



**Nottinghamshire
County Council**

Adult Social Care, Health and Public Protection

Local Account 2013-14

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Forewords

Councillor Weisz – Chairman of the Adult Social Care and Health Committee

This is the fourth Local Account and comes at a time of great change and great challenge for the Council and the 797,000 residents we serve. We are operating in a very demanding financial environment and are working hard to balance the books. In addition to £160 million which has already been saved, there are plans in place to deliver a further £82 million worth of savings and we are working to identify a further £70 million worth of savings by 2017.

These are huge figures and can be daunting - however it is important in the current climate that we recognise and celebrate the great work being done by our teams delivering care and support to people in Nottinghamshire, some of whom relate their experiences in words and stories throughout this account.

This report aims to speak to Nottinghamshire residents about our achievements and successes and also the areas where we still have work to do.

Jon Wilson – Deputy Corporate Director for Adult Social Care, Health and Public Protection

This report is important because it is one of the ways we are able to communicate directly with the people of Nottinghamshire about how well we have performed during the last year and also about our plans for the future.

Feedback from the people who use our services matters to us. During 2013-14 we conducted an Adult Social Care Survey which showed that overall 9 out of 10 people are satisfied with the care and support services they receive. Over the past 3 years this measure has improved slightly each year, from 88% in 2011-12 to 93% in 2013-14. During this period we have been operating in a very demanding environment so this represents a great achievement. Last year we also reported that 9 out of 10 people (88%) said that care and support services had helped to improve their quality of life - this figure has remained high and currently stands at 90% in 2013-14.

We should not however become complacent or lose hard won gains. The survey also showed that only 7 out of 10 people (73%) who have tried to find information about our services have found it easy or fairly easy to do so. Looking to the future we aim to develop a digital information, referral and assessment process - we also need to be creative in finding ways of reaching as many people as possible through a variety of channels.

A key principle is that people are supported to help themselves. This also helps the Council to manage its own resources and ensures we achieve value for money.

A good example of this principle in practice comes from one of our teams – ‘D’ had been residing in long term residential placements for most of their adult life but wanted very much to live independently. During 2013-14 Adult Social Care teams worked to assess and find a safe supported living placement together with the connections to supported living organisations. Skilled workers helped ‘D’ leading up to and beyond the move.

D's story is a success - they are happy and settled in their own flat and working towards greater independence. As a result their care package was reduced by over £220 a week which, over a financial year amounts to a saving of over £11,000.

We should also recognise the essential day to day work carried out by our teams across the county - whether by the Adult Deaf and Visual Impairment Service (ADVIS) who have had an increase in requests for their reablement and social work assessments, or the Trading Standards team who continue to ensure a fair and safe trading environment.

This year the County Council agreed unanimously to adopt the Adult Social Care and Health Strategy. In doing so the Council embraced a set of principles and a direction of travel which will deliver social care services to the people of Nottinghamshire into the future. The excellent work in 2013-14 provides a solid foundation for what we want to achieve in 2014-15 and beyond.

1

What is a 'Local Account'?

A Local Account is a single document which tells you about the services the **Adult Social Care Health and