

Adult Social Care, Health and Public Protection

Local Account 2012-13

How well do we deliver local services?

The Council's four year plan (2010-14) contains the following priorities:

- To foster aspiration, independence and personal responsibility
- To promote the economic prosperity of Nottinghamshire and safeguard our environment
- To make Nottinghamshire a safe place to live
- To secure good quality, affordable services
- To be financially robust and sustainable

Following a change of administration in 2013 we will align future work with the following priorities:

- Supporting safe and thriving communities
- Protecting the environment
- Supporting economic growth and employment
- Providing care and promoting health
- Helping you reach your potential

The work of the Council's Adult Social Care, Health and Public Protection Department (ASCH&PP) is guided by these priorities

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Forewords

Cllr Weisz - Cabinet Member for Adult Social Care and Health

This is our third Local Account and presents successes and good results together with areas where we have consolidated on good performance and also areas where we still face challenges and have work to do.

Nottinghamshire County Council together with other Local Authorities continues to face financial challenges from the reductions in Government funding and income through grant changes, the rising cost of social care and also inflation as costs increase. Although we will all continue to work together to achieve the transformation of the Council it is important to celebrate the many great achievements being delivered on a daily basis and the work done on behalf of the 785,000 residents we serve. This Local Account for 2012-13 highlights many achievements and importantly, what we aim to deliver in 2013-14.

David Pearson - Corporate Director for Adult Social Care, Health and Public Protection

The Local Account identifies how services have performed over the past year. It is one of the means we use for reporting improvement and performance assessment, in accordance with the government guidance ('Taking the Lead: Self Regulation and Improvement in Local Government'). It provides the opportunity to publish our achievements, areas for development and the challenges we face. Our objective is to continue to work to maintain this level of performance and meet the needs of the most vulnerable people within our community whilst at the same time operating within the current financial constraints.

During 2012-13 we conducted our annual Adult Social Care survey which showed that 9 out of 10 people are satisfied with the care and support services they receive, and 9 out of 10 people say that care and support services have helped improve their quality of life. Overall satisfaction with care and support services has increased from 88% in 2011-12 to 92% in 2012-13. This is especially noteworthy because it has come at a time of increased pressure on local authorities' budgets and financial pressures in society as a whole.

We are committed to keeping people living at home for longer - and in autumn 2012 launched the 'Living at Home' initiative which supports new ways of working to enable older people to live at home safely for longer. In 2012-13 we increased the number of people living independently through our 'START' Reablement service. This is a major focus for the department. This work involves assisting service users to regain and retain the skills and confidence to help them live as independently as possible. Reablement support workers provide up to six weeks of intensive support to services users in their own home, enabling them to do as much as they can for themselves. The percentage of successful Reablement has increased significantly in 2012-13, with almost half of people needing no further service and a quarter needing a reduced service after the six week period.

We work in partnership with other agencies and providers to ensure a full range of support services for people in Nottinghamshire. Our Micro Enterprise Project supports local people in providing local support to others - over 600 Nottinghamshire people now receive care and support services from small local enterprises established under the project. We also work hard to protect the public - with the often unseen work carried out by the Emergency Planning Team, and our Trading Standards team.

Through the work of the Nottinghamshire Safeguarding Adults Board we will continue to ensure vulnerable people are protected in the community. In December 2012, working in partnership with colleagues in Children & Families we launched the MASH (Multi Agency Safeguarding Hub) which acts as the first point of contact for safeguarding concerns about both children and adults. Police, Probation and Health partners are also located and working together in the new hub. We are committed to supporting families and communities to care for family members or vulnerable people and we provided further financial support for carers.

We are also committed to assessing the quality of the work we do, we undertook a Peer Challenge which involves outside assessment of our processes and ways of working and will continue to work with other councils to ensure we are in the best shape to meet the challenges ahead.

1

What is a 'Local Account'?

A 'Local Account' is a way of telling you about the services we provide to the people of Nottinghamshire. The Local Account tells you about some of the work that Adult Social Care has been doing in the last year. It tells you some of our plans to develop and improve our services on a continuous basis. Prior to being published, this account has been shared with a range of organisations and experts including communication teams, key stakeholders, local groups and other Nottinghamshire healthcare providers who have provided feedback which we have acted on.

Our services are working well but we are always looking for ways to get better at supporting local people. In particular, services are working to get better at supporting carers, and to improve our offer to people who pay for their own care and support.

2

How do we know if we are delivering good quality services?

We monitor and report on our performance through:

- Self assessment of performance targets
- Reviews by other organisations
- Seeking the views of people who use our services
- Involving service users and carers in the development of new services
- Consulting the wider community on specific issues
- Using user experience survey information collected by the Department of Health (DoH) from people receiving our services
- Receiving people's views and comments through the complaints and compliments process

We are currently working together with other Local Authorities and partners such as Health to develop a 'Sector Led' Improvement Programme. The programme will ensure that improvements and resources are targeted appropriately and will have four key components:

- Local Accounts
- Self Assessment and Performance – data analysis and benchmarking

- An Improvement Programme
- Leadership and Development

We are required by the government to work to a framework called the Adult Social Care Outcomes Framework, which contains a set of measures and outcomes (see Appendix A for details of these measures) to help the department to show how it is meeting the needs of service users and carers.

The outcomes are contained in the four categories identified below and in this Local Account we will report on our performance against these

- **Enhance the quality of life for people with care and support needs**
 - Enhancing quality of life for service users and carers
 - Giving people choice and control over their care and support
 - Supporting people to contribute to community life
- **Delay and reduce the need for care and support**
 - Opportunities for health and wellbeing
 - Reducing dependency on services using prevention, intervention and reablement
 - Providing support in an appropriate setting to enable people to regain their independence
- **Ensure that people have a positive experience of care and support**
 - People are satisfied with care and support services
 - Carers feel respected
 - People know what choices are available locally
 - Maintaining personal dignity
- **Safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm**
 - People feel safe and secure
 - People are free from abuse, harassment, neglect and self-harm
 - People are protected from avoidable harm
 - Supporting people to plan for the future

3

What does the ASCH&PP department do?

The department ensures that people who have social care needs are able to access the services they require.

The County Council ensures services are provided to more than **57,000** people each year including **older people**, adults with a **disability or developmental disorder**, people with a **sensory impairment**, people with **mental ill health**, people **in hospital**, **substance misusers** and people **caring for others**.

Following an assessment the department can provide you with a personal budget which will enable you to purchase services to meet your specific needs. Support can also be provided to help you to arrange these services. We can also offer advice and information about services that are available to everyone in their local community and signposting to other organisations that offer support.

The department can also offer a range of early intervention and prevention and reablement services.

In this Local Account you will be able to read more about these services, and also read case studies that describe people's experiences of adult social care.

Our services also include:

- **Public Protection**
This includes Trading Standards, ensuring a fair and safe trading environment for consumers and reputable traders. An example of this is the 'Scambusters Team' who have concluded a number of investigations into rogue traders that have resulted in successful legal prosecutions.
- **Emergency Planning**
Co-ordinates the activities of County Council departments that may have a part to play in the response to an emergency. The types of emergencies that are considered include all those that call for a response that goes beyond the ability of the regular emergency services to deal with unaided. Such incidents may include industrial incidents, transport accidents or events of natural causes, such as severe weather. The team also leads on the safety of sports grounds, including Trent Bridge Cricket Ground and Nottingham Forest Football Club for example.
- **Registration service**
Registration of births and deaths, including delivery of the 'Tell Us Once' service, conducting marriage, civil partnership and citizenship ceremonies as well as naming ceremonies, renewal of vows and civil funerals.

Information about these services is available by phoning 0300 500 80 80 or go to;
<http://www.nottinghamshire.gov.uk/>

In delivering these services we focussed on the following **key priorities** for 2012-13

- achieving the annual savings and efficiencies target
- supporting carers and young carers
- continuing to deliver good quality affordable day services
- ensuring effective intelligence-led enforcement action to tackle rogue traders
- increasing the number of people benefiting from integrated reablement services and avoiding unnecessary hospital admissions and delays in hospital discharges
- promoting the life chances of younger adults (18-64)
- developing alternatives to residential care to promote independence and to reduce the number of people in long-term care for older adults (65+)
- continuing to safeguard adults whose circumstances make them vulnerable and protecting from avoidable harm
- planning effectively to maximise the safety of the citizens of Nottinghamshire in the event of an emergency
- delivering good quality registration services with improved income generation

How do we decide if people are eligible for social care services?

