



Evaluation Results

2023



This report tells you how people felt about their support from The Action Group





Good to know!



This year **148 people** completed the evaluation. This was 52 less people than last year.

Thank you for your time and effort.

This year's evaluation had 4 sections.



Section 1

Living the life you want



Section 2

Your Support



Section 3

Your Staff

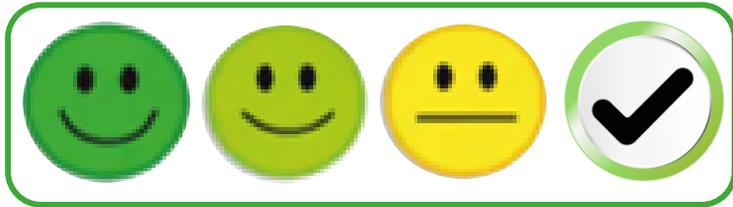


Section 4

Your Information



Good to know!



We see:

Very happy/happy/okay as positive and showing we are doing very well/well or okay.

Although we always want to do better than okay, we still see it as a positive score.



Unhappy/very unhappy as negative and showing we are not doing well.

Sometimes in this report you will see a scale like the one below to show how people felt.



Note: Sometimes we use what people said in their evaluation, to show; what we have done well, what we could do better or to show changes people would like to see.





Section 1: LIVING THE LIFE YOU WANT



Most people felt positive with being able to

- do what's important to them
- getting the right support to make decisions and plans



This was a little less than last year.



A lot of people said they had been able to try new things. Things like:

Chairing
Have Your Say

Learning new
swimming skills

**GIG
BUDDIES**
Joining
Gig Buddies

However, like last year, this was not the same for everyone.



Sometimes It can be hard to think of new things to do. I don't always get to try new things.



Section 1: LIVING THE LIFE YOU WANT



Some people said we need to be better at:

- arranging time to talk so it is easier to understand why things can't happen sometimes
- communication, for example, when there are changes to rota's

This was the same as last year.



People also told us there are barriers that are not easy to change. Things like:

UK Staffing Crisis

Sometimes I can't get to do the things I would like as there is no staff available.



UK: Rise in the cost of living

The cost of living has made a big difference to choosing what I can and cannot do. Sometimes it means missing out on things as I have to pay my bills first. Missing out doesn't feel good and seeing others still be able to do things can be hard.





Section 2: YOUR SUPPORT



Not everyone wanted to be involved in decisions and plans at TAG and some people were not sure.

Being kept up to date with how and when people can get involved was important.



A lot of people felt positive about:



- getting time to talk about their support
- support getting better after telling staff they are unhappy

This was a little bit better than last year.



My key worker is excellent at listening to me and changing my support to make me happy.



Section 2: YOUR SUPPORT



More people were getting a review every 6 months. However, this was not the same for everyone. This is something we need to do better.

This was the same result as last year.



“I would like a review every six months because I feel that it is important for me to say how I feel and for managers to see how I am. I do not get that at the moment. I would like to, so managers are also aware of any changes needed to be made. I don't know why I do not receive a review every six months.”



Some people felt there was things we could do better. Things like



Getting support at the right time and more time to talk



Getting full support rather than reduced or cancelled support



Support doesn't always get better when you say you are unhappy



Section 3: Your Staff



Almost everyone felt positive that staff

- communicated in a way that is right for them and that they can tell staff how they really feel.
- spoke and listened to them in a way that is polite, friendly and easy to understand.

This was a little bit better than last year.



Most people felt positive that staff



The right to be treated fairly

- know when to offer support and how to do this in the right way
- treat them fairly
- use their time together to support them

This was a little more or the same as last year



“Staff treat me fairly and I am respected, and they ask me how I am feeling and what things I have been doing and want to do on my support.”



Section 3: Your Staff

I always feel safe and welcomed and this makes me happy.



Everyone said they felt positive that staff made them feel safe and supported.

This was a little bit better than last year.



More people were involved in choosing their keyworker than last year.

Some were not sure or said they did not have a keyworker. This is something we need to do better.

This was the same as last year.



Some people told us we need to be better at making sure:

- all staff work in the same way
- staff support people to understand when and why work phones are used



Section 4: Your information



My staff include me to do the contact sheets on the phone. I do this in my own words, sometimes we add a photo of what I am doing. We also make sure my PSP is up to date

Most people felt positive that they work together with staff to update information about them.

This was a little bit better than last year.



