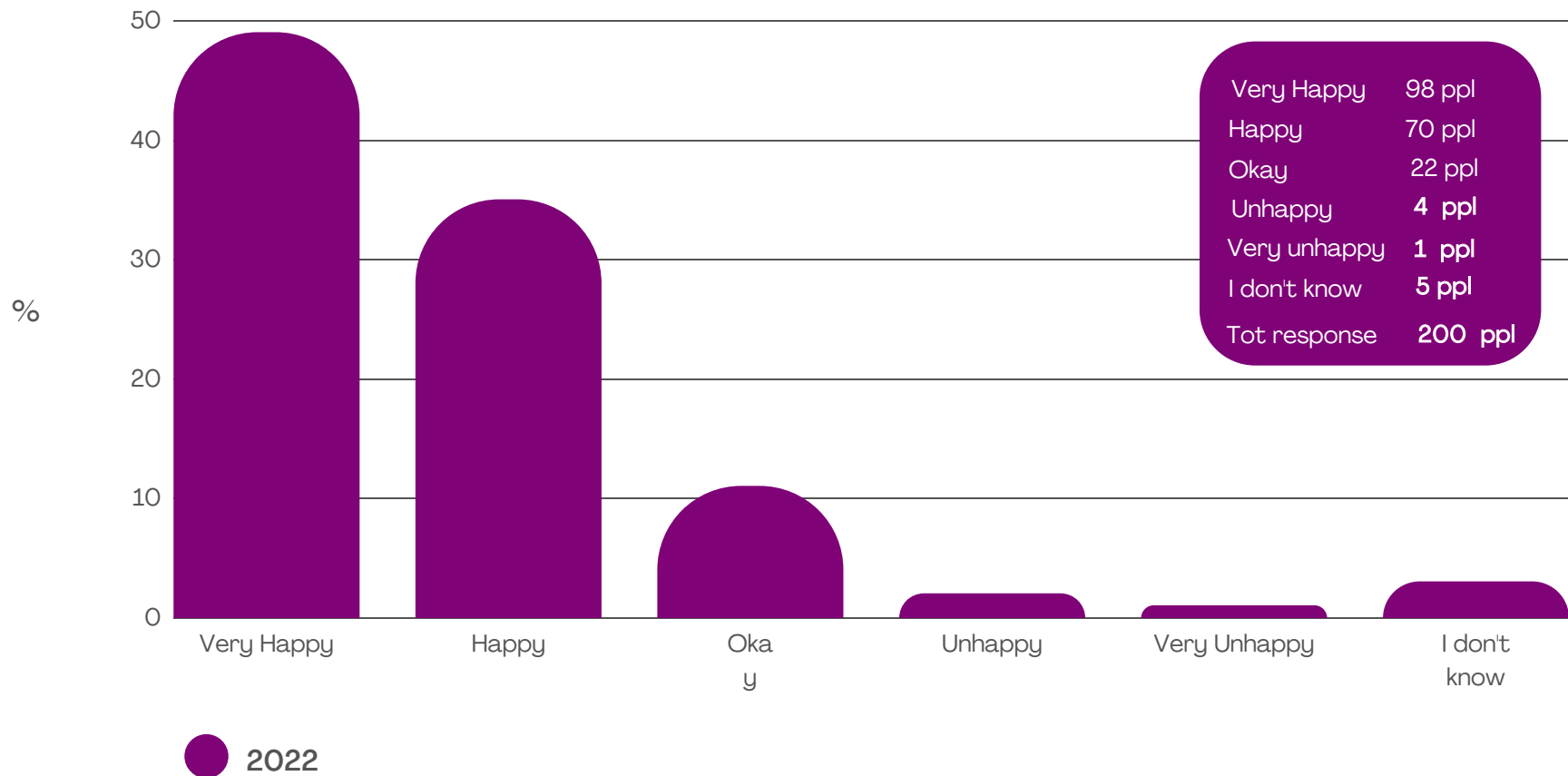


Section 3

YOUR STAFF

Que 3 My staff's attention is always focused on my care and support

- **2022** Very happy/happy/okay 95%
- **2021** New question so no direct results to compare



Section 3

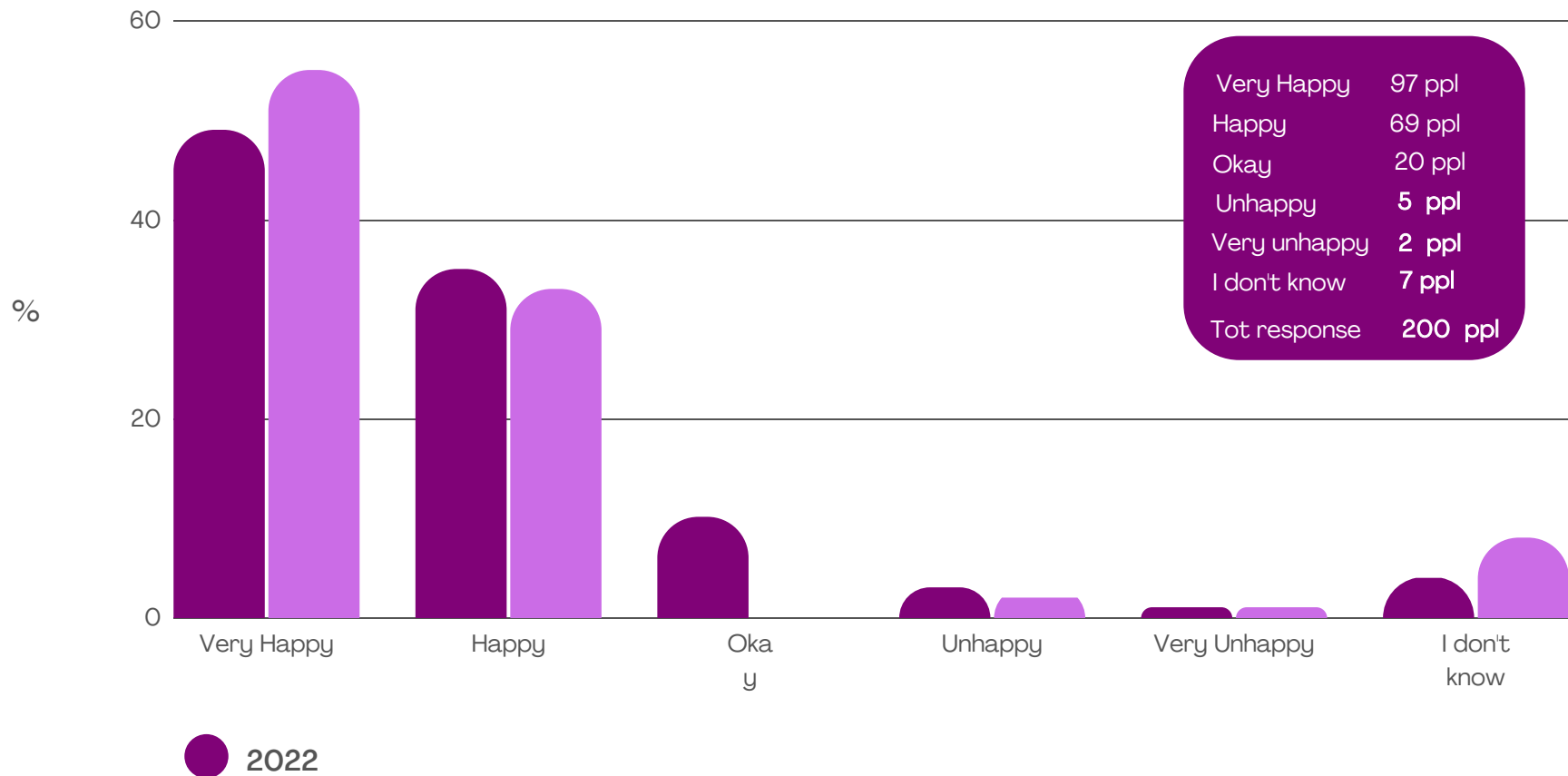
YOUR STAFF

Que 4 My staff know what my needs are and how to support me in the best way.