Where an individual requires help and support to continue to live at home, either following an illness or a stay in hospital or because of a disability, our staff will undertake an assessment of need to determine whether they are eligible for our services. This assessment will also include completing a financial assessment which will help identify whether the individual is able to make a financial contribution to the cost of their care.

Where an individual does not meet the Council's eligibility criteria then they will be provided with information and advice and will be signposted to alternative services within their local community.

If the individual is eligible for social care services, they will be advised of the type and range of services available. Where the individual has a carer / family member who provides ongoing support to them, then they will also be offered an assessment in their own right to see if they are also eligible to receive services to enable them to continue in their caring role.

Some examples of things we did in 2012-13

Adult Social Care:

- We dealt with 33,140 referrals.
- Provided services to 11,066 older adults, and 4,817 younger adults.
- Supported 11,812 people to live independently in their own home.
- Reviewed 11,935 people to ensure their service is still correct.
- Provided 2,496 people with Meals at Home (this also provides valuable daily contact with some of our most vulnerable service users).
- All Service Users receiving an appropriate community service have been given their own personal budget.

Trading Standards:

- £236,000 compensation secured for victims of rogue traders thanks to the Trading Standards Team.
- Supported the Food Standards Agency to tackle the Horse Meat DNA in Meat Product scare.
- November 'Month of Action' to train other agencies on illegal money lending.
- Continuing to safeguard vulnerable people –including a vulnerable resident who, as a result of work by the trading standards team received a full refund of £17,000 for items which were never received.

Registration services:

- Welcomed 636 new British Citizens.
- Registered 8459 births and 5452 deaths.
- Held 2500 weddings at register offices and approved premises, such as hotels.
- Conducted 67 civil partnership ceremonies.

Emergency Planning:

- Responded to severe flooding events during November and December.
- Revised and updated County Council emergency plans, including those for 'Winter Weather' and 'Emergency Accommodation'.
- Training events in support of key plans, including Water Awareness, Flood Wardens and 4X4 drivers.
- Exercises to validate plans for emergency mortuaries, Major Accident Hazard Pipelines, and two industrial sites.
- Led the Safety Advisory Group for the Olympic Torch in Nottinghamshire.

4

What do we know about the health and social care needs of people in Nottinghamshire?

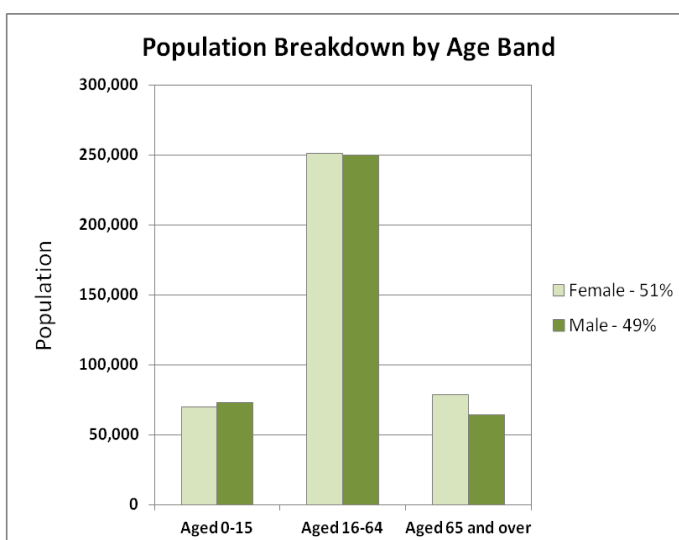
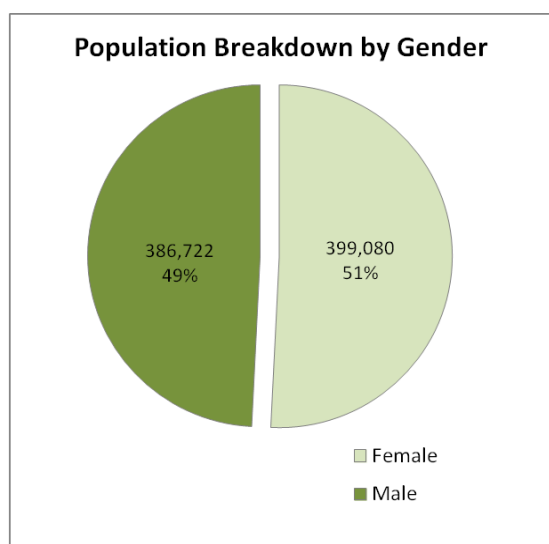
There is a Health and Wellbeing Strategy for Nottinghamshire which aims to make real improvements to the health and wellbeing of the people of Nottinghamshire.

The Joint Strategic Needs Assessment (JSNA) studies the health needs of the local population to inform and guide planning of health, wellbeing and social care services. This information is then used to help develop the health and wellbeing strategy based on local needs. The Health and Wellbeing Board promotes close co-operation between the health service, local government and providers of services. It ensures we provide the right level of support to the people who need it, within their local area.

We know that Nottinghamshire has an ethnically and culturally diverse population with areas of affluence and deprivation. There are three distinct areas:

- The relatively affluent suburbs surrounding the City of Nottingham.
- The towns and villages in the north west which grew out of the textile and coal industries.
- Rural areas to the east and south characterised by prosperous market towns and villages in the Trent Valley.

Overall, slightly more women (51%) than men (49%) live in Nottinghamshire (source table PP02UK 2011 census). For people aged 65 and over this increases to 55% women and 45% men.



Since the publication of the government policy paper 'Think Local Act Personal' in 2011, we have continued to work on making personalisation key to everything we do, transforming your services to create a system which will respond to the needs of an ageing society and the changing expectations of those who depend on social care.

You can find more information about the Health and Wellbeing strategy and the JSNA at <http://www3.nottinghamshire.gov.uk/caring/yourhealth/health-and-wellbeing-board/strategy/>

5

Our achievements in 2012-13

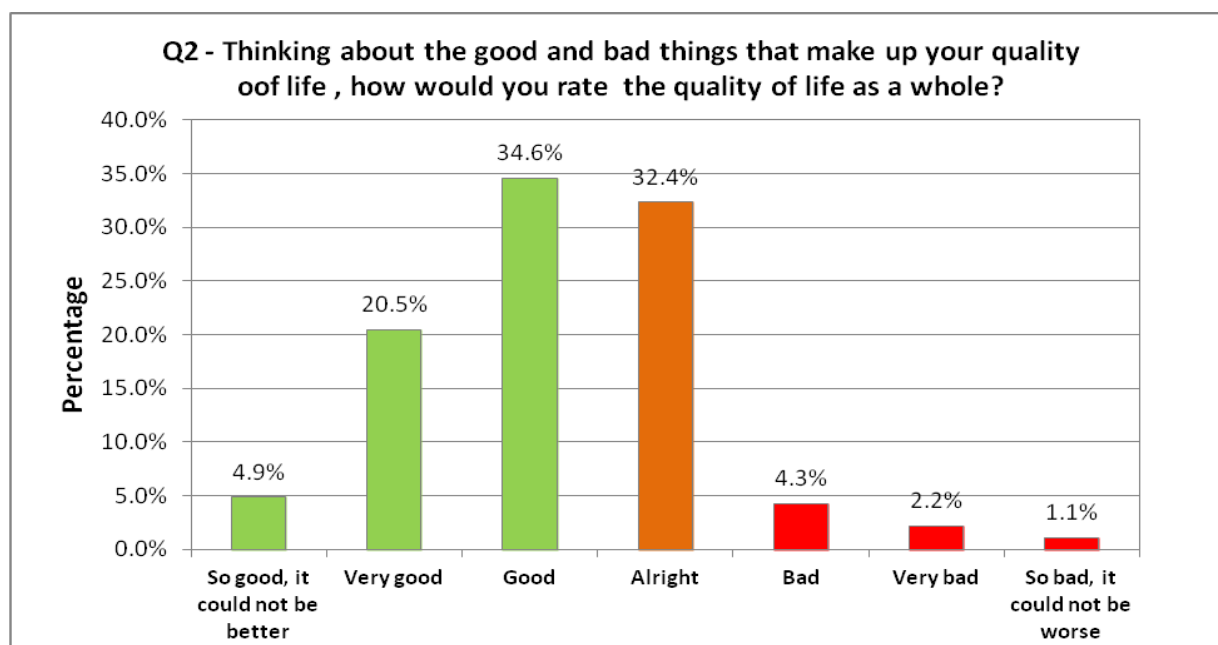
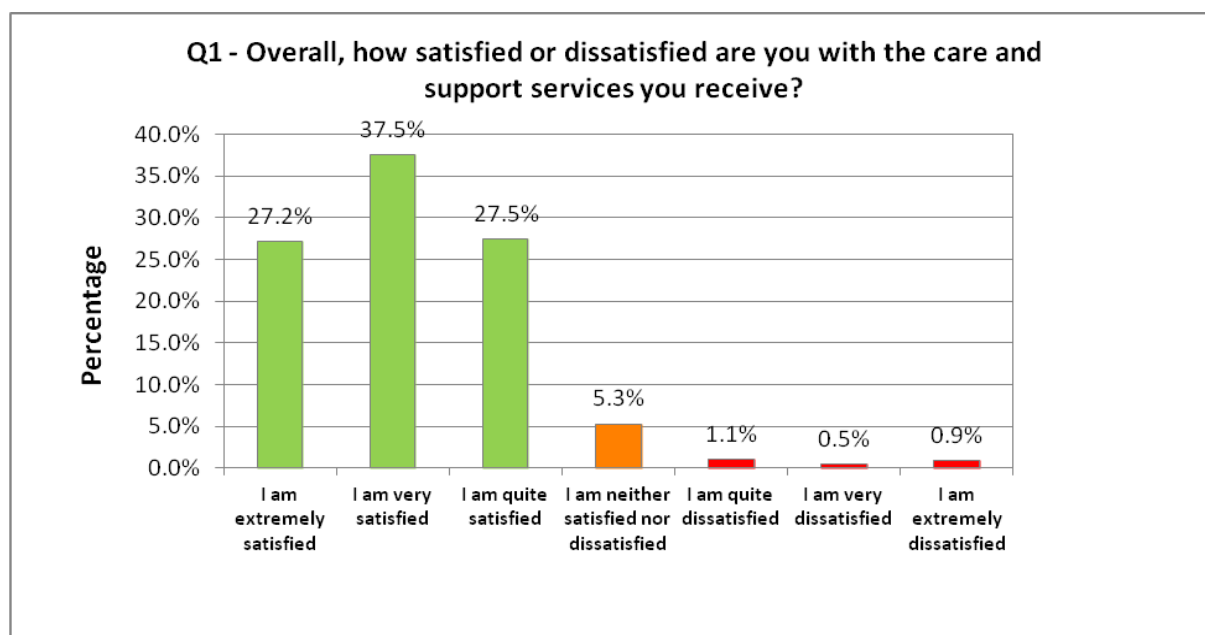
The Adult Social Care Survey (ASCS) is a national survey that councils undertake every year. It helps us to understand more about how services are affecting people's lives, and plan how we can improve the services we provide for the people of Nottinghamshire.

