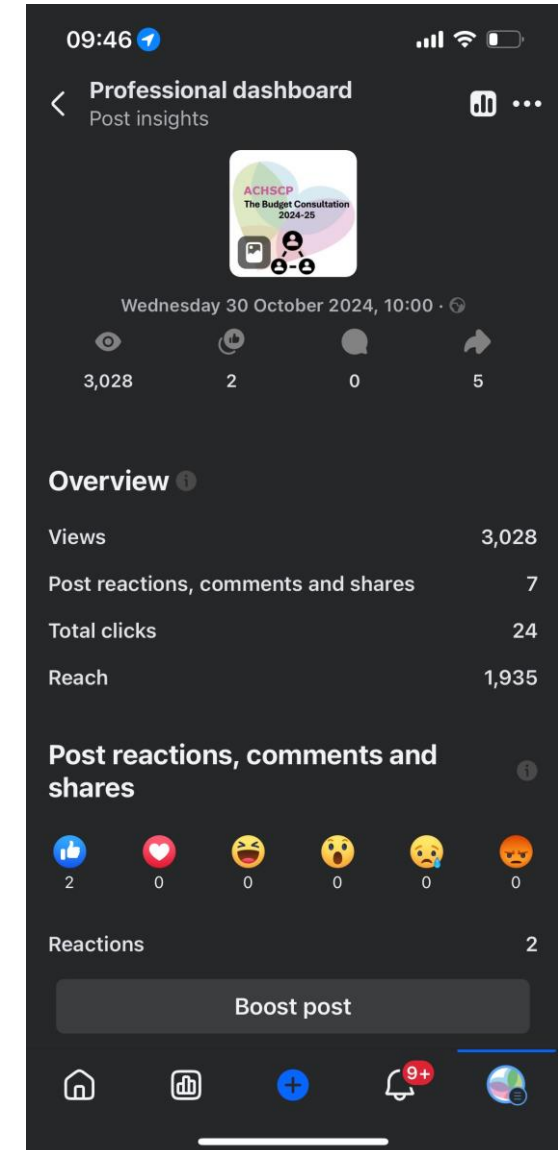




# ACHSCP Budget Consultation – Evaluation

# Promotion of the Consultation Survey

- Extensive internal email communication; newsletters; mailing lists, teams' sites
- Robust external promotion via. ACVO and targeted emails to relevant organisations
- Social media campaign ( 7 posts with over 12,000 combined views)
- Engagement sessions with support to complete
- Drop-in sessions at Vaccination and Wellbeing Hub for facilitated competition
- Posters and QR codes sent to all partners for display in high traffic areas

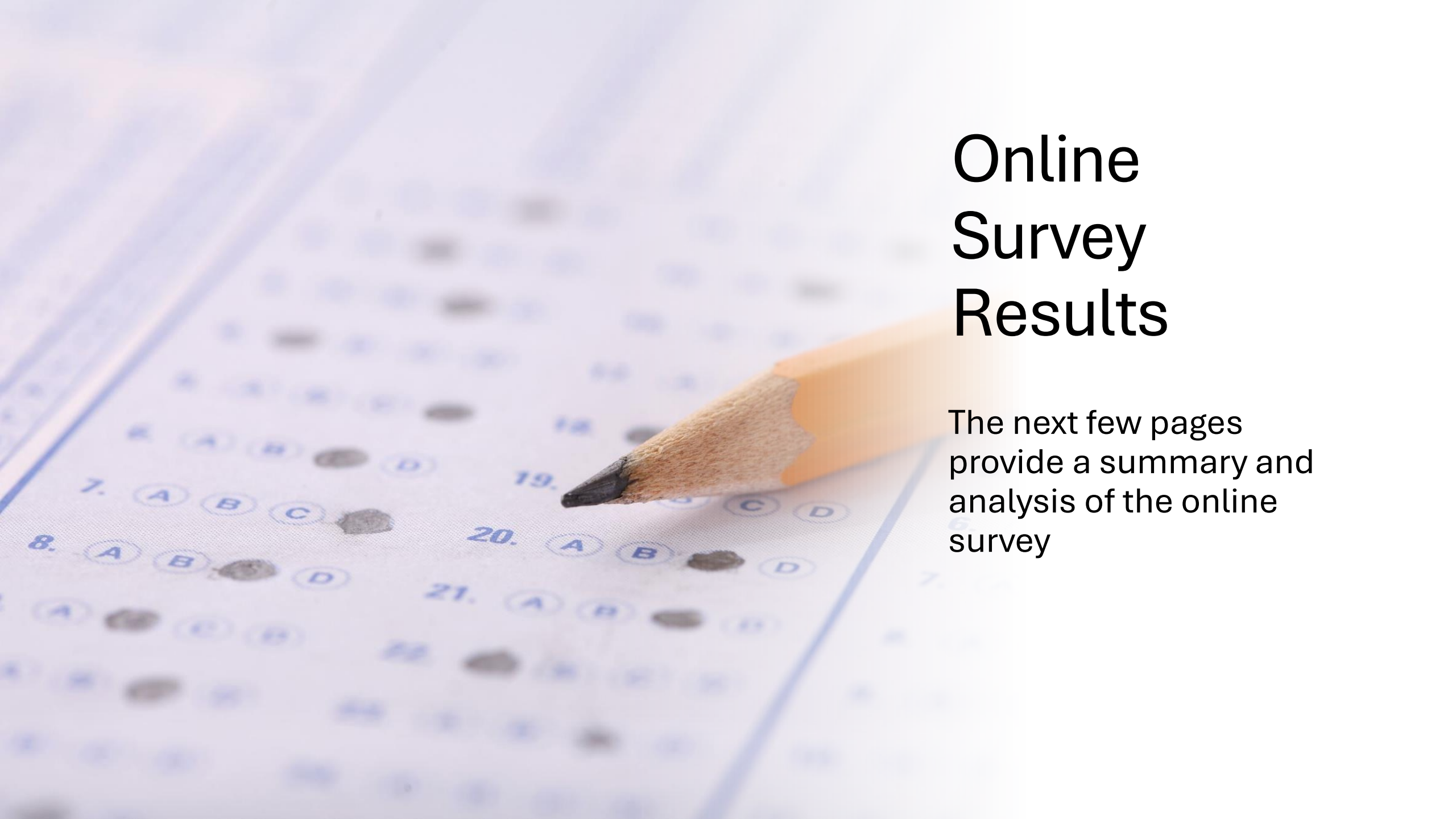


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## Key Statistics

- The online survey read from 25<sup>th</sup> October to 17<sup>th</sup> of November, in conjunction with ACC's survey.
- The online survey received 131 responses.
- Engagement sessions and drop-in sessions were attended by approximately 100 individuals across all sessions.