● **2022** Very happy/happy/okay 94%

+ 6% on 2021

● 2021 Do staff know how to support you in the best way?
Happy and above 88%



Section 3

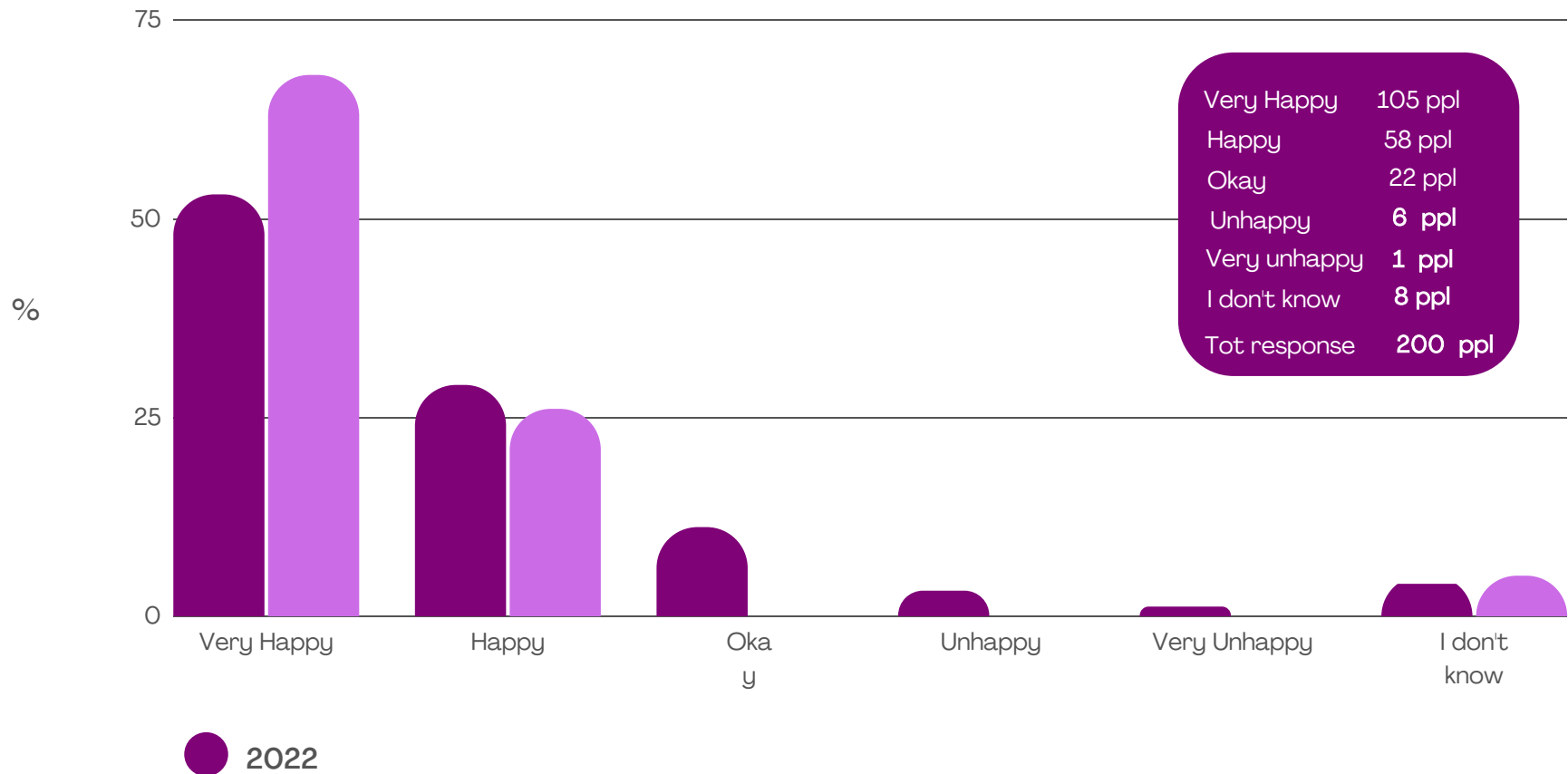
YOUR STAFF

Que 5 Staff treat me fairly

● **2022** Very happy/happy/okay 93%

- 1% on 2021

● **2021** Happy and above 94%



Section 3

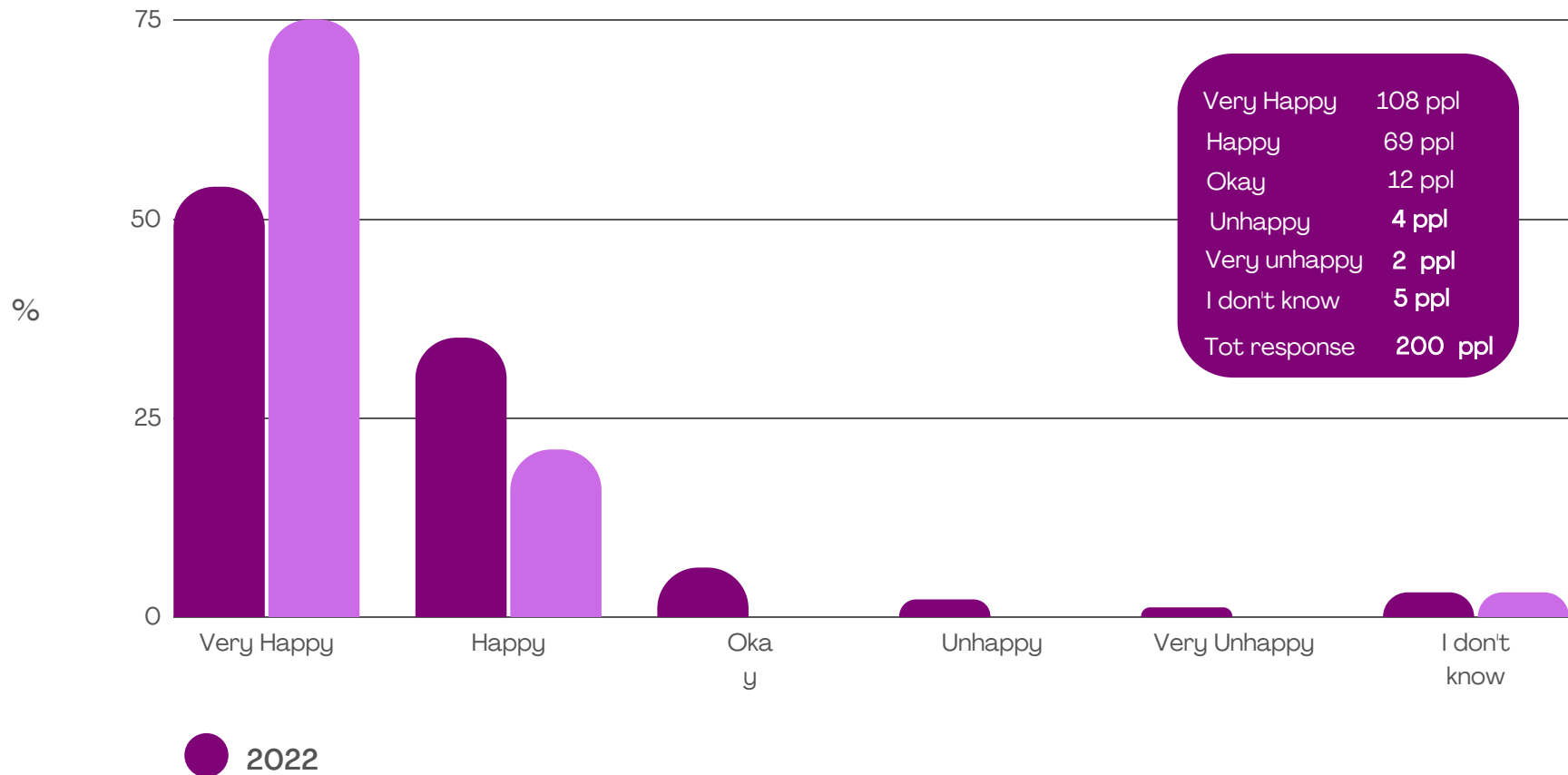
YOUR STAFF

Que 6 Staff make you feel safe and supported

● **2022** Happy and above 95%

- 1% on 2021

● **2021** Happy and above 96%



Section 3

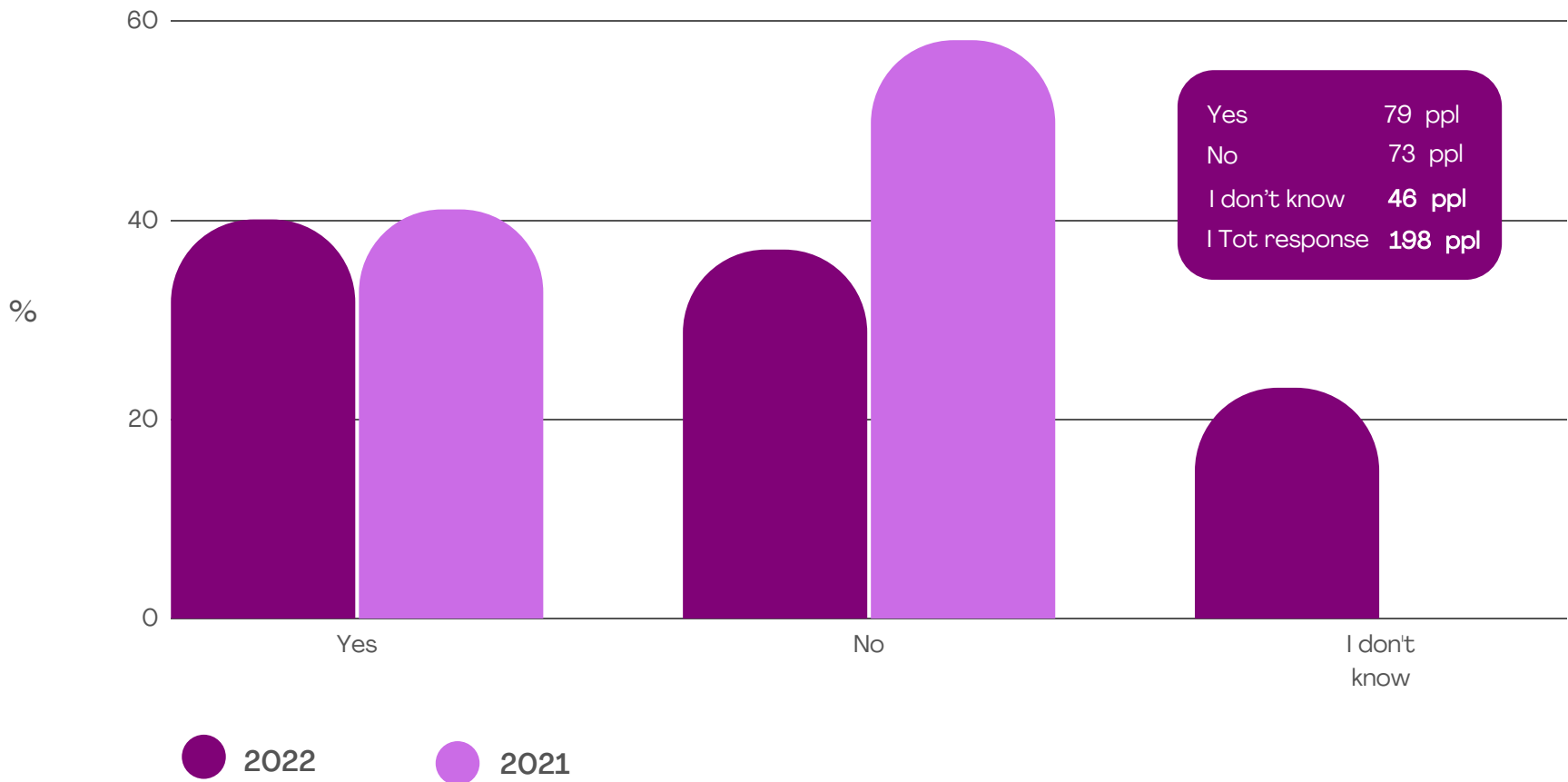
YOUR STAFF

Que 7 I was involved in choosing my keyworker

● **2022** Yes 40%

- 1% on 2021

● **2021** Yes 41%



Key themes

YOUR STAFF



Things that you would like us to do better



Themes that were the same as last year

- Making sure people are involved in choosing their keyworker.

We held a Keyworker week event on the activity website which included key worker awards and easy read information on what people should expect from a key worker. New keyworker training was also produced for staff and managers.

We still have work to do to make sure people are involved in choosing their keyworker.

- Keeping people up to date with any changes to their support, for example changes to rota's and when staff may be late etc.

An action plan will be given to each team so they know where changes need to be made so support can be better.

"My staff are the best!"

"I don't have a keyworker."

"I'm very happy with my staff. I always get the support and understanding I need."

"I have no idea who my key worker is."

"Prefer paper contact sheets - difficult to tell if staff are engaging when they are frequently on their work phones."

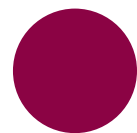
"My support has been cancelled without notice and I don't get a full week support anymore there are too many times no one comes."

"My staff are very friendly and approachable and my key worker is the best, she has done lots of great things with me to help me get the best for me."

"I am very happy with my small staff team as this gives me consistency of care and communication."

"I chose my key worker as it is an important role."





