

Appendix B

Provisional results from Carer and Service User experience surveys

The most recent data for national average is reported. Where Nottinghamshire performance meets or exceeds the latest national performance information, this is highlighted by the emboldened boxes.
Key: (p) = provisional data; (+) = better than previous value; (-) = worse than previous value; (=) = same as previous value; (n/a) = not comparable to previous value

Service User Survey		Nottinghamshire							Comparator Data		
		Current Value		Best to be	Reporting Period	Number of service users	Out of how many		Previous Value	National Average	
1	Social care-related quality of life	19.2	(p)	(+)	High	2016/17	164,956	8,599		19.1	19.1
2	The proportion of people who use services who have control over their daily life	78%	(p)	(+)	High	2016/17	6,733	8,599		76%	76.60%
3	The proportion of people who use services who reported that they had as much social contact as they would like	44%	(p)	(+)	High	2016/17	3,799	8,599		38%	45.40%
4	Overall satisfaction of people who use service with their care and support	67%	(p)	(+)	High	2016/17	5,728	8,599		61%	64.40%
5	The proportion of people who use services who find it easy to find information about services	68%	(p)	(-)	High	2016/17	5,850	8,599		70%	73.50%
6	The proportion of people who use services who feel safe	69%	(p)	(+)	High	2016/17	5,974	8,599		66%	69.20%
7	The proportion of people who use services who say that those services have made them feel safe and secure	93%	(p)	(+)	High	2016/17	7,978	8,599		92%	85.40%
Carers Survey		Nottinghamshire							Comparator Data		
		Current Value		Best to be	Reporting Period	Number of carers	Out of how many		Previous Value	National Average	
8	Carer-reported quality of life	7.3	(p)	(-)	High	2016/17	2,771	379		7.4	7.9
9	Proportion of people who use services and carers, who reported that they had as much social contact as they would like	28%	(p)	(-)	High	2016/17	111	396		32.3%	38.5%
10	Overall satisfaction of carers with social services	39.40%	(p)	(-)	High	2016/17	127	322		44.20%	41.20%
11	Carers who report that they have been included or consulted in discussion about the person cared for	67.60%	(p)	(-)	High	2016/17	192	284		71.30%	72.30%
12	Carers who find it easy to find information about services (those who use services)	62.60%	(p)	(+)	High	2016/17	174	278		60.90%	65.50%