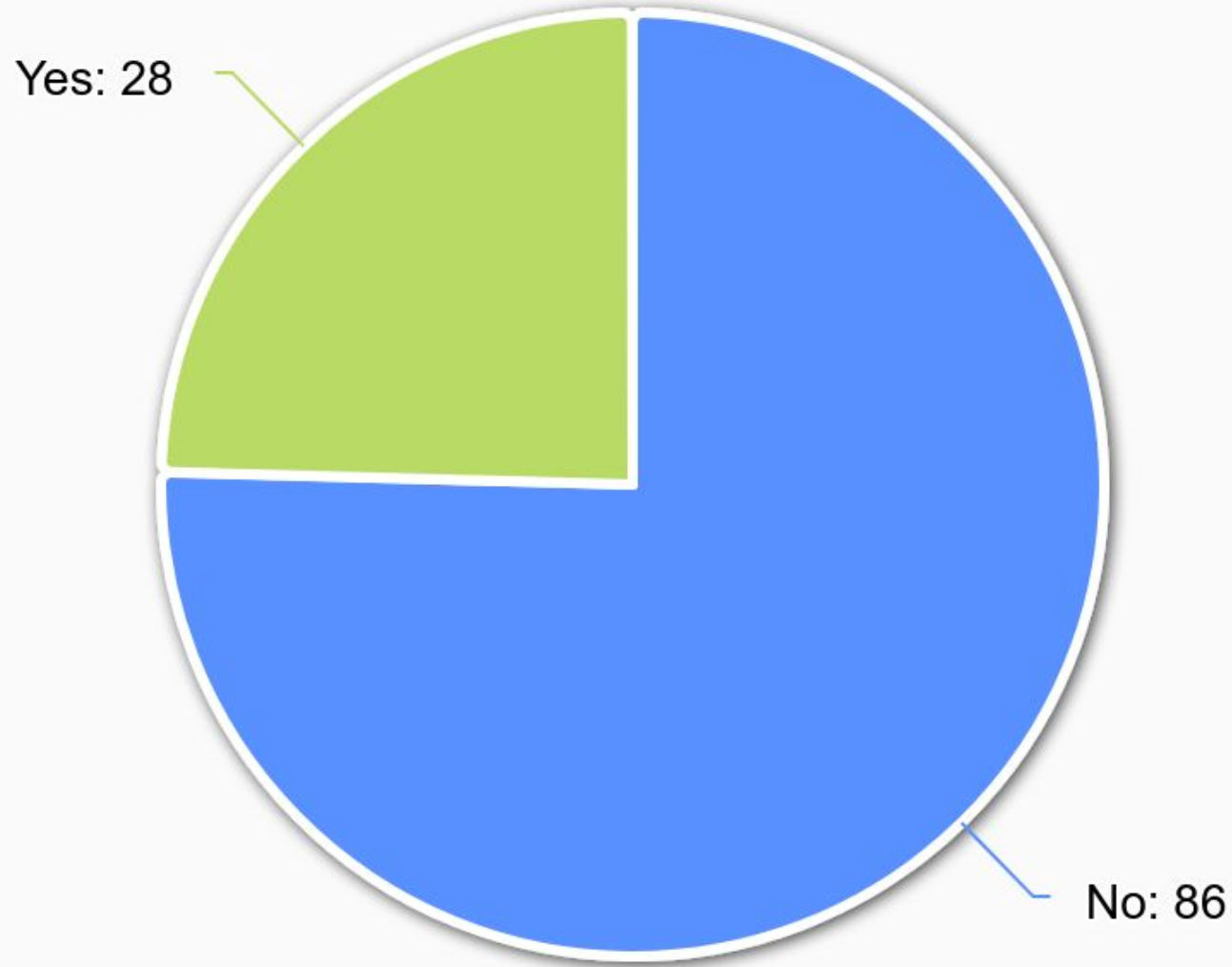




# Online Survey Results

The next few pages  
provide a summary and  
analysis of the online  
survey

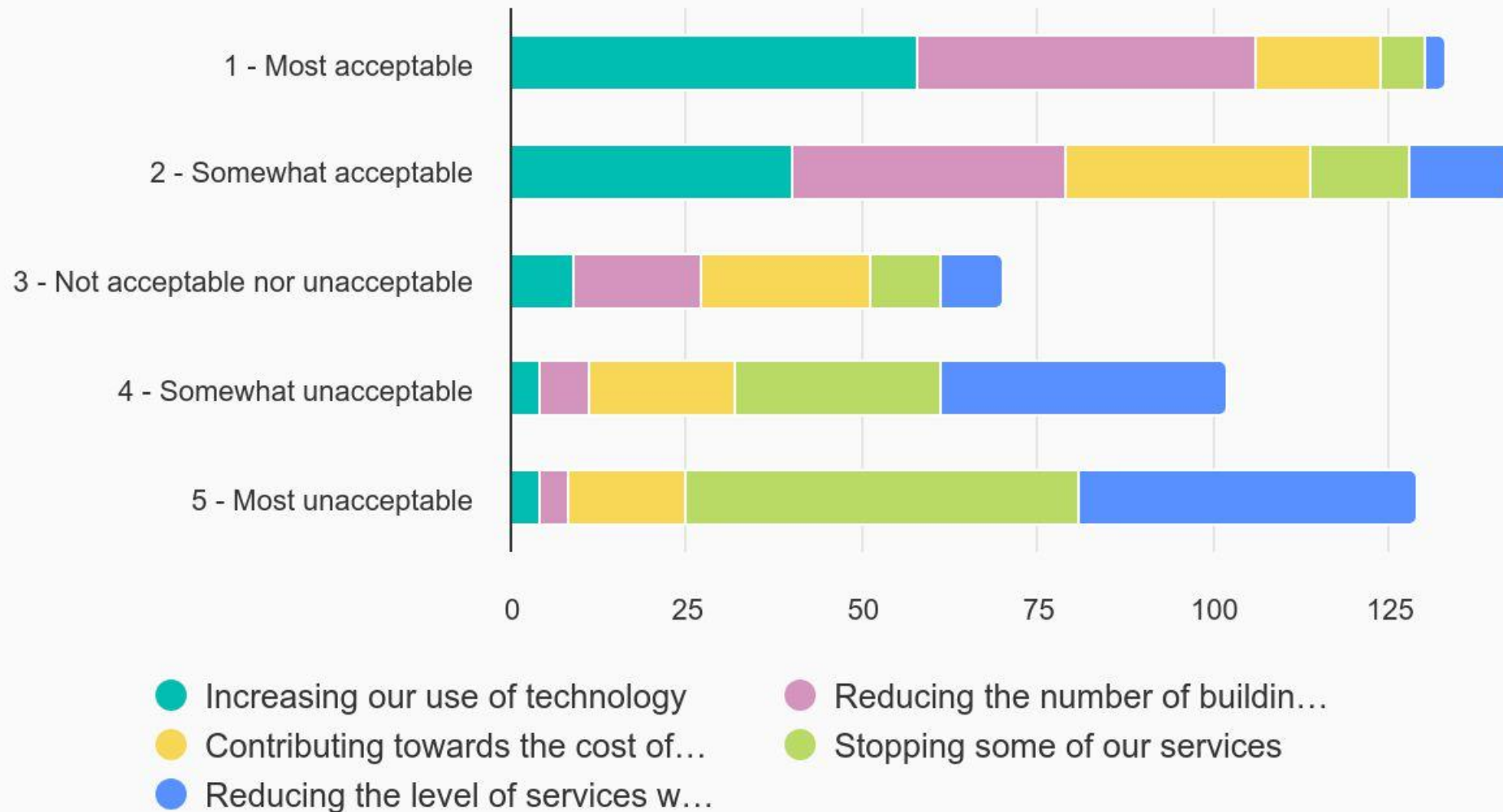
**1. Please confirm whether you care, without payment, for a child or adult with a disability or additional support needs.**