Section 4 - Information

Section 4

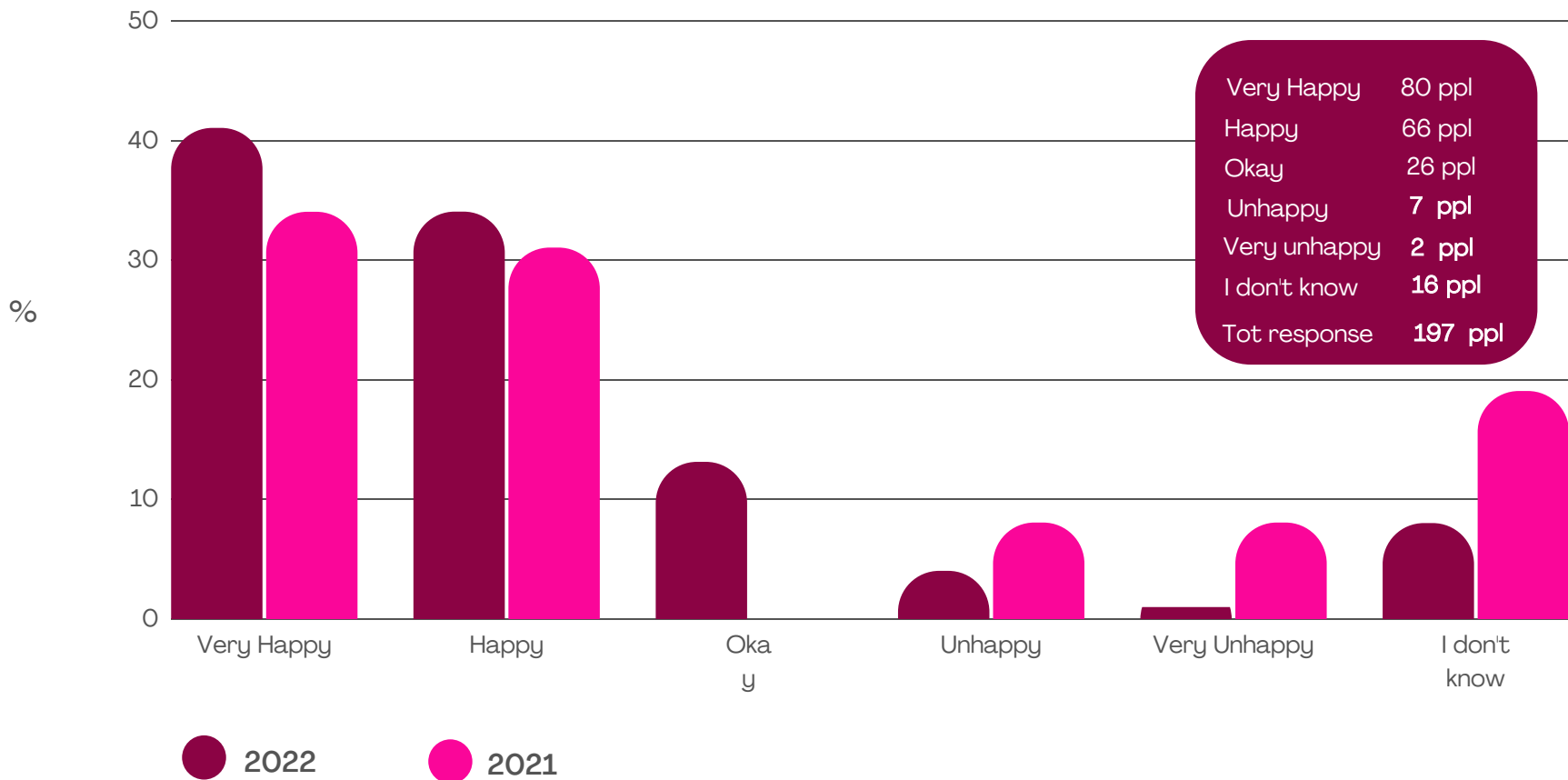
INFORMATION

Que 1 I work together with staff to update information about me

● **2022** Happy and above 88%

● **2021** Happy and above 65%

+ 23% on 2021



Section 4

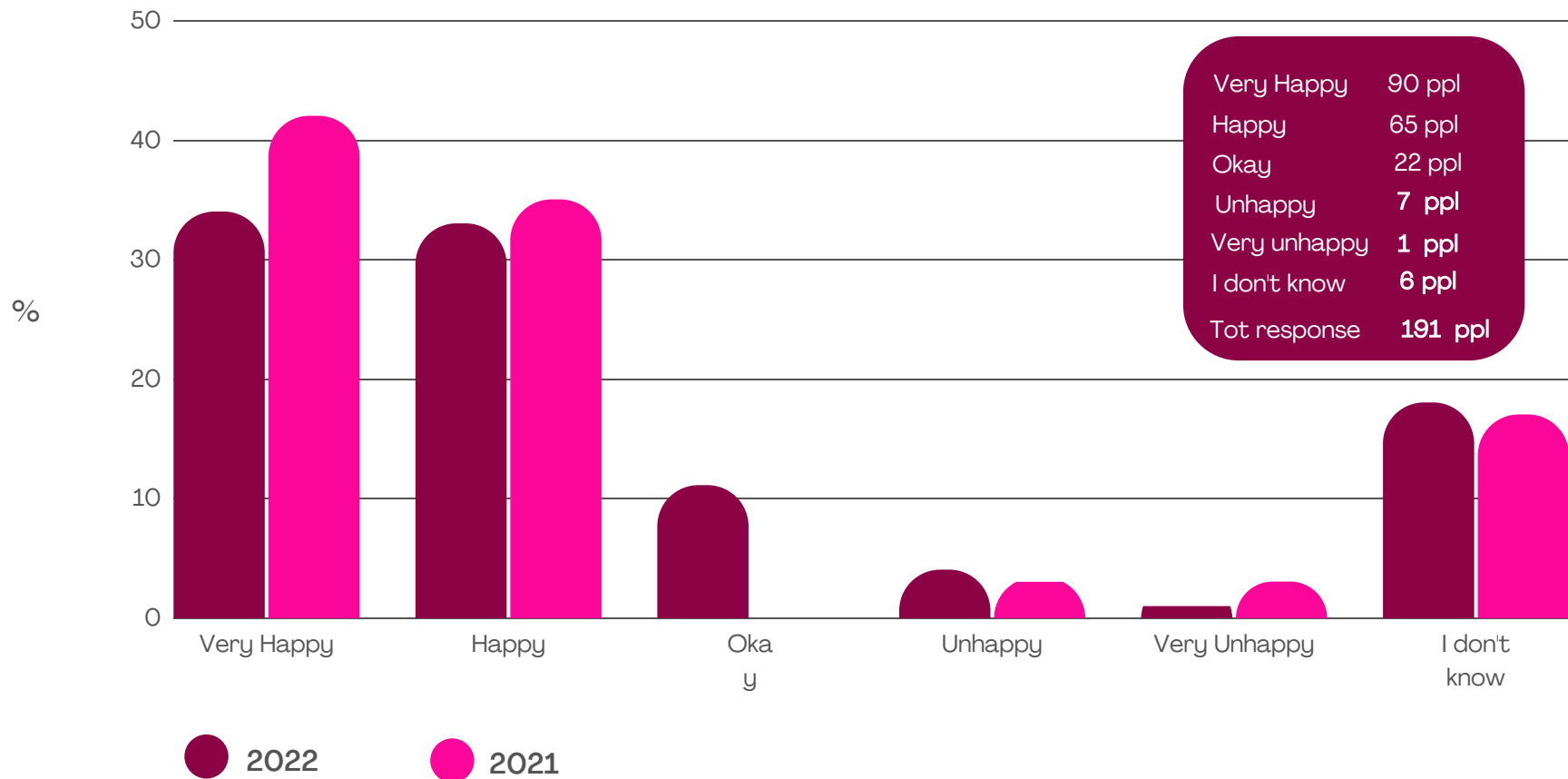
INFORMATION

Que 2 I can see my support information when I want to

● 2022 Happy and above 78%

+1% on 2021

● 2021 Happy and above 77%

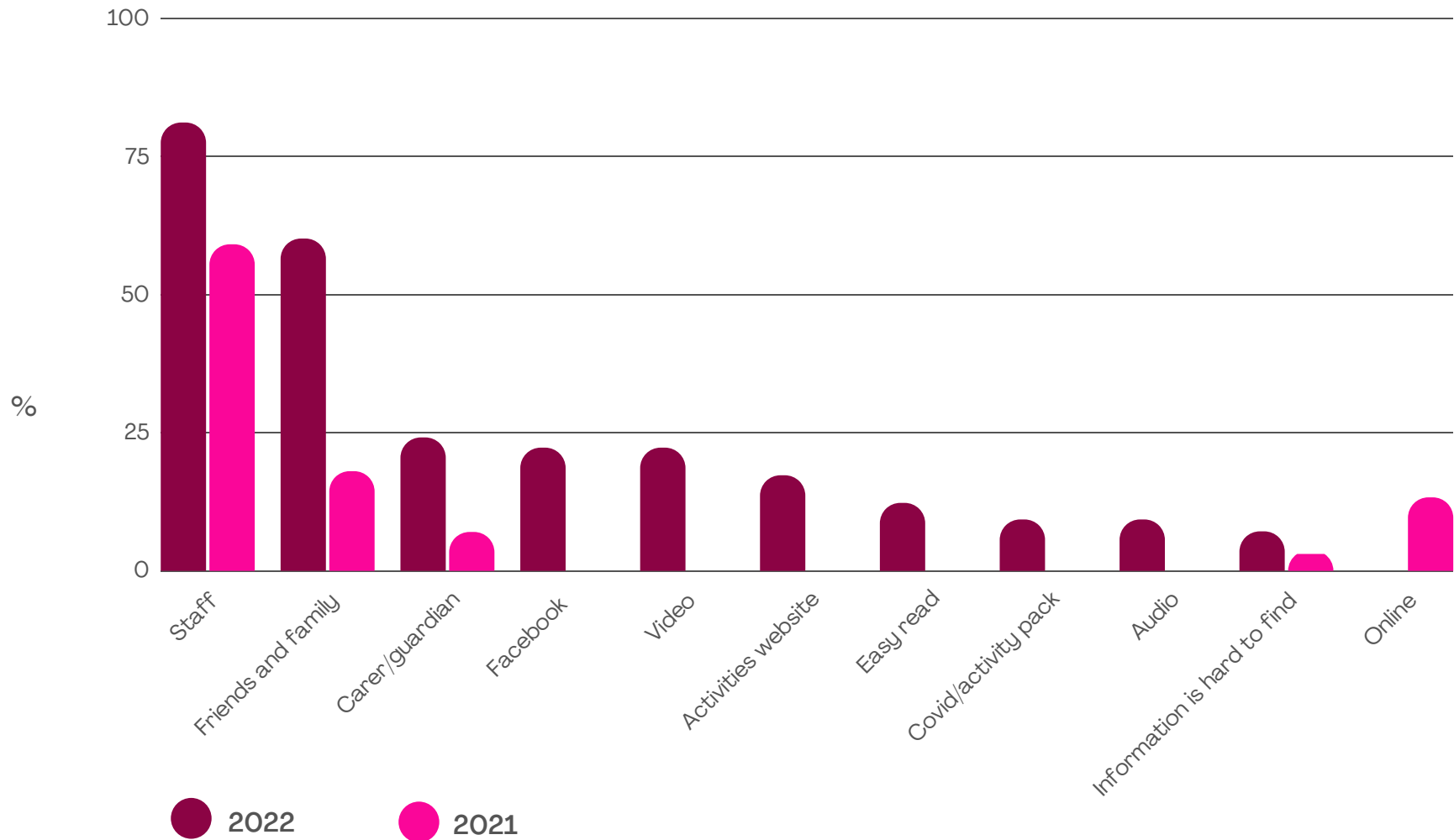


Section 4

INFORMATION