Questionnaires are sent to people who receive services and live at home and to people living in residential care. The survey looks at service users overall satisfaction with their social care and support, their quality of life, the impact of social care and support services on their quality of life, their health and surroundings and access to information.

We have compared our results to those of other East Midlands Local Authorities and to the survey results for the previous year (2011-12).

Adult Social Care Outcomes Framework indicators provided by the Adult Social Care Survey (see section 2 for information about the outcomes framework)		2012-13 score	East Mids	2011-12 score
1A – Social care related quality of life	This measure uses responses to survey questions covering 8 areas (control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation).	19.3	18.8	19.2
1B - % of people who use services who have control over their daily life	This measure is the number of service users who responded they either have 'as much' or 'adequate' control over their daily lives in response to the question: "Which of the following statements best describes how much control you have over your daily life?"	79.5%	75.9%	78.0%
3A – Overall satisfaction of people who use services with their care and support	This measure is the number of service users who responded that they are either 'extremely' or 'very' satisfied with the care and support services that they receive.	64.7%	63.7%	64.4%
3D – % people who use services and carers who find it easy to find information about services.	This measure is the number of service users who said they found it 'very' or 'fairly' easy to find information and advice. The proportion of people who have 'never tried to find information or advice' has risen by 3% (from 29% - 31%).	74.5%	71.5%	75.3%
4A – % of people who use services who feel safe	This measure is the number of service users who responded they felt as safe as they wanted.	69.8%	65.0%	68.2%
4B – % of people who use services who say that those services have made them feel safe and secure.	This measure is the number of service users who said that care and support services helped them in feeling safe.	90.2%	77.9%	75.6%

Adult Social Care Survey	2012-13 score	2011-12 score
Q1: Service users who said they were extremely or very satisfied with the care and support services they receive (see graph)	65%	64%
Q2: Service users said they had a 'good quality of life' (see graph below)	60%	88%



The percentage of people who feel they have a good quality of life has reduced from 88% in 2011/12 to 60% in 2012/13. This reflects the difficult times that the nation as a whole is experiencing, rather than just the impact of Social Care, because our survey also finds that 9 out of 10 people are satisfied with the care and support services they receive (92%), and 9 out of 10 people say that care and support services have helped improve their quality of life (90%).

Efficiency savings

Adult services achieved business improvement efficiency savings of £22.6 million over the 2012-13 financial year. This is part of the wider County Council Business Improvement Programme implemented to achieve greater value for money, significant savings and review priorities across the council. The emphasis has been to ensure that resources are directed to those services that support the most vulnerable people.

At the same time as delivering efficiencies savings the Council invested an extra £10.5million to meet the increasing demand for social care services.

The department will continue to deliver high quality services to the people of Nottinghamshire whilst at the same time ensuring that it meets its objectives in the most efficient and effective way.

6

How we enhance quality of life for people with care and support needs

We said that in 2012-13 we would work to build on the achievements of personalisation, which includes the use of Direct Payments and Personal Budgets. We also said that we would support carers and young carers, and work to promote the life chances of other younger adults (18yrs -64yrs).

In our 2011-12 Local Account we said we would ...	In 2012-13 we have
To support carers and young carers.	<p>2012-13 was the first full year within which the 'personal budget' for carers was available. This funding is paid directly to carers and supports them in taking a break from caring.</p> <p>The 'Carers' Emergency Card' was re-launched in 2012-13.</p> <p>A total of 226 young carers (under 18) and young adult carers (18-24) were offered personal budgets during 2012/13.</p>
To refine and embed personalisation.	<p>We joined a national pilot to test the extension of the use of direct payments to those people living in residential care. The Government wants to test whether people will have more control over their support if they use a direct payment from the council to pay the care home themselves. This is a two year project until end of March 2015.</p> <p>We have made the process of being assessed for a personal budget quicker and simpler</p>
To promote the life chances of younger adults (18-64).	<p>The Physical Disability teams were joined with the Occupational Therapy service so that assessment and provision of services is more sensitive to needs.</p> <p>The Council has invested in re-furbished day service buildings.</p> <p>60 people previously living in residential care have been moved to supported living where their life chances are increased.</p>

What you told us

Results from the Adult Social Care Survey 2012-13 show that overall satisfaction with care and support services has increased from 88% in 2011-12 to 92%. We are very proud of this as it comes at a time of increased pressure on Local Authorities' budgets, and financial pressures in society as a whole.

Personal Budgets and Direct Payments

A Personal Budget is an amount of money that will meet your long term social care needs. We will offer you a Personal Budget if your community care assessment says you are eligible for support. The preferred way is through a Direct Payment which gives people more choice and control. People can manage their own support as much as they wish, so that they are in control of what, how and when support is delivered.

Mrs N is an 81 year old woman who lives alone and only has one son who lives locally. Mrs N has received services from NCC for some time, during this period she has used the meals service, been provided with equipment and a homecare service at various times. During this time her needs have steadily increased. She is physically frail, an insulin dependent diabetic and requires 22.5 hours of support per week to continue to live independently.

Following review in early 2012 Mrs N decided to change her support from a managed homecare service to a direct payment. She felt that she wanted more choice and control over who provides her support at home and acknowledged that she had become increasingly socially isolated. She now employs two PAs and gets support to do this from a Direct Payment Support Service. The PAs help her at home but importantly help her to get out into the community, something that her previous managed homecare service was not able to provide

R is 24 years old and lives with her mother in Nottinghamshire. It was identified that R has very significant needs, which needed to be met to enable her to attend university. Following her assessment, very clear outcomes were identified in her support plan. She is now in her final year at university.

"Direct payments have enabled me to live as independently as possible and having the flexibility, in creating my own care package has helped me to grow as a person and discover my independence. It has also allowed me to make what I want of my life. I am currently in my third year of a degree in theatre"

Carers' personal budget

2012-13 was the first full year within which the 'personal budget' for carers was available. This funding is paid directly to carers and enables them to pursue their own particular interests,

hobbies and educational opportunities or participate in a leisure/relaxation activity. The personal budget is proving to be popular, and the number of carers making use of it is increasing.