# Section 1

- There are several ways in which ACHSCP can make the necessary savings to balance our budget:
  1. Stopping some of our services
  2. Reducing the level of services we provide
  3. Contributing towards the cost of your care
  4. Increasing our use of technology
  5. Reducing the number of buildings we work from

## 2A. Please rank the options below from most acceptable to least acceptable



# Comments made to explain this ranking:

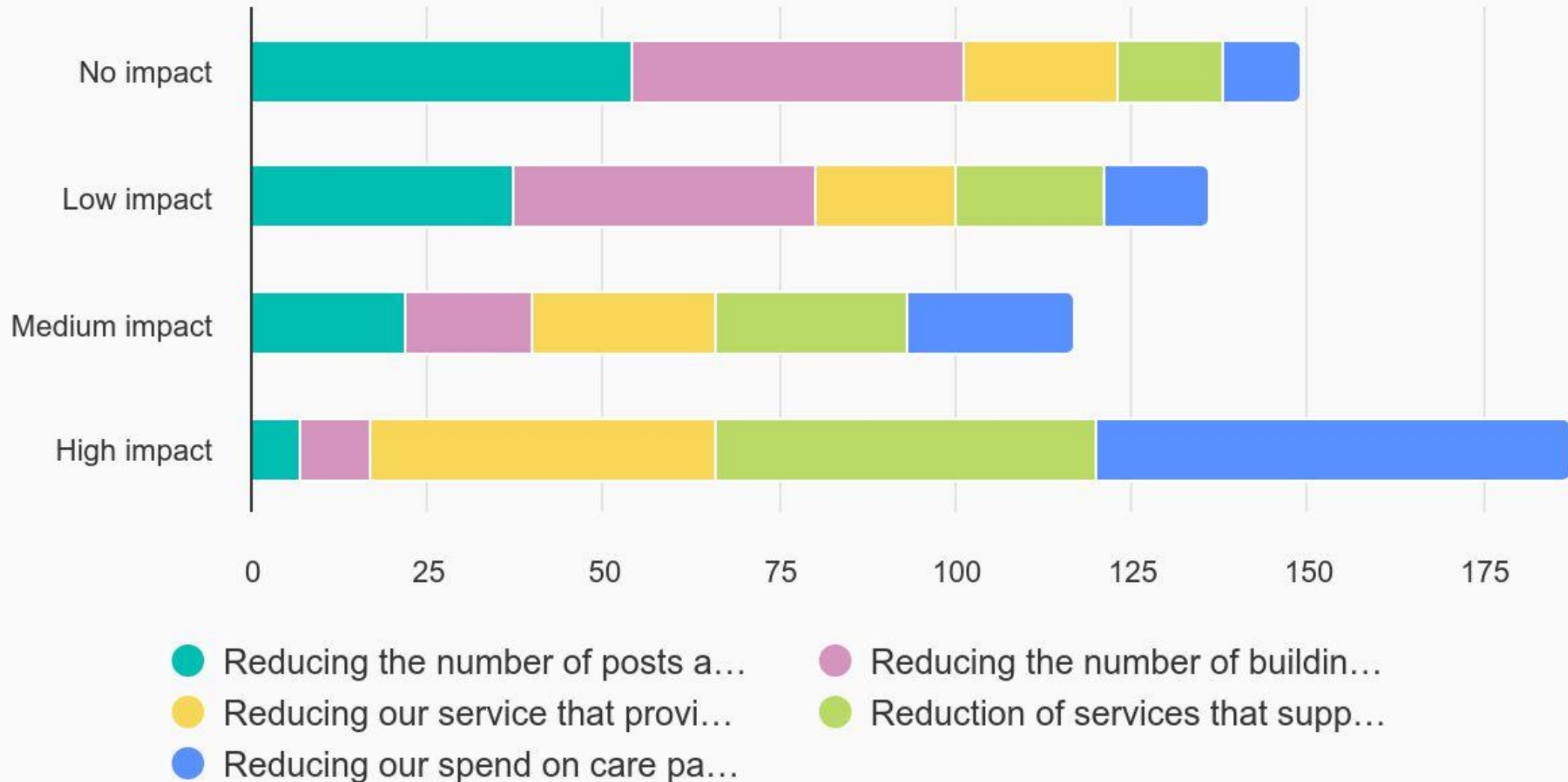
- **Staff efficiency & duplication:** several comments suggest that staff could work better together by sharing tasks and reducing role-specific duties to avoid duplication of assessment and improve locality working.
- **Working from Home and Technology:** there is a belief that with many administrative staff working from home, maintaining central office desks is unnecessary, and greater use of technology could reduce stationery and postage costs.
- **Access to Services Across All Areas:** Concerns are raised about ensuring access to services in all parts of the city, including affluent areas where individuals and families may also be struggling.
- **Funding Allocation and essential service:** Some argue that budget cuts should not target vital social work and services suggesting that funds are allocated to projects could be redirected to essential services.
- **Means Testing for Service Payments:** There is support for means testing to determine who should pay for services, such as a GP appointment and prescriptions to ensure fairness.
- **Impact on Vulnerable Populations :** Reducing or stopping services for vulnerable groups, including the elderly, disabled and those with high care needs, is seen as unacceptable and likely to increase risks and crisis situations.
- **Importance of early intervention:** Reducing services is viewed as inconsistent with Scottish Government's commitment to early intervention and prevention, which could lead to higher longer- term cost.
- **Technology and Service Delivery :** While increasing the use of technology is seen as beneficial for some, there are concerns about its effectiveness and the potential stress it could cause if not implemented properly.
- **Current Service Quality and Management:** Criticism is directed at the current quality of services, with issues such as early discharges without care packages and inefficiencies due to management duplication and high sickness rates.
- **Need for More Detail Information:** Many respondents feel that more detailed information is needed to make informed decisions about potential service costs and contributions.