Que 3 How do you like to find out information that helps you to live your life? Change in options offered 2021/2022

- **2022** Staff, family and friends were most popular
- **2021** Staff, family and friends were most popular



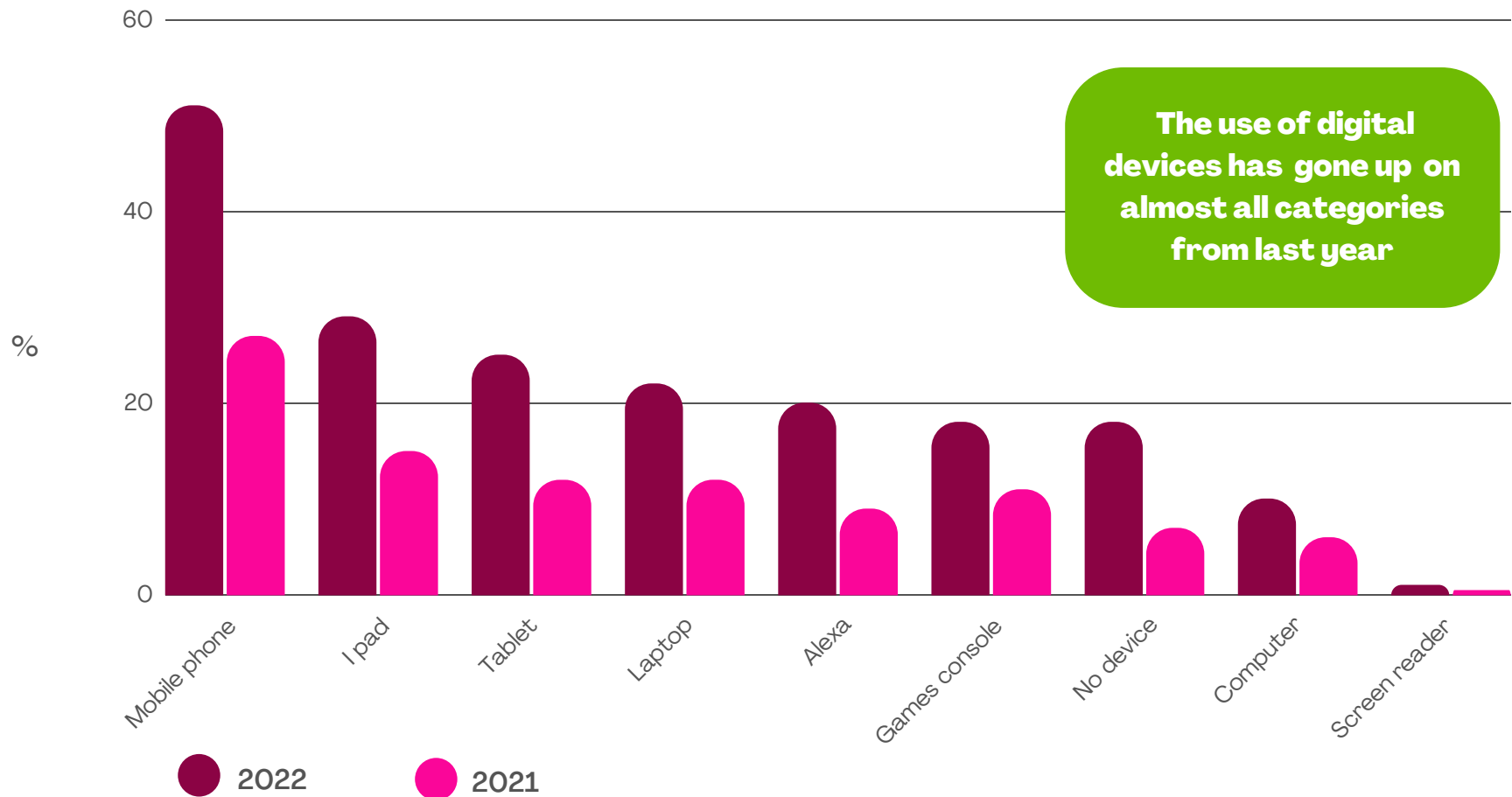
Section 4

INFORMATION

Que 4 What digital devices do you use most?

- **2022** Tablets/ pads and mobile phones were the most popular digital devices
- **2021** Tablets/iPad and mobile phones were the most popular digital devices

For a full breakdown of the individual themes within each category please see the full text report