Young Carers' Personal Budgets

A total of 226 young carers (under 18) and young adult carers (18-24) were offered personal budgets during 2012/13. These one-off direct payments met the needs of young people doing a high amount of caring for parents and siblings with disabilities. The types of support that have been offered include

- Assistance towards going on school trips or holidays
- Leisure activities
- A contribution towards vocational activities
- Equipment required for your education e.g. books, computer

Young people are also being referred to the Young Carers' Service run by Family Action that offers one to one support and the opportunity for young carers to meet with their peers.

Adult Social Care can offer support for parents with disabilities so that their children do not have to conduct caring tasks that are inappropriate for their age.

In one case, a support package was put in place for a Mother with Multiple Sclerosis and a one-off direct payment was set up for the twins to have a shared laptop. The twins sent a letter to the Social Worker.

"We never thought that we would get such an amazing reward for looking after our Mum".

Direct Payment Card

Last year we established a scheme which enables people to manage their direct payment through a Direct Payment Card which we call a Direct Payment pre-payment debit card. The direct money is paid onto the card by the Council every four weeks to enable the person to pay for their support using the card instead of setting up a separate bank account for the Direct Payment money. During 2012-13 up to 200 people were using the Direct Payment prepayment card to pay for their support.

Support with Confidence

Support with Confidence' (SWC) has been fully operational since 2010 and gives information about Personal Assistants who are available to help people meet their support needs.

SWC is an online directory of personal assistants who have undergone reference checks, enhanced Criminal Records Bureau checks and who have received training in various aspects of the role.

This is the view of a family member whose aunt has dementia and receives a personal budget via a direct payment.

“Can I just say that the help our aunt is receiving from the Personal Assistant (PA) found via Support with Confidence is of great benefit to her. The direct payment system seems to be working for us”

“My aunt now has structure to her day, the PA ensures that our aunt takes her medication and supplies her with hot meals. The PA has gained my aunt's confidence and is able to assist with some personal care, which we weren't sure she would accept initially. It takes some pressure off us, as both myself and my brothers work and have families, so it's difficult for us to be there as often as my aunt needs. However, it is comforting to know that someone we can trust is helping our aunt and is able to liaise with us and alert us to any concerns”.

These personal assistants are available to be employed by service users that manage their own care arrangements through a Direct Payment or who fund their own care. For information about Direct Payments go to

<http://www.nottinghamshire.gov.uk/caring/supportwithconfidence/>

Nottinghamshire Micro Enterprise Project

Micro Providers can be sole traders, small businesses, charity or voluntary organisations. The aim is to support local people to provide local support – providing personal, flexible and responsive care and giving local people more choice and control over the support and care which they receive. The interest from potential providers has been very encouraging and by April 2013 we had received 227 enquiries. County Council staff have provided intensive guidance and advice to those with workable ideas, to assist in the establishment of the enterprise.

48 people established an enterprise that delivered services to over 600 Nottinghamshire people. 44 of these enterprises were new and have been set up since the start of the project. Types of services offered include:

- Support at home including regulated homecare and help with housework, befriending, support with appointments and accessing community facilities.
- Support in the daytime including supported employment, volunteering opportunities, arts, sports, yoga and leisure activities.
- Support to take a holiday.
- Gardening support service.
- Dog training for support dogs (mental health).

These services are currently purchased via a Direct Payment or by self funders (people who pay for their own services).

Carers' emergency card

The 'Carers' Emergency Card' was re-launched in 2012-13, bringing the service 'in-house' rather than managing it through a call centre.

Carers in Newark, caring for their 31 year old son with learning disabilities, said

"We have set up the carer's emergency card with the help of Nottinghamshire County Council to identify our wishes should we be prevented from caring for any reason. The scheme offers 24-hour emergency cover so you can be less worried about going out. You can have peace of mind that if anything happens to you while you are out or if you are suddenly taken ill at home, contact will be made and agreed emergency plans put into action"

Carers' Crisis Prevention Service

Nottinghamshire County Council continues to commission and develop the 'Carers' Crisis Prevention Scheme' delivered by Crossroads.

A carer from Brinsley looks after her husband who has vascular dementia. She used the emergency service in 2012 to attend a hospital appointment at short notice to treat her arthritis.

She said: "When I first got a hospital appointment with little notice I did panic a bit as I didn't know how my husband would be looked after. The emergency service stepped in and enabled me to attend my first few appointments without any stress. It was fantastic"

Brokerage

We have begun work on plans to test out a service around support planning and brokerage. We aim to increase the number of partners who can help a person develop their own support plan. A support plan is a detailed plan of the outcomes (goals) a person needs to achieve with the support provided by their personal budget.

Currently, a social care worker will complete a support plan with the person who needs support but in the future we want to test whether the person could do this for themselves with support from a variety of other people. This could be the support provider for example; the person might ask a homecare agency they have chosen to provide them with support to help them write their support plan. We will pilot this approach during 2013

Assistive Technology to support people with care and support needs

During 2012/13 ASCH has worked in partnership with Nottinghamshire Healthcare Trust to increase the number of Just Checking units which are available to help with short term assessments of how well people with dementia are managing at home. The system uses movement sensors in the home and helps to ensure that care and support is more accurately tailored to individual need, and can also help to identify risks such as wandering from the home during the night. All social care teams in Nottinghamshire now have access to this assistive technology system, which helps to tell us if people with dementia are managing to live at home successfully.

Here is a selection of the comments made about Just Checking during 2012/13:

"Just Checking showed that there were no times when Peter was wandering outdoors, which had been a concern of his family".

"Sally's daughter was very concerned that her Mum would not be safe at home, and that she would need to go into long term residential care when she was discharged from hospital. However, her Mum was keen to return home and a Just Checking system was installed to help assess how well she managed her independence. Sally's daughter was given access to the activity charts and has been able to see that her Mum is managing well at home"

"Just Checking has shown that Rosemary is not an early riser in the morning and so visits to support with her breakfast meal preparation have been altered to better fit in with her daily pattern".

"Stuart's family have more reassurance about what is happening at night, and have arranged to have their own Just Checking system on a long term basis. Family no longer feel that Stuart requires residential care at the moment."

Care Home Bed Monitoring System

Nottinghamshire County Council has been instrumental in developing a web-based database which enables the public to search for information about care homes within the County with real-time information about vacant beds. It also links to the Care Quality Commission (CQC) reports for each home, and provides some clear guidance in relation to paying for care. Initially this went live to approximately 150 older adults establishments, and it is intended that it will be rolled out to a further 400 during 2013-14. This system has been rewarded with a national award. You can see the information generated by the system at:

<http://www.nottinghamshire.gov.uk/carehomedirectory>.

Promoting Independence

During 2012-13 we have joined our Physical Disability teams with the Occupational Therapy service so that assessment and provision of services is better able to address all of an individual's care needs. Physically disabled people have also been encouraged to adopt Direct Payments as the means of meeting their assessed needs. Investment by the Council in Direct Payment Support Services and Pre-payment cards has made these processes quicker, simpler and more efficient for service users.

The Council has invested in re-furnished day service buildings to a high specification. For people with high needs the variety of support services during the day has increased and the amount of weeks of service increased to 50 weeks per year.

The development of a Younger Adults re-ablement service has allowed people with Aspergers Syndrome to access a wider variety of community and universal services. Re-ablement also offers pre-assessment services to people with mental health difficulties, deaf and visual impairments and physical disabilities.

In the field of Learning Disability more people have been provided with support in their own homes (Supported Living). 60 people previously living in residential care have been moved to Supported Living where their life chances are increased.

The Countywide Aspergers Services

The team is one the very few Asperger Teams nationally which is social-care led. It has been praised for its work both by the National Autistic Society and the Department of Health and has been commended in the National Autism Strategy as an example of good practice. It provides support for Adults who have Aspergers syndrome and other high functioning autistic conditions. The service currently has a caseload of 200+ people and is experiencing a growing demand for services as more people are being diagnosed. The service delivers assessment and care management support, whilst working closely alongside those who provide the support.

Work With the Alzheimer's Society

We have started a joint project with the Alzheimer's society to focus on increasing the personalisation of support to people and their carers with dementia and to promote the use of direct payments. This is a 12 month project and will commence in the summer of 2013.

7

How we delay and reduce the need for care and support

We said that we would work to support people to have the best health and wellbeing throughout their life and to enable them to access support and information to help them manage their care needs.