## Section 2

- Options to Reduce
  - Reducing the number of posts across our leadership team
  - Reduction of services that support people when they come out of hospital
  - Reducing or removing our service that provides beds outside of the hospital
  - Reducing our spend on care packages in the community
  - Reducing the number of buildings we use

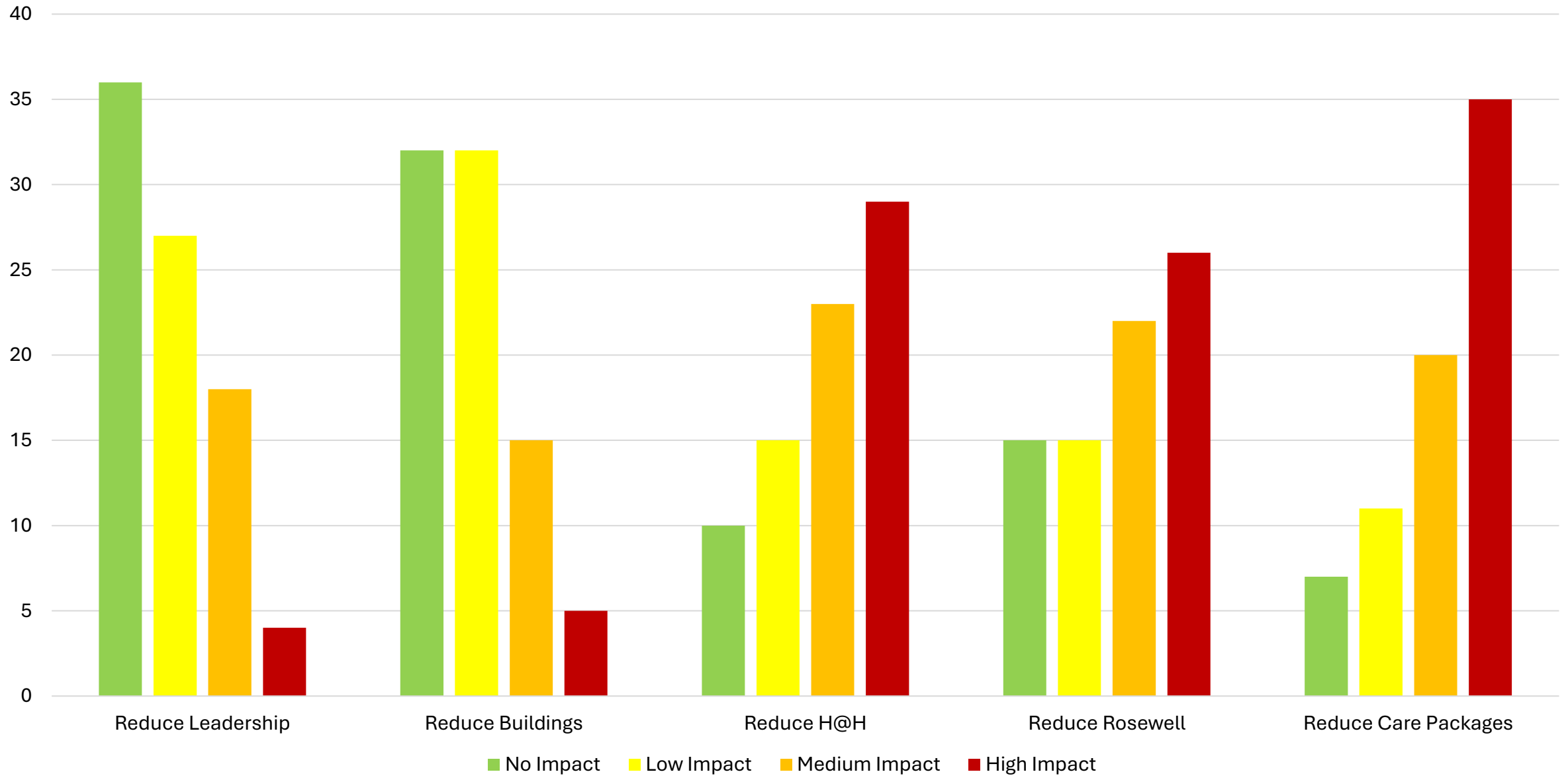
### 3A. Please let us know to what extent these options would negatively impact you and/or your family, by using the scale below.



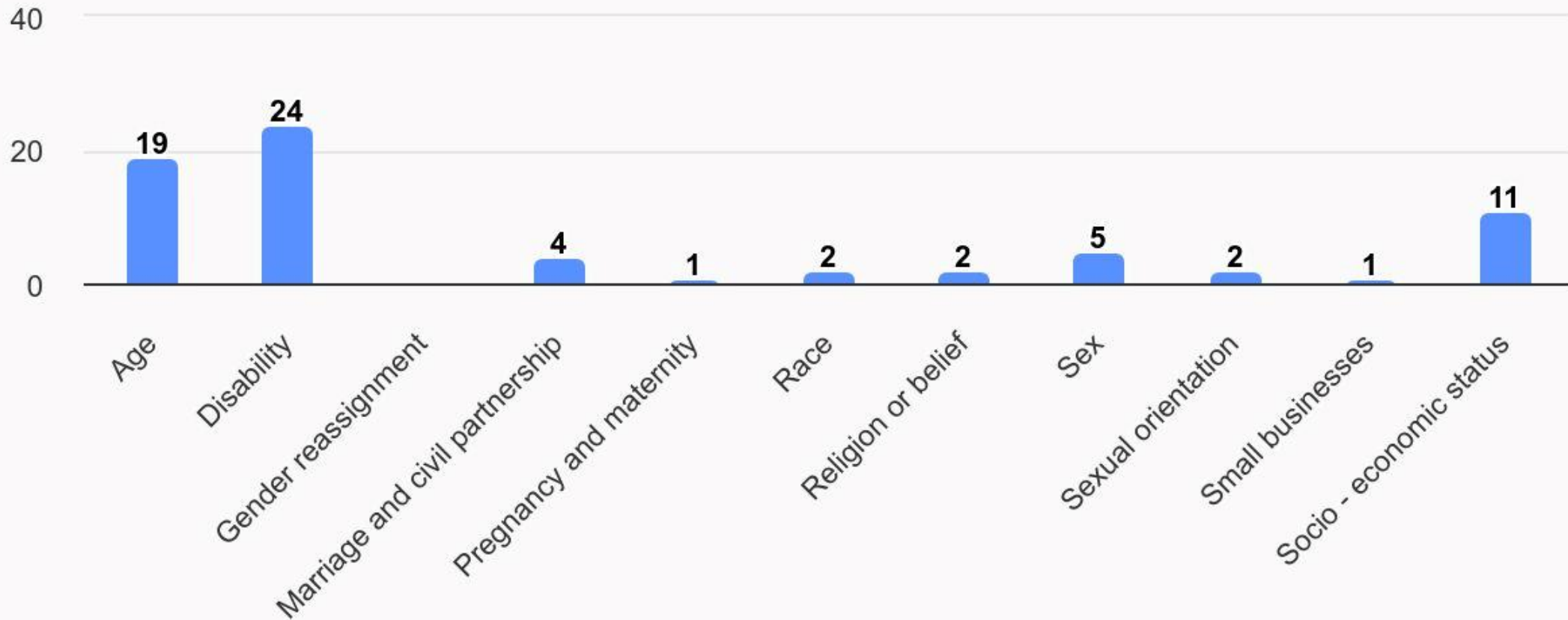
# Summary from comment on personal impact:

- **Care for elderly relatives:** older family members may require future care to stay safe and home, highlighting the need for improved support systems
- **Bed-blocking issues:** Bed blocking is a significant problem between NHS Hospitals and the care system. Reducing highly paid managerial positions could help allocate more resources to frontline workers.
- **Impact on non-drivers:** moving services out of local areas negatively impacts non-drivers who work, complicating their access to necessary services
- **Management disconnect:** There is a disconnect between high level managers and frontline workers, leading to decisions that do not consider the real impact on those providing care. This issue is exacerbated by the inability to recruit for vacancy posts and the potential reductions of vital services
- **Limited community care packages:** care packages in the community are already limited and not meeting the needs of families. Further reductions could drive more families into crisis, while high levels of bureaucracy and numerous management layers hinder effective service delivery
- **Support for disabled individuals :**due to a lack of bed spaces, disabled individuals are often sent home prematurely, leading to readmissions. Adequate home support is crucial to reduce long-term pressure on NHS and care services.
- **Impact on Carers:** may face increased workloads and mental stress if care services are reduced
- **Rehabilitation and Medical Care:** rehabilitation and medical care services outside of hospitals are vital for effective patient care. Reducing these services would lead to increased hospital admissions and strain on existing resources

## Rating the Impact of the Options To Reduce



**3B. If any of the options impact you because of your protected characteristic please select all that apply. (This information will help with the specific assessment of impact on individuals with a particular protected characteristic, those in socio-economic disadvantage and small business owners.)**

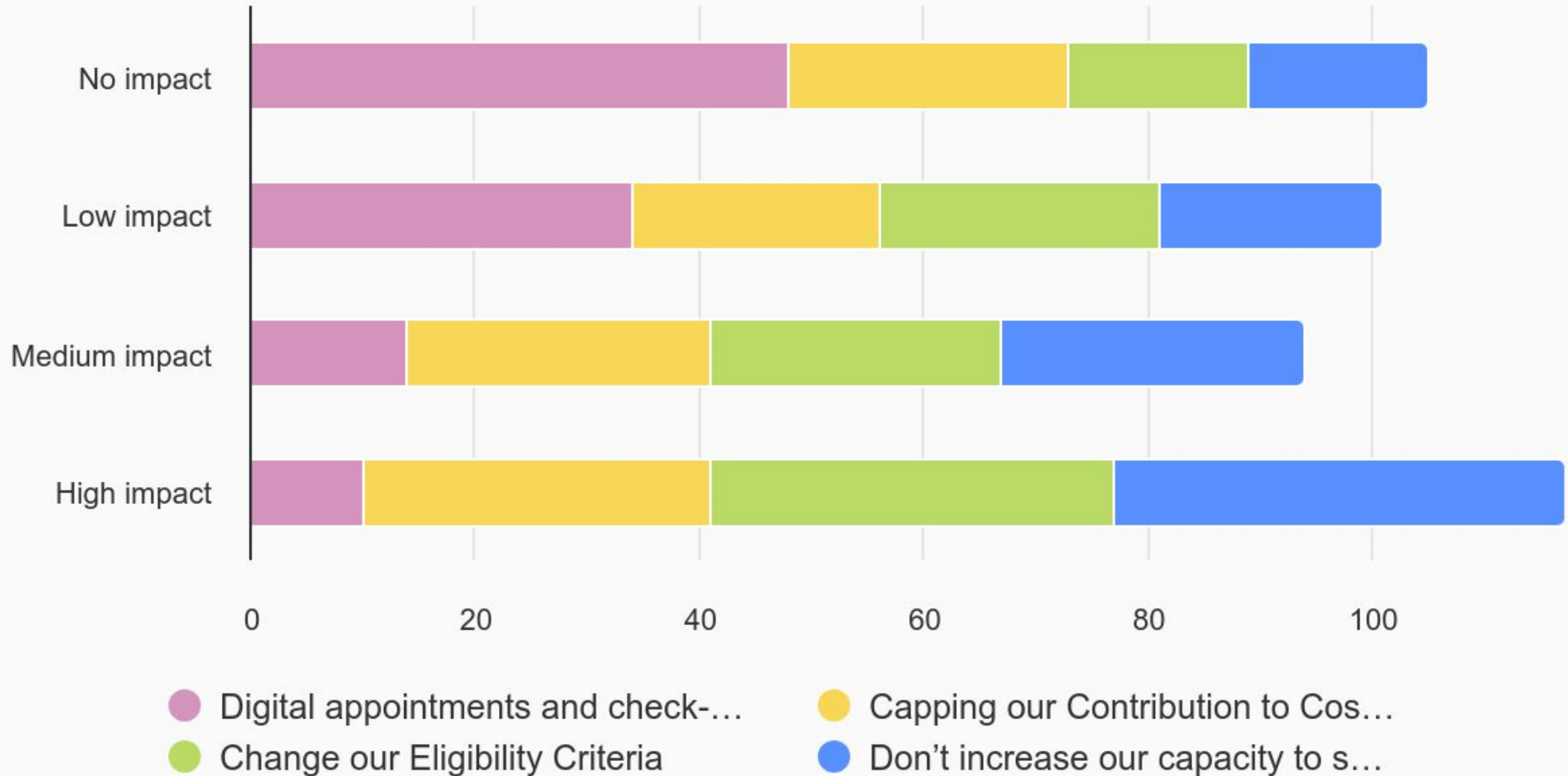


## Section 3

- Options to Change
  - Don't increase our capacity to support rehabilitation in the community
  - Digital appointments and check-in
  - Change our eligibility criteria
  - Capping our contribution to costs of care



## 4A. Please let us know to what extent these options would negatively impact you and/or your family, by using the scale below.