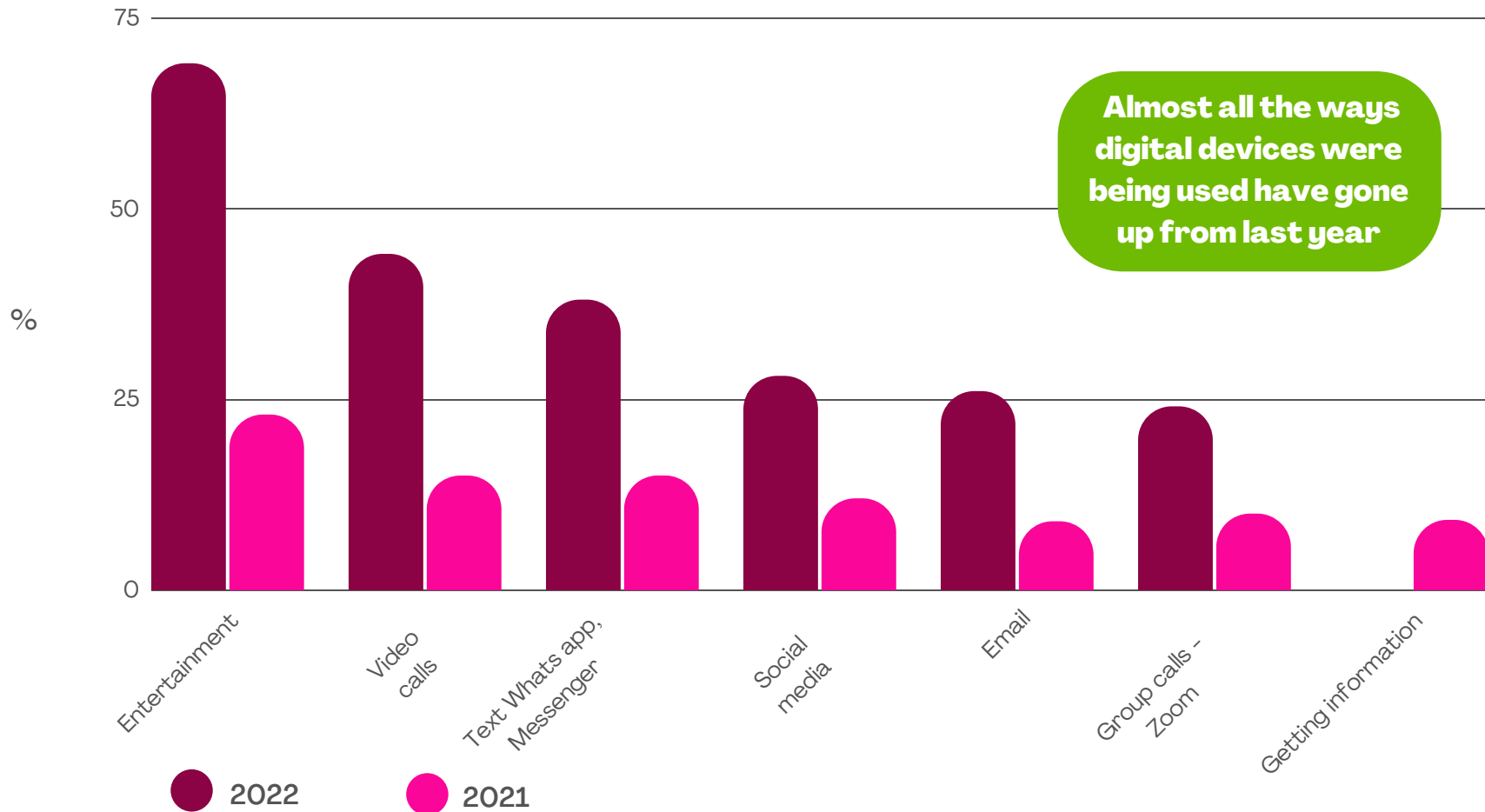
Section 4

INFORMATION

Que 5 What has been most useful about using digital devices?

- **2022** Entertainment, video calls, messaging services were most popular. Getting information not offered as question 3 looked at this more in depth.
- **2021** Entertainment, video calls, messaging services and social media were most popular

For a full breakdown of the individual themes within each category please see the full text report

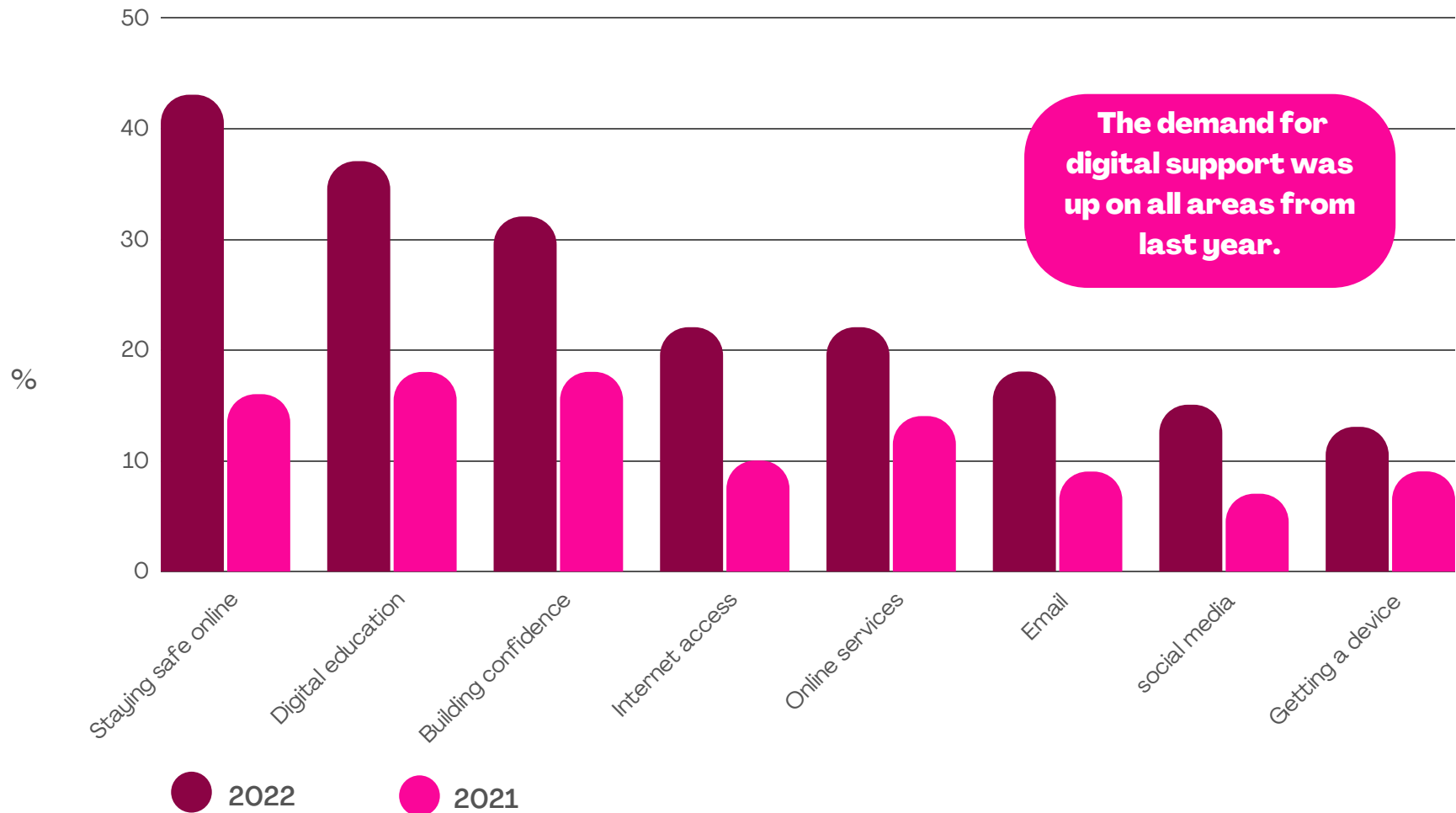


Section 4

Que 6 How can The Action Group support you with digital devices?

INFORMATION

- **2022** Staying safe online, digital education, building confidence and internet access were most important to people
- **2022** Staying safe online, digital education, and building confidence were most important to people



Key themes

INFORMATION



Things that you would like us to do better

New themes for this year



- **Being able to see your support information when you want to.**

We now use Access and digital devices to store and update support information. for example you may be used to doing this on staff phones.

Access can now be used to see your support information on your phone or tablet or on a parent or carers device if you would like. We are at the early stages of working with those who wish to use Access in this way or looking at alternative ways you can see your support information if Access does not work for you.

So far 6 people we support and 10 family members/carer's are using Access in this way.

- Comments showed that The Action Group Activity website and Facebook page could be better for those with a visual impairment. Our Communications team will be looking at how we can make this better.



Themes that were the same as last year

- Making information easy to find.
We will continue to support more people to use our Community Pack which is full of community news, activities and events. Our Digital Connections Project will also help to make finding information online easier through digital education.

“Enjoy having a community online like the Facebook and activities website.”

“I also use the tablet for music streaming and watching funny videos . I also have a smart Tv so I can choose with assistance what I want to do.”

“Digital devices have been a great way to stay in touch with friends and family.”

“I’m very independent and if I need to find any information I can do so.”

“The Activity website and Covid/Activity pack could be more accessible for those who are visually impaired.”

“I have enjoyed using the iPad to do shopping during Covid.”

“I don't have internet in my house.”

“I have enjoyed the Activity Website and taking part in Have Your Say but unfortunately I don't have a device or WIFI so I'm reliant on staff allowing me to use theirs and their data.”

“One member of staff is really great at helping me to update my support information for example ticking boxes, checking that I am happy with what has been written. My other staff don't do this.”