In our 2011-12 Local Account we said we would ...	In 2012-13 we have
To increase the number of people benefiting from integrated reablement services, avoid unnecessary hospital admissions and delays in hospital discharges.	Continued to increase the number of people living independently through our 'START' reablement service. Percentage of successful reablement has increased from 57% to 72%; with 46% of people needing no on-going service and 26% needing a reduced service. Helped 83% of people who received Reablement remain in their home 3 months after their discharge from hospital.
To develop alternatives to residential care to promote independence and to reduce the number of people in long-term care for older adults (65+)	Living At Home initiative launched in Nottinghamshire in November 2012. In 2012-13 the programme secured contracts to deliver 4 extra care housing schemes in the county, which will be opened in 2015.

Help to Live at Home

In Autumn 2012 Nottinghamshire County Council launched the Help to Live at Home programme. The aim of the project is to move our funding from paying for residential care to supporting ways of helping older people to live at home safely for longer. The Programme includes 6 projects, which aim to provide greater choice and control to older people and their carers.

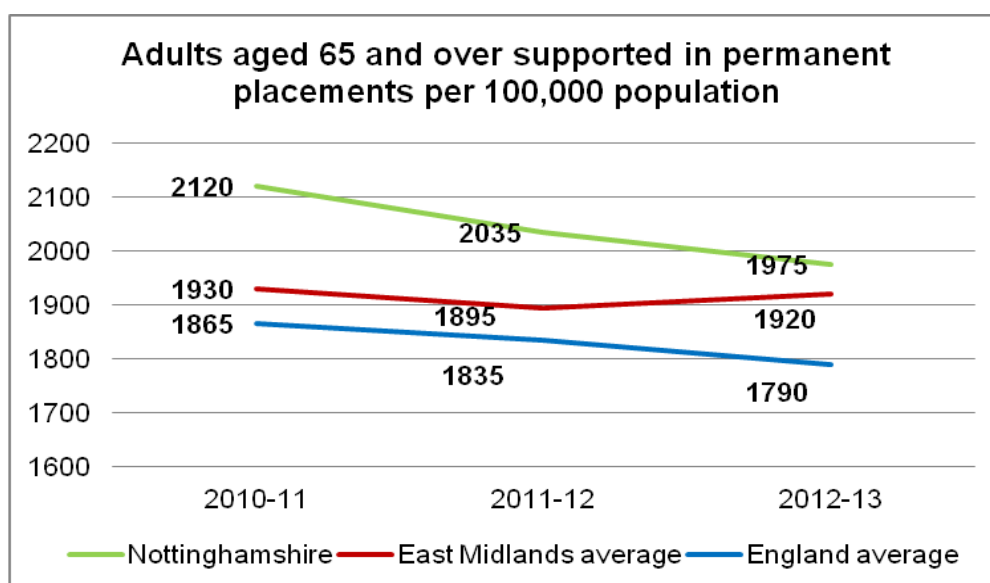
- **Care & Support Centres** - The 6 Nottinghamshire Care and Support Centres will become places where older adults & their carers can go for support, advice and services.
- **Reablement** - This ensures the right short-term support is in place to help older people with skills & confidence to live independently.
- **Admissions Management** - The purpose of this project is to understand and evaluate how older people are put into long-term care.
- **Extra Care** - Extra Care Housing provides independent living accommodation for older people, with an on-site care team offering flexible care and support services.

- **Joint Working and Integration with Health** - This project will develop ways of joint working with Health to achieve a number of improvements for older people and their carers
- **Assistive Technologies** - This project will support improved access to and take-up of Assistive Technologies in the county by older people and their carers

Comparing Nottinghamshire to other East Midlands authorities

In accordance with people's wishes to remain living at home for as long as possible we are continuing to place less older people in long term care. Encouragingly, Nottinghamshire has seen the biggest decrease and is now closer to the average for the East Midlands (the average for England is lower still and has reduced at a steadier pace).

The proportion of people supported in permanent nursing or residential placements by the Council has continued to drop over the last three years despite an increase in the number supported in nursing care. Seven out of nine authorities in the East Midlands saw an increase in the proportion of people supported - Nottinghamshire was one of two authorities to see a decrease between 2011/12 and 2012/13.



Assessment Beds

The assessment beds service has been operating across the county since 2011. The service in Bassetlaw has been particularly successful, offering support to people at risk of unnecessary admission to hospital and/or discharge from hospital. Of those people in receipt of the service 60% returned home, 16% were admitted to hospital and only 15% went in to a care home.

A 101 year old lady who lives on her own had a fall resulting in an attendance at A&E where she received treatment and was then discharged to stay with her daughter. She wanted to return home but had lost confidence and independence with mobility. A referral was made to the assessment beds service where she was given a full multi-disciplinary assessment followed by a package of rehabilitation and reablement. At the end of her stay she was discharged home with some occupational therapy aids but did not require on-going care services. She remains at home has not had any further falls.

Assistive Technology to delay and reduce the need for care and support

Our Assistive Technology services which provide a range of equipment to manage risks at home such as wandering due to dementia and falls, frequently delay or avoid the need for more intensive care and support, such as residential care, or intrusive levels of supervision for people with learning disabilities which can sometimes exacerbate challenging behaviour.

Evaluation shows that in 2012/13 there were 107 people where the use of telecare helped to avoid the need for more intensive support and 18 cases where telecare use delayed or avoided the need for someone to be immediately moved into a residential or nursing care home.

Reablement - Older Adults

The Reablement Service is a team of Occupational Therapy, Reablement and Social Work staff. They support people with illnesses and disabilities to live as independently as possible. Individually tailored plans are created to help people regain everyday living skills such as getting dressed, using the bathroom, getting around the home and cooking.

Reablement Support can be provided either in a residential setting or at home. It lasts between 1 and 6 weeks and is free of charge. During this time support is constantly reviewed to ensure goals are met. If longer term help is required it is arranged quickly.

This year additional temporary Occupational Therapists have been recruited in order to develop 1:1 and group training activities in Reablement for our Support Workers. Brokerage Officers have also been appointed to help people who are not eligible for on-going support but wish to arrange some privately paid for assistance.

The number of people receiving Reablement in the community has increased from 2,200 in 2011/12 to 2,569 in 2012/13.

The service user was an elderly gentleman who had not been home for three months after falling and breaking his leg. He had gone straight from hospital to a residential home and was referred to START because he wanted to return home. His leg was still in a plaster cast and he had a number of long term medical conditions which affected his mobility and balance and put him at risk of further falls. He lived alone.

Initially he had two calls day to help with personal care during his morning and nighttime routines. He had lost his confidence with these activities but was managing his own medication and could reheat frozen lunchtime meals on his own.

An Occupational Therapist (OT) developed a staged Reablement programme aimed at regaining his confidence and ability to wash and dress himself. He was soon independent with this.

His plaster cast was removed after week two so he was then helped to shower safely. The OT then provided a caddy for his walking frame so he could transport drinks and meals from his kitchen to his lounge.

By week three the evening visit could be cancelled and by week 4 he had fully regained his independence with personal care and with his agreement was discharged from the service. His family continued to help him with shopping and domestic tasks.

Reablement - Younger Adults

Over 550 Nottinghamshire residents have now been referred to a 12-week intensive mental health support programme since its launch in July 2011, to improve their quality of life. The County Council programme gives people direct support with day-to-day activities after a period of illness or loss in confidence, to enable them to become more independent. The programme can include organising social activities, assisting people to venture out to local shops and assisting with financial or housing problems.

- Around 60 percent of people who have undergone the programme have required no further support and only 11 percent needed on-going longer term services.
- It is estimated that the programme has saved the Council £400,000 a year in long-term care support costs.

A similar scheme is also offered to local residents with physical disabilities which has so far worked with around 200 people.

Jason Woodward from Stapleford is an ex-serviceman who has suffered from Post Traumatic Stress Disorder and has received support with the reablement team from August 2012 to January 2013. He said:

“My reablement officer helped me with outstanding issues and has helped me to go out and interact with others as I was previously very withdrawn and isolated. I now have become a valid member of society and have started volunteering for a military charity called Forces in our Community. Without the help I’ve received I may not be here today, it has given me new hope for the future which I never thought possible. Many people do not know that the service exists so I’d encourage other people in a similar position to me to come forward if they need help.”