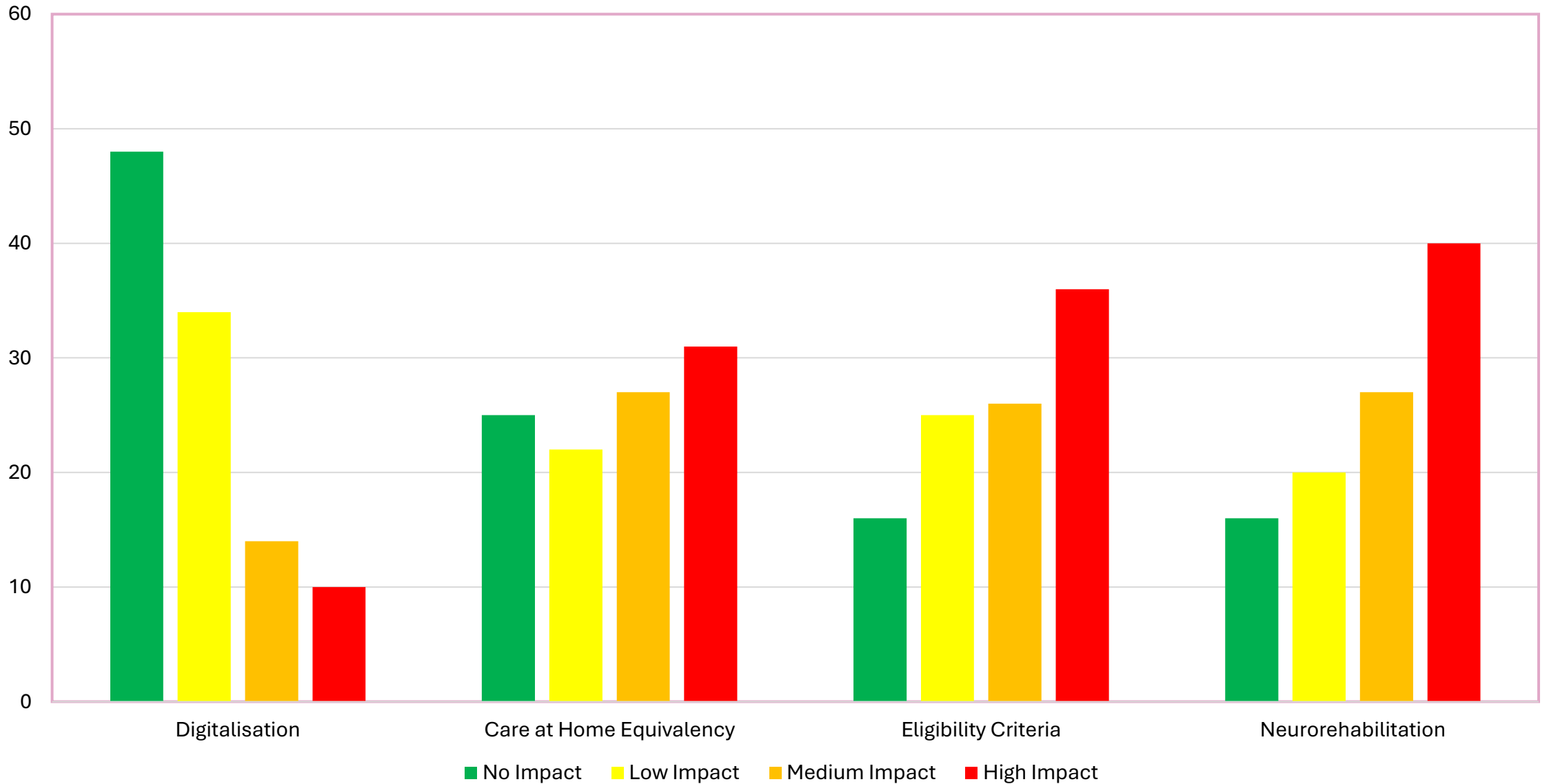


# Summary from comment on personal impact:

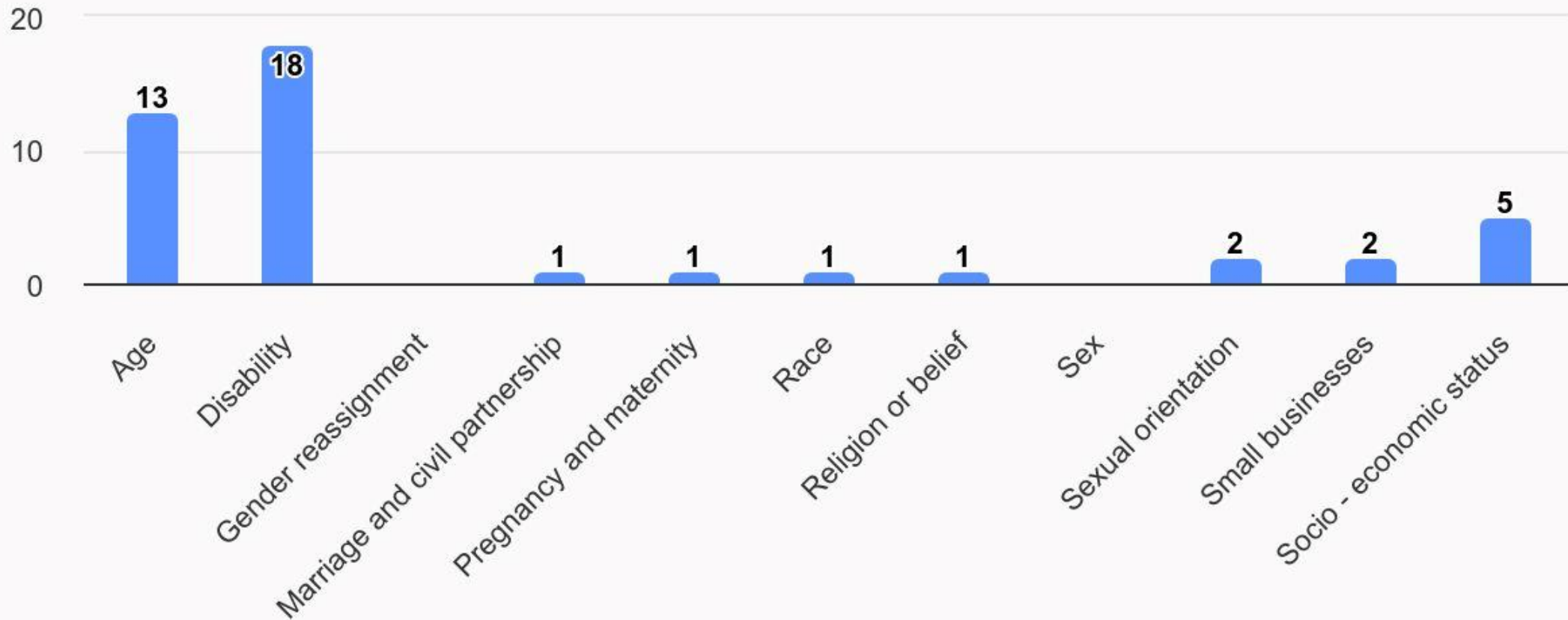
- **Importance of rehabilitation:** Rehabilitation services, especially for stroke and brain injury patients, are emphasised as essential for improving life quality and reducing family stress
- **Early Intervention:** early intervention in health issues is advocated to reduce long-term costs and prevent deterioration of health, which can lead to more severe and costly emergencies
- **Challenges with current care systems:** there are criticisms of the current care systems, including the lack of regular contact between care managers and patients, and the restrictive criteria for self-directed support
- **Impact of digital solutions:** concerns are raised about the accessibility of digital solutions for elderly and disabled people, who may struggle with online booking services and self-check-ins



## Rating the Impact of Options to Change



**4B. If any of the options impact you because of your protected characteristic please select all that apply. (This information will help with the specific assessment of impact on individuals with a particular protected characteristic, those in socio-economic disadvantage and small business owners.)**

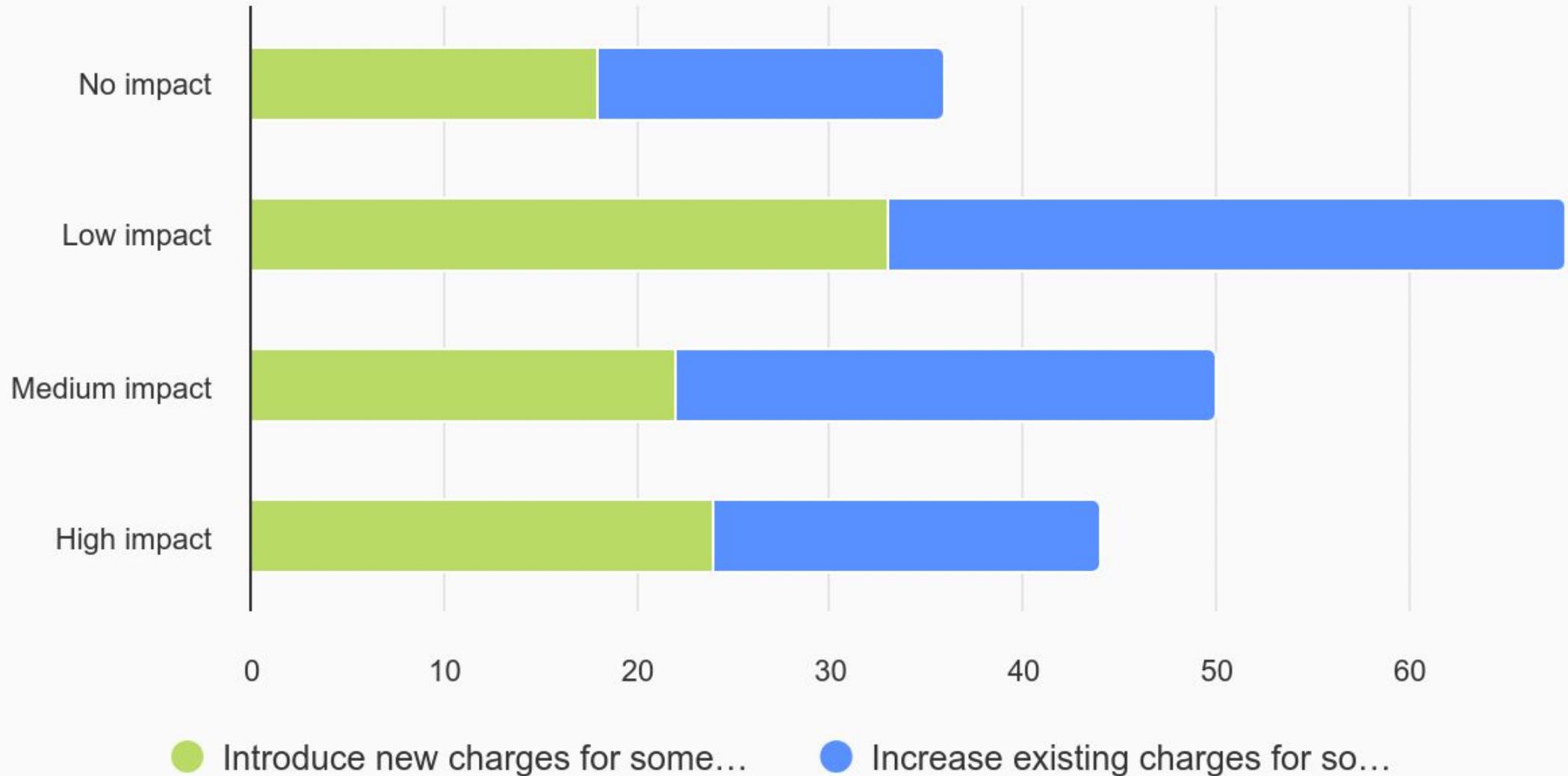


# Section 4

- Options to Charge
  - Increase charges for some of our services
  - Introduce new charges for some of our service



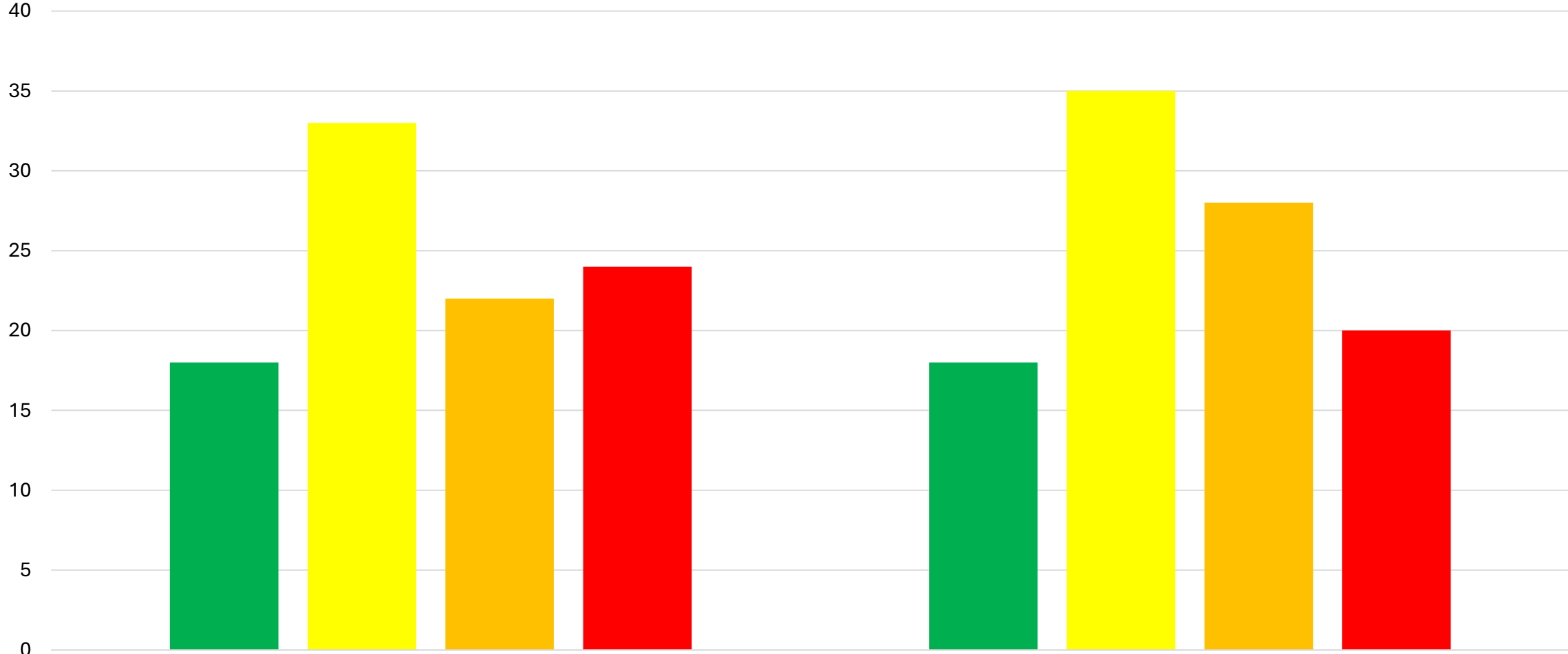
## 5A. Please let us know to what extent these options would negatively impact you and/or your family, by using the scale below.



# Summary from comment on personal impact:

- **General Comments:** comments contained various perspective on the financial implications of increasing service provision costs. Some argue that such increases act as a tax of disability, while others believe charges should be income-assessed to ensure fairness. Concerns are raised about the ethics of charging for services already funded by taxes, and the impact on low-income families and unpaid carers. There are suggestions that those who can afford to pay should do so to support vulnerable individuals. The document also includes personal anecdotes highlighting the potential finance strain on pensions and the desire for independent despite mobility issues.

# Rating Impact of Options to Charge

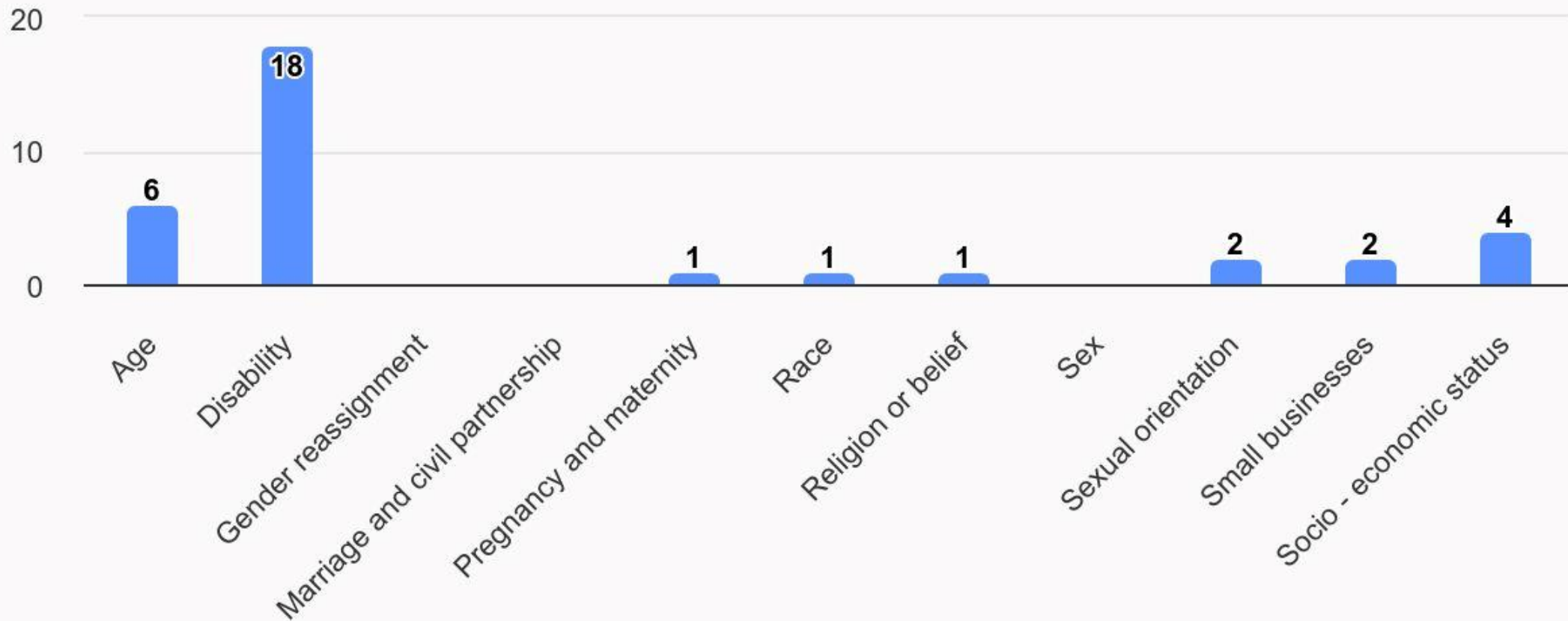


New Charges

Increased Charges

No Impact Low Impact Medium Impact High Impact

**5B. If any of the options impact you because of your protected characteristic please select all that apply. (This information will help with the specific assessment of impact on individuals with a particular protected characteristic, those in socio-economic disadvantage and small business owners.)**



# Any other comments?

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Summary from comments:

- **Importance of Rehabilitation:** Rehabilitation services, especially for stroke and brain injury patients, are emphasized as essential for improving life quality and reducing family stress.
- **Early Intervention:** Early intervention in health issues is advocated to reduce long-term costs and prevent deterioration of health, which can lead to more severe and costly emergencies.
- **Challenges with Current Care Systems:** There are criticisms of the current care systems, including the lack of regular contact between care managers and patients, and the restrictive criteria for self-directed support.
- **Impact of Digital Solutions:** Concerns are raised about the accessibility of digital solutions for elderly and disabled people, who may struggle with online booking services and self check-ins.



# Key Messages from Engagement Sessions

Importance of clearly communicating changes to service delivery and savings to the public.

Using impact assessments to gauge the impact of budget proposals on services and people is required.

The free prescription service in Scotland is good but costly.

Recognition of the added value of care navigators.

Caution around the proposed removal of extra beds outside hospitals.

Support for the shift towards prevention in the community.

Noted falling healthy life expectancy in Aberdeen since 2010.

Importance of social Prescribing, green prescribing and protecting green space.

Making greater use of largely untapped resources – such as the retired community.

Importance of involving and collaborating with community councils and community organisations.

Balance of prevention and healthy lifestyles vs. the measures being taken – most cost effective and beneficial in the long run.

Take care to consider the impacts of reducing funding to external organisations who then have to make 'cuts'

Highlighting that if organisations can maximise their income, then less cuts are needed

It's time to change

Awareness of the importance of collaborative budgeting across organisations (example falls vs/ gritting)