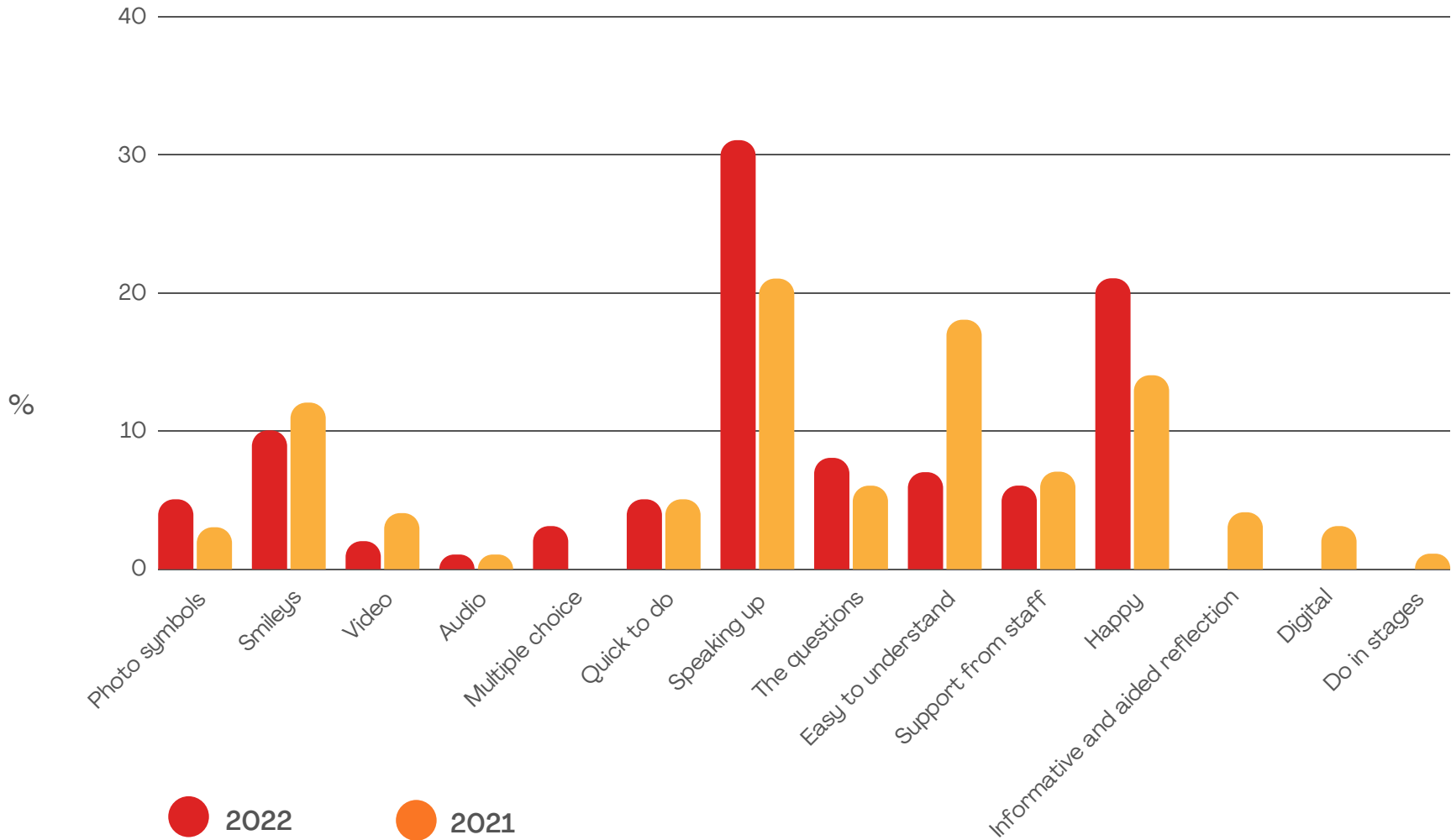
Section 5 – The Evaluation 2022

Section 5

THE EVALUATION

Que 7 What did you like and dislike about the evaluation

- **2022** Opportunity to speak up. Happy with the way it was, and smileys were very popular
- **2021** Opportunity to speak up, the questions asked and happy with the way it was were most popular.

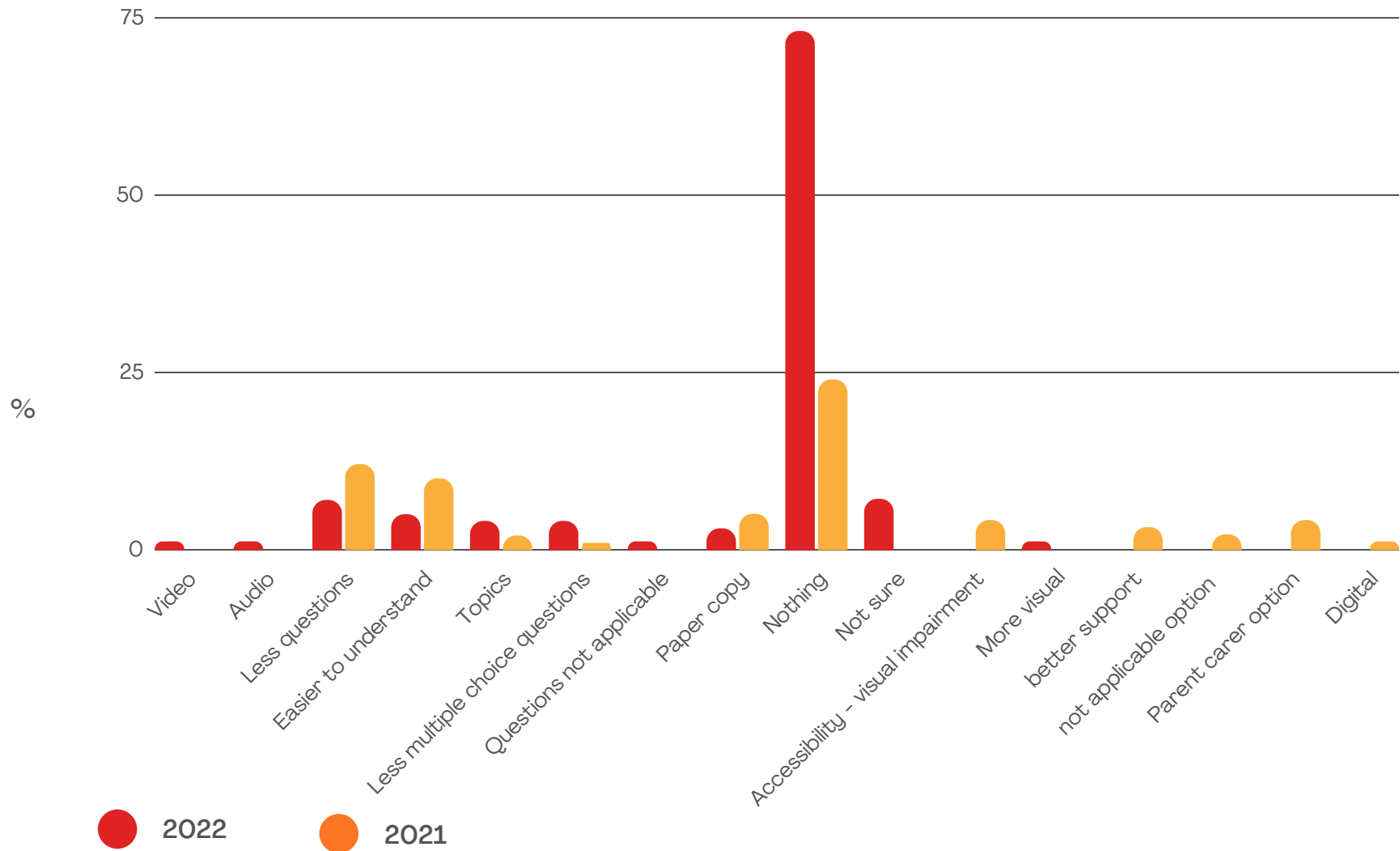


Section 5

THE EVALUATION

Que 7 What could have been better with the evaluation

- **2022** most people said they were happy with the evaluation. Less questions appeared again but there were less than last year.
- **2021** A lot of people felt no changes were needed but less questions and easier to understand were the next most popular comment



Key Themes

THE EVALUATION



Things that you would like us to do better



New themes for this year

- Some people felt that using an image to answer a question meant that they could not say everything that they wanted to.