For more information on support available for people with mental health needs contact the Council on 0300 500 80 80 or email enquiries@nottsgov.uk

Mental Health Intermediate Care

Following the success of the Mental Health Intermediate Care Teams the service has now been extended to cover the whole county. Each district has a dedicated, joint health and social care team providing short term services to older people with mental health and/or dementia who are at risk of an unnecessary admission to hospital or a care home and/or require support to help them return home after a stay in hospital. The service has been very successful in maintaining people in their own homes - of people discharged home from the service 75% of those were still at home 3 months later.

Employment

During 2012 -13 we have taken part in Project Search together with i-work (the i-work team helps people with learning disabilities find paid employment), Foxwood School and Nottinghamshire Hospital Trust. The initiative enables school leavers to enter paid employment with the hospital. Last year 4 people gained work at the City Hospital, and there is a new intake of 5 young people for 2013 - 14 this year.

8

How we ensure that people have a positive experience of care and support

We want to ensure that people and their carers who use our services are satisfied with their experience of the care and support they received. This year we conducted an Adult Social Care Survey and a Carer's Survey.

Good Results

- 90% of people said that care and support services helped to make them feel safe. This is an improvement on the result of 76% from 2011/12.
- 90% of people said that care and support services helped them to have a better quality of life

Consistency

- 70% of people responded to say they feel as safe as they want to. These figures have been consistent for the last three surveys.
- 40% of people have as much social contact as they want and 40% have adequate social contact, 6% of people say they feel socially isolated. These figures have been consistent for the last three surveys.

Areas to work on

- We received 77 compliments (down from 140 last year) about our service by service users and members of the public and 238 complaints.

Carers' Survey

In 2012-13 Nottinghamshire took part in the second carers' national survey. In 2009-10 a voluntary pilot survey was conducted – Nottinghamshire were one of 90 councils who volunteered to take part. There are some positives from the survey and also some areas of concern.

- Nottinghamshire remains slightly above average for overall satisfaction with support or services.
- The percentage of carers who feel they are neglecting themselves has fallen in Nottinghamshire since 2009/10.
- More carers in Nottinghamshire have no worries about their personal safety than in 2009/10. Results are considerably higher than the East Midlands average.
- Nottinghamshire scored higher than the East Midlands and England average for carers saying they felt involved or consulted to some level.

The survey also showed that we have more work to do to improve carers' quality of life, with carers in Nottinghamshire feeling they spend less time doing things they want or enjoy in comparison to the average figures for the East Midlands or England. The Nottinghamshire score for carers having enough control over their lives is also below the East Midlands and England average

The outcomes and implications of the survey have been shared with the Nottinghamshire Carers' Implementation Group and with colleagues across the council and plans will be produced to address the issues raised.

Day Services

The County Council has recently completed an extensive modernisation programme within Council operated day services, which not only involved the refurbishment of buildings, but also the integration of service users with a physical disability, learning disability, mental health needs, and older people. This has promoted intergenerational working, and has allowed people to meet new people and make new friendships. Service users have enjoyed supporting each other and have utilised their individual strengths to support others who may have needs which they can help with through peer support.

The integration of services has enabled all service users to access facilities such as sensory rooms, and sporting and therapeutic activities that previously had only been available to one disability group. The refurbishment of the day service buildings has given people access to new modern environments in which they can enjoy inclusive activities such as coffee bars and beauty salons.

Complaints and Compliments

In 2012-13 the department received

- 238 complaints (down from 263 in 2011-12)
- 77 compliments (down from 140 in 2011-12)

Overall the number of complaints relating to Adult Social Care decreased. This included a reduction in the numbers of complaints relating to Adult Care Financial Services which was a result of improvements made to communications and customer service.

"I would like to thank everyone who came to me and are still coming. They treat me with respect, courtesy and dignity at all times".

Most complaints are resolved without the need for a formal investigation as there is an emphasis on negotiating a resolution with both the complainant and the department at the outset. We use information from these complaints to learn how and where we can make improvements to the service we deliver.

For information on the Council's Complaints, Comments and Compliments service go to <http://www.nottinghamshire.gov.uk/thecouncil/contact/comments/>

End of Life Care

The aim of this initiative is to provide health and social care professionals and organisations in Nottinghamshire with information and training on end of life issues. Around half a million people die in England each year, almost two thirds of whom are aged over 75. The large majority of the deaths follow a period of chronic illness such as heart disease, cancer, stroke, chronic respiratory disease, neurological disease or dementia. Nationally, most deaths occur in NHS hospitals (58%), 18% occur at home, 17% in care homes, 4% in hospices and 3% elsewhere.

Although every individual may have a different idea about what would, for them, constitute a 'good death', for many this would involve:

- Being treated as an individual, with dignity and respect
- Being without pain and other symptoms
- Being in familiar surroundings
- Being in the company of close family and/or friends

The project offers a variety of training and awareness events. A key aspect is the need to have open and honest conversations about end of life, making it is easier for staff to give good, personalised care. Information is available via an End of Life webpage on the Council's website and in addition, health and social care workers receive a regular newsletter. Some achievements in 2012-13 were:

- All care homes received an End of Life toolkit in 2012.
- 30 care homes attended the Gold Standards Framework course.
- 20 care providers had been signed up as End of Life Care Champions by March 2013.
- Because of our excellent work across health and social care we were selected as one of only three pilot sites for the Gold Standards Framework Cross Boundary Project. This involves working with staff from GP practices and hospitals in Newark and Sherwood CCG (Clinical Commissioning Group) to ensure that end of life care is working well throughout the community, including care homes, hospitals and hospices.

Advocacy

In 2011/12 we tendered for new advocacy provision across the county. Together with partners in health we have commissioned a service which meets the needs of all service users groups equitably where previously advocacy provision had been organised differently for different service user groups. The new service has widened access to advocacy provision and the number of referrals to the services has increased over the course of the year such that many more people are now accessing advocacy service than under the previous contracts. This service is an example of successful joint agency commissioning across the city and county, local authority and NHS

9

How we safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm

This section also recognises work undertaken by the Trading Standards Team and Emergency Planning Team on behalf of all Nottinghamshire residents.

Safeguarding vulnerable adults

We are committed to ensure that people are free from physical and emotional abuse, harassment, neglect and self-harm and that people enjoy physical safety and feel secure.

Adults safeguarding is about both preventing abuse and neglect, enabling adults to retain their independence and promoting good practice when responding to specific concerns. Where abuse or neglect is suspected or alleged, Nottinghamshire's Safeguarding Adults Procedures can be used by the organisations involved to ensure that services provide a consistent and comprehensive response.

In our 2011-12 Local Account we said we would ...	In 2012-13 we have
To safeguard adults whose circumstances make them vulnerable and protecting them from avoidable harm.	<p>Together with our agency partners, developed the Multi Agency Safeguarding Hub (MASH) which acts as a single point of contact for all safeguarding referrals.</p> <p>Increased the number of individual safeguarding plans we have put in place to protect people from further harm.</p> <p>Continued to raise awareness and deliver training to staff resulting in an increase in the number of safeguarding concerns received.</p>
To continue to develop effective intelligence-led enforcement action to tackle rogue traders.	<p>Set an overt social media account to counter E Crime.</p> <p>Secured £236,000 compensation for victims of rogue traders.</p> <p>A trader responsible for fraud "on a massive scale" was jailed for 5 years following complaints made to the Trading Standards Team.</p>
To plan effectively to maximise the safety of the citizens of Nottinghamshire in the event of an emergency	The Emergency Planning Team was a leading participant in the work of the Local Resilience Forum (LRF).

In our 2011-12 Local Account we said we would ...	In 2012-13 we have
	The team fulfilled the County Council's commitment to the Service Level Agreement with the District and Borough Councils,

What you told us

The **Adult Social Care Survey** is a national survey that all councils undertake. It asks two questions about safety and security. The results from the 2012-13 survey show an improvement in the number of people who feel safe and who said that the services they receive help them to feel safe.

In 2011-12 67% of people who used services said they felt 'as safe as they want'. In 2012-13 this has increased to 70%.

In 2011-12 76% of people said the services they received 'help make them feel safe and secure'. In 2012-13 this has increased to 90%.

Multi Agency Safeguarding Hub (MASH)

Following a phased implementation the MASH went "live" for adults in January 2013. The hub acts as the first point of contact for Children's Social Care and for safeguarding concerns about both children and adults. It involves over 60 representatives from the County Council's Adult Social Care, Children's Social Care and Education Services together with the Police, Probation and Health partners co-located and working together.

Nottinghamshire was one of the first areas to include adult abuse and child abuse referral processes "under one roof". The MASH provides agencies with a single point of contact for all adult safeguarding referrals. Those reporting safeguarding concerns are receiving a more consistent, professional response, with advice from social care professionals and feedback on the outcome of their concern.