This was not the same for everyone and we could do more to help people

- to see
- learn about
- be involved in updating their support information

I have not been asked to help update information or given the choice if I want to or not."



Section 4: Your Information



Most people like to find out information through staff or family and friends.

More people have been using the community pack but people told us there are things we could do better.



I am still not confident using technology I receive the community pack but it is not always in an accessible format.



Digital Devices

Mobile phones, iPads and tablets were most popular



TAG digital support

learning how to use, stay safe and feel confident on digital devices



Digital uses

Entertainment, messaging and video calls have been most popular



A small amount of people still don't have a digital device.

We understand that not everyone wants to use digital devices.



Overall, how did people feel about their support from The Action Group?



Last year most people felt positive with their support from TAG.

This year almost everyone felt this way.

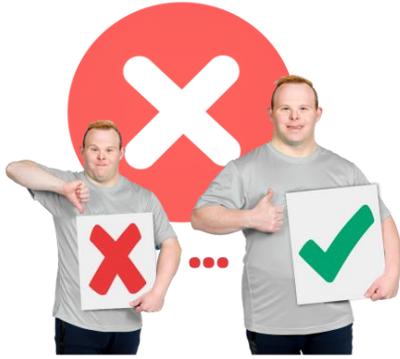


I really enjoy my time at The Action Group and wish it was available more days. My support team are always on time. They are kind and thoughtful and nothing is too much bother. I always enjoy my days out with them, and we have a lot of fun. I am so lucky to have The Action Group in my life.



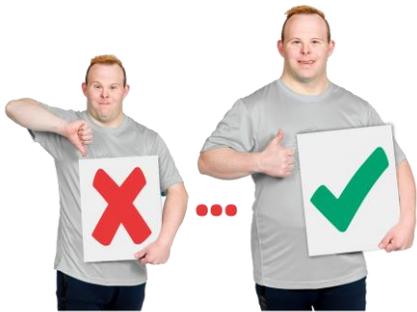


What we will do to improve our service in



The staffing crisis and the rise in the cost of living has meant it is still a very difficult time.

This meant we did not do everything we wanted to last year.



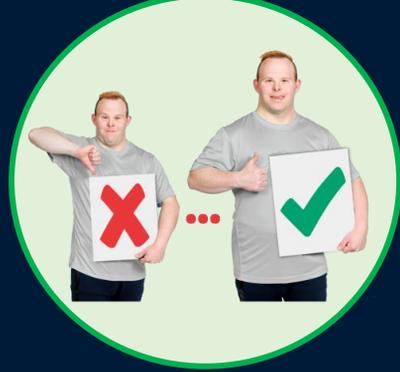
This year we are going to work a little more on things we didn't get right.

That is why we are keeping the theme **'getting it right'**

To help us do this, the senior managers at The Action Group are working on 7 themes. These are:



- TAG Wellbeing
- TAG People
- TAG Futures
- TAG Digital
- TAG Thinking of the environment
- TAG Communications
- TAG Getting it right,



What we will do to improve our service in



6 Month Reviews

Using systems like Access to help make sure reviews happen. More staff training so reviews are done well.



Keyworkers

Promote keyworker training for managers, staff and people we support. Including the Charter For Involvement.



Staffing Crisis

Continue to look for the best ways to support staff and get new staff started.



Staffing Crisis

Looking at new ways to offer support. Things like groups, digital support and live-in support workers.



Rise in the cost of living.

Support to find all the things you can do to make the rise in the cost of living easier.



Community Pack

Making the Community pack more accessible.



What we will do to improve our service in



Support Information

Support everyone to learn more about Access and how to work together in the best way.



More Time to Talk

Supporting people to feel heard and to understand why things can't happen sometimes.



Staff Working In The Same Way

Offer staff support to improve skills and knowledge where needed



Trying New Things

Offering more support to look for and try new things.



The Prentice Centre

Edinburgh hub with new digital community room.



Speaking Up

Continue to offers ways to get involved in decisions and plans that can impact our lives

What we did to improve our service in

2022



New easy to use
The Action Group
website



Community Pack for
News and Events



Quality Team working
on key themes so
support can be better



Digital Connections
Project reducing
isolation through
digital devices



Working on how we
can make everyone feel
welcome at TAG



Looking at how we
can use and learn
about digital devices



Speaking up at Have
Your Say and TAG
Talks



Group support at
our new Portobello
and Leith Hubs



Better Information
on how we use the
Access App for
support information