We will look to see if there are ways that we can make this better.

Themes that were the same as last year

- Some people still found that the evaluation questions were hard to understand. Talking Mat's can be an important way to make things easier to understand for those who need this. This year only 2 people used talking mats to complete their evaluation. We will look at ways we can make sure everyone who would like to use a talking mats evaluation can do so.



- Some people felt that the evaluation still had too many questions but this was less than before. Most people felt happy and that the evaluation didn't need any more changes.

We will work to make sure that people know that they do not have to complete the evaluation in one go and can instead do it in parts and a pace that is right for them.

“Drop In Sessions:
Digital support staff
explain questions to me.
Had privacy filling it out
with different staff.”

“What I liked about the evaluation
is that I was able to give honest
answers.”

“It helps me get a voice
and to make changes.”

“I have found the survey
limiting to be able to
express my thoughts and
feelings to just one picture.”

“I did a Talking Mat evaluation
with a person I support, it was
great having the images and
allowed us to do the
questionnaire when we wouldn't
have been able to otherwise.”

“There is a lot of
questions maybe have
less questions.”

“Better suggestions for
those who need more
support.”

“It was simple and easy
to understand.”





Evaluations 2022

STAFFING CRISIS



We know this is hard for people.



We will continue to look at the things that we can control for example

- different ways we can offer support
- trying more new ways to find staff. We are also using agency staff to help make sure we can offer the most support possible.

Things we can and are doing



Getting a recruitment manager



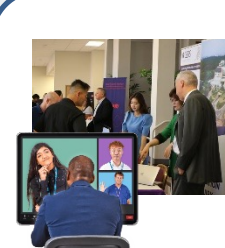
Better job adverts online and on our website



Different ways to offer support



Billboard and radio adverts



Attending more recruitment fairs in person and online



Digital Connections Project



Evaluations 2022

STAFFING CRISIS



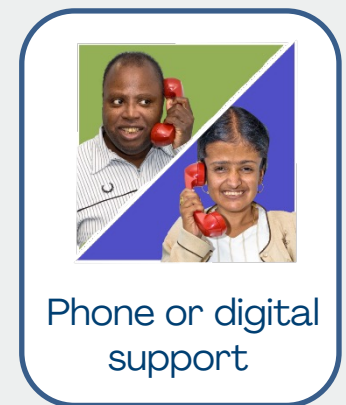
The social care staffing crisis in the UK has made providing support very hard. This is not something The Action Group can control. For example

We have a lot of job vacancies and It is hard to find new staff because not a lot of people are applying for jobs in social care.



Staff being off work due to being unwell with Covid or having to self isolate.

Sometimes this has made changes to support for example



Offering support in different ways is something we will continue to work on. This is so that those who want support in different ways can do so in what ever way is right for them.



Evaluations 2022

THIS YEARS' EVALUATION

What did we do to improve our service in 2021

- **Activity Website:** We launched The Action Group Activity Website to create one place for activities, entertainment and information for you. <https://www.actiongroupactivities.com/>
- **COVID & Activity Pack:** We now send out a weekly Activity Pack and Covid-19 pack to the people we support to keep them up to date with Action Group plans, activities and Covid-19 updated information etc
- **Quality Improvement:** The Quality team continue to work with teams and supported people to look at key areas for improvement including– 6 monthly reviews , keyworker choices and increasing understanding and involvement in recording and updating personal information, on ACCESS, for those who want to be involved in this way
- **Supporting you back to “normal” or a “new normal”:** As lockdown restrictions ease, we are planning and checking we do this in a safe way for everyone. Plus helping you to stay digital and look at using and developing these skills so you are more connected and can take up our digital support “offer” too.
- **Digital skills events:** Support to learn even more about your digital devices and grow your confidence even more. • Have Your Say Groups have expanded into different areas of The Action Group for example: East and West Lothian. More to happen...
- **Opportunities for consultation** with the people we support. For example, Finance Policy , Equality Network voting project ; TAG TALKS for everyone, Digital conference and more.
- **Access App:** We have launched Access which is a digital way to record and update your information so staff can provide better support and your information can be more accessible by you.
- **Digital Fund:** At the start of the year the Board released some money to support the Digital Fund which helped many of the people we support to buy devices etc be more connected and not left behind by the world being more digital (Shopping; banking; information; socialising etc.)



Evaluations 2022

THIS YEARS EVALUATION

What have we done to improve our service in 2022

- **Action Group website:** The Action Group have a new website that uses Resite Me, which offers a range of ways to make information accessible.
- **COVID & Activity Pack:** The Covid pack that we send out to the people we support and staff has changed to a Community Pack. This continues to offer a way for people to keep up to date with Action Group news, community activities/events and Covid-19 information.
- **Improvement:** The Quality team have continued to work with teams and supported people to look at key areas for improvement including– 6 monthly reviews , keyworker choices and increasing understanding and involvement in recording and updating personal information for those who want to be involved in this way. For example trialling new ways to do reviews so that improvements can be made.
- **Covid:** We continue to follow Covid guidance so that we can do things in as safe a way as possible. We continue to look at ways in which we can help you to stay digital and look at using and developing these skills and our digital “offer” for support too.
- **Edinburgh Hubs:** We now have hubs in Portobello and Leith where group support is offered and new friendships, activities and learning can take place.
- **Digital Connections Project:** Reducing isolation by helping people to learn about the different connections that can be made through digital devices; having fun digitally and building digital skills.
- **Opportunities for consultation:** Examples include Have Your Say being back to meeting face 2 face, talking about Access, Key workers/Awards, support charges, The National Care service and more. TAG Talks has been out on tour etc.
- **Access App:** We continue to use Access to record and update support information, with and for people example using staff phones. We have now launched an Access app that allows you and or a parent and carer to see support information on your phone or tablet. This also includes looking at alternative options should Access not work for you.
- **Inclusion Statement:** The Action Group Senior Management Team and Laura Bilton Equality officer have been working with Mahogany Inclusion Partners to develop our Inclusion Vision Statement, with your involvement also.



Evaluations 2022

THIS YEARS EVALUATION

Some of the things which support has helped you to do

- Coming to Duke Street hub
- Singing in the talent show
- Adaptative bikes
- Horse grooming and petting
- Working in the local library
- I visited the digital hub which was one of my goals
- Jewellery making
- Going to a literary class
- Growing vegetables and plants
- Topping up my phone
- Got a job
- Meeting new people at the Portobello hub
- Getting cinema tickets on my phone
- Exercising for over an 1 hour
- Going on a tram
- Volunteering in charity shop
- Knitting and sewing
- Cooking
- Getting a mobility car
- Attending an art class
- Getting my nails done
- I do a lot more walking and without the walker aid.
- Joining Have Your Say meetings online
- Having a music session at home
- Dice games and planning new games
- Getting out for walks
- Working at the farm

“Group supported activities on Wednesdays with the Action Group.”

“Providing an excellent service to go about my day to day life.”

“Facebook was vital over lockdown as it kept me updated with what was happening and staying connected with others.”

“Managed to get my Covid injections which my family thought I would never manage.”

“I got an updated phone so I could get my Covid passport, I have also now got WiFi in my home.”

“I have tried to be more involved in choosing things for my new flat and looking at things in the shops and also getting ideas by looking on my I pad.”

“I've been trying to lose weight and get fitter so it's been good having staff to go walks with. It's helped especially with my confidence building.”

“Learning to use Zoom so I can join meetings and learning new skills in the house.”

“Feeding the ducks in Musselburgh even when there was too many seagulls.” 😊