The Good Neighbour Campaign

The "good neighbour campaign" was launched by in June 2012. This campaign was led by the County Council and sought to raise awareness of what we can do to 'look out' for those who may be more at risk in our communities. Information was sent out to the public through flyers in libraries, GP surgeries, hospitals and other venues. The campaign also used other channels including Facebook advertising, local media and community newsletters. This resulted in nearly 1,100 unique page views to the Good Neighbour web page.

Peer review progress

In November 2011 the County Council, through the Nottinghamshire Safeguarding Adults Board (NSAB), commissioned a review of adult safeguarding arrangements in Nottinghamshire. The purpose of a peer review is to undertake a comprehensive examination and evaluation of safeguarding arrangements and practice. The County Council has worked hard to implement the recommendations from this review

National Capability Framework

The Peer Review highlighted that Nottinghamshire had formally adopted the National Capability Framework for adult safeguarding. This was regarded as a positive step but we also needed to ensure the Framework was understood by all.

- In 2012/13 the County Council led on the introduction of the National Capability Framework for Adult Safeguarding across NSAB member agencies. The Framework, is designed to help organisations ensure that workers at every level have the required skills and abilities to carry out their responsibilities towards adult safeguarding.
- Safeguarding team members have worked with colleagues from the Nottinghamshire Safeguarding Children's Board, the Nottingham City Safeguarding Children's Board and the Nottingham City Safeguarding Adults Partnership Board to produce and implement a quality assurance scheme for training. This provides a common framework and methodology to quality assure the safeguarding training which is being delivered. It ensures that training is linked to the standards laid out in the National Capability Framework.

Use of language

The peer review also identified differences in the use of language between partner agencies and recommended that where a crime had been committed the terminology used to describe the offence should be recognised by all. In response to this recommendation the Safeguarding team have:

- Reviewed and improved the safeguarding training that is delivered to staff.
- Finalised and distributed a pathways and thresholds guidance document which enables partner agencies better understand what constitutes a safeguarding adult referral.
- Updated the department's safeguarding adults' guidance to incorporate the issue of terminology and language.

Dignity in Care

The peer review also identified a need to revitalise the work already done in this area. As a result we have:

- Reviewed training in relation to safeguarding adults, dementia care and end of life care to ensure they all incorporate the need to consider dignity issues when delivering services to people.
- Arranged a dignity event for a range of providers to raise the profile and reaffirm the importance of ensuring we always treat all people with the dignity and respect we should all be afforded.
- Begun work to ask residents in care homes if they feel safe and happy.

Personalisation

Nottinghamshire has embraced the personalisation agenda, which has led to a growth in small provider services. Some very small agencies and individuals provided services which are not monitored or regulated in the same way that large providers of care are.

During 2012-13 work was commissioned to promote a voluntary accreditation scheme of checks for small providers who offer services to people with a direct payment. This now means for example that those who use personal assistants for their care will be encouraged to undertake criminal records checks on them.

Serious Case Reviews

The Local Authority, through the serious case review sub group of NSAB, considers and commissions reviews of cases where individuals have died or been seriously injured and abuse or neglect is known or suspected to be a factor in their death. In 2012/13 the serious case review sub group completed a review following the death of a 40 year old woman with spina bifida. We are making sure that organisations are completing the tasks they have said they will do to improve.

Protecting the Public

Action against Problem Traders

The Trading Standards Team continues to tackle those traders causing the most detriment to Nottinghamshire residents.

A trader who had been to prison for breaches of the Enterprise Act and mis-selling mobility aids to older and vulnerable adults was jailed in June 2013 for 5 years following complaints received by the Trading Standards Team.

A Trading Standards officer described the fraud as being carried out “on a massive scale”. The trader posed as a doctor to sell fake medicines as well as mobility aids and duped elderly and vulnerable people into paying him £70,000.

Trading Standards officers investigated a Nottinghamshire based trader who deals with second hand car parts both over the counter and on the internet. Numerous complaints were being reported in respect of complaints about faulty goods and failing to observe cancellation rights. Officers intervened and checked the trader's terms and conditions and gave advice about legislation and improving the company's complaints process.

Since the intervention complaints have been substantially reduced and the trader now appears to be operating legally and fully.

Safeguarding Vulnerable People

The team continues to work to safeguard vulnerable residents. These people are frequently the victims of scams or may find themselves unwittingly signed up to expensive commitments.

The Trading Standards team stepped in to assist an 86 year old man who had been cold called and persuaded to pay £17,000 for two diamonds which he had never received. Following intervention by Trading Standards the vulnerable resident received a full refund.

E Crime

In 2012-13 the team set up a Trading Standards Account on social media. This was in response to the increasing trend of 'hobby sellers' using social networking sites to sell items. There are serious safety concerns with some homemade products sold on these sites – such as the recent choking hazards posed by dangerous decorated babies' dummies. There is also an increasing problem with people tempted to sell counterfeit goods this way.

The Trading Standards Team use the overt account to deliver a quick message to those identified warning of the serious implications of their actions. This preventative measure results in the items being removed from sale – which avoids the need for more expensive formal action.

Lorry Watch

Trading Standards have continued to support the Highways team and to protect Nottinghamshire residents by enforcing vehicle weight restrictions. This is achieved by liaising with local businesses and local communities via the Community Lorry Watch scheme. During 2012-13 Trading Standards conducted a total of 54 enforcement days at sites in Nottinghamshire with weight restrictions.

- As a result 99 warning letters were issued to those that could not provide a legitimate reason for being in the area.
- These 99 warnings represented 29% of the overweight vehicles recorded that could not provide a legitimate reason to use a restriction. In 2011-12 38% of detected breaches did not have a legitimate reason – so this figure has reduced by 9%.

- There have been no repeat offenders from last year suggesting that the warnings have served as an effective deterrent.

In addition two new Lorry Watch schemes were launched in 2012-13 in Tollerton and Cromwell, bringing the number of schemes operating in the county to 8. In total 232 observation reports from local communities were received in 2012-13. These are used as intelligence to direct enforcement.

Action on Pay Day Lenders

In 2012-13 the Office of Fair Trading (OFT) started a process designed to improve the practices of payday lenders. Lenders will lose their licences if they do not improve their practices. The Trading Standards Team were paid by the OFT to audit a local pay day lender as part of the national survey. This issue will be a priority during 2013-14.

Scam Alert Service

Nottinghamshire Alert is a web-based, secure messaging system that allows Nottinghamshire Police, Neighbourhood Watch and other public organisations to distribute messages concerning community safety to members of the public quickly and efficiently. Alerts are predominantly sent by email, but text and voicemail can also be used.

The purpose of the system is to keep the people who live and work in Nottinghamshire and particularly Neighbourhood Watch members, informed about crime in their area to enable them to influence local policing.

Buy with Confidence

The Buy with Confidence scheme provides Nottinghamshire consumers with a list of local businesses which have given their commitment to trading fairly. Every business listed has undergone a series of detailed checks before being approved as a member of the scheme. In addition levels of consumer complaints against members are also monitored on a regular basis. The scheme is run by the County Council's and City Trading Standards teams.

Emergency Planning

The Emergency Planning Team continued to fulfil its' role of facilitating the maintenance and development of resilience within the County Council and as a leading participant in the work of the Local Resilience Forum (LRF). This included providing the LRF secretariat role and chairing sub groups including the Resilience Working Group. The team fulfilled the County Council's commitment to the Service Level Agreement with the District and Borough Councils, and provided a temporary extension to normal arrangements with Newark and Sherwood to cover for a vacancy.

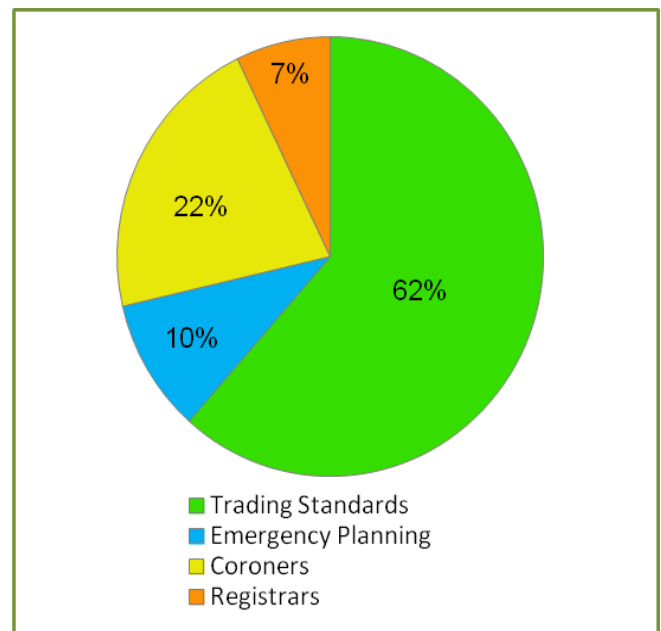
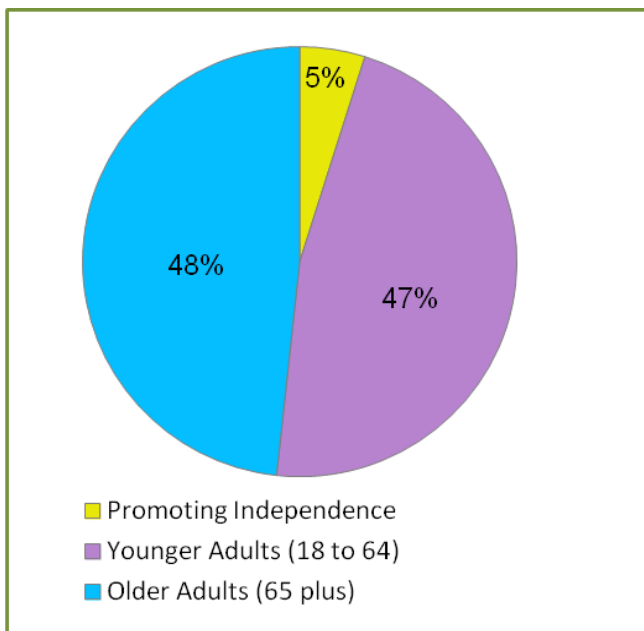
Coroner's Services

We continue to work with the Coroner and her staff to route referrals through safeguarding procedures and to ensure that social care staff within the Council and within the independent sector are appropriately trained about the importance of good standards of care, proper implementation of procedures and of good comprehensive record keeping.

10 How much did we spend on adult services?

Adult Social Care		Public Protection services	
Service Area	Net Expenditure	Service Area	Net Expenditure
Departmental costs	*-£1,000,067	Trading Standards	£1,615,216
Joint Commissioning, Quality & Business Change	*-£10,234,824	Emergency Planning	£258,544
Promoting Independence	£10,029,141	Coroners	£564,601
Younger Adults (18 to 64)	£96,785,828	Registrars	£187,674
Older Adults (65 plus)	£99,768,056		
Total	£195,348,134	Total	£2,626,035

*This relates to income received from client contributions and savings within the department.



Total net expenditure for Adult Services was £195,348,134
This included £113,971,188 from fees, charges and grants.

Total net expenditure for Public Protection was £2,626,035
This included £1,991,760 from fees, charges and grants.

11

Our areas for development from 2012-13 onwards

It is the ambition of ASCH&PP that:

“We will commission services which embrace personalisation and promote safety and wellbeing and are accessible and affordable”

The purpose of ASCH&PP is to maximise people’s independence, keep people safe and support the wellbeing of vulnerable adults.

In order to achieve our ambition we have set the following departmental objectives:

- Good quality information and advice will be available to all to help people plan for the future and avoid the need for care services.
- We will expect to share responsibility with individuals, families and communities for their health and wellbeing.
- We will enable people to live with the risks inherent in living independently whilst ensuring they are safeguarded from significant harm.
- We will reduce the demand for institutional care and the need for long term care in the community by commissioning or providing services that are known to support independence.
- Where people have critical or substantial risks to their independence and they meet the national funding criteria, we will fund care and support only for as long as it is necessary.
- We will promote individual health and wellbeing through joint and collaborative approaches across the public sector.
- We will encourage and stimulate an efficient, diverse, affordable and high quality social care market.
- We will further develop the resilience of individuals and businesses to protect themselves from those who wish to profit at the cost of others.
- We will encourage and stimulate an efficient, diverse, affordable and high quality local economy through supporting legitimate businesses and tackling those rogues and businesses who adversely impact legitimate businesses.
- To plan effectively to maximise the safety of the citizens of Nottinghamshire in the event of an emergency.
- To deliver good quality registration services with improved income generation.

We monitor our progress against these objectives throughout the year using a number of key actions and indicators

12 Further Information

Links to Further Information

There are a number of documents published by the Council that provide more detail on our plans, priorities and performance. These are all available at <http://www.nottinghamshire.gov.uk/welcome/>

- Sustainable Community Strategy
- Joint Strategic Needs Assessment (JSNA) 2010
- Nottinghamshire County Council Strategic Plan 2011-14

Glossary

Term	Description
Advocacy	Advocacy supports people to have their say and get their views heard. Advocates can speak up for a person if they are unable to speak up for themselves.
Assessment	The process of gathering information for the purpose of determining a person's need and eligibility for services.
Assistive technology	Assistive technology is a range of sensors and alarms that can be used in a service user's home which can detect if things go wrong and alert a support centre. They can help a service user live independently and safely in their own home with the reassurance that help is available if problems occur.
Care Quality Commission (CQC)	CQC is the independent regulator of all health and social care services in England. Its job is to make sure that care provided by hospitals, dentists, ambulances, care homes and services in people's own homes and elsewhere meets government standards of quality and safety.
Direct Payment	A direct payment is where we pay the service user our contribution towards their personal budget. The service user can then arrange the services agreed in their support plan themselves.
Eligibility threshold	The level at which a person's needs are deemed as posing a risk to their independence.
Financial assessment	The process of gathering information relating to a person's income level for the purposes of determining the local authority's level of financial support.

Occupational therapy	Occupational therapy looks for solutions to the practical difficulties a service user is having at home. A range of equipment can be supplied to enable a service user to continue living in their own home. For example: specialised shower seats; chair raises; walking aids; and toilet equipment. Any equipment provided is free of charge on a long-term loan.
Outcomes	The end result, or consequence, of an activity plan or programme.
Outreach Extra Care	Outreach Extra Care is a service that provides support to service users within their own homes around the clock. The service user would have an assistive technology device so they could contact their care provider as and when needed, they would be able to have support that was both planned and also available additionally when their needs change.
Personal Budgets	A personal budget is an amount of money that will meet a service user's long-term social care needs. A personal budget can be offered if a service user's community care assessment says they are eligible for support.
Physiotherapy	Physiotherapy is the use of physical methods to assist recovery of damaged tissue, especially in muscles and joints. Physiotherapy is concerned with identifying and maximizing quality of life and movement potential within the areas of promotion, prevention, diagnosis, treatment/ intervention and rehabilitation.
Referral	A point at which a contact with the local authority is passed on for further assessment or screening.
Safeguarding	Safeguarding is work undertaken to stop vulnerable adults being abused.
START Reablement	Reablement is about service users regaining skills and confidence to help them live as independently as possible. Reablement support workers from the START team provide up to six weeks of intensive support to services users enabling them to do as much as they can for themselves.
Supporting People	The Supporting People Partnership directs housing-related support services in Nottinghamshire.
Tell Us Once	This service gives customers one point of contact with public services following a birth or death – reducing the time it would need to contact different departments.

Appendix A

The table below outlines the current set of measures that we report on from the Adult Social Care Outcomes Framework:

Ref	Measure Description
1A	Social care related quality of life
1B	The proportion of people who use services who have control over their daily life
1C	Proportion of people using social care who receive self-directed support, and those receiving direct payments
1D	Carer-reported quality of life
1E	Proportion of adults with learning disabilities in paid employment
1F	Proportion of adults in contact with secondary mental health services in paid employment
1G	Proportion of adults with learning disabilities who live in their own home or with their family
1H	Proportion of adults in contact with secondary mental health services living independently, with or without support
2A	Permanent admissions to residential and nursing care homes, per 1,000 population
2B	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services
2C	Delayed transfers of care from hospital, and those which are attributable to adult social care
3A	Overall satisfaction of people who use service with their care and support
3B	Overall satisfaction of carers with social services
3C	The proportion of carers who report that they have been included or consulted in discussion about the person they care for
3D	The proportion of people who use services and carers who find it easy to find information about services
4A	The proportion of people who use services who feel safe
4B	The proportion of people who use services who say that those services have made them feel safe and secure

If you would like more information about any of the services mentioned in this document you can visit:

<http://www.nottinghamshire.gov.uk/caring/adultsocialcare/>

or call the Customer Service Centre on:

0300 500 80 80

If you have any comments or further questions about the information contained in this report please use the contact details below to contact us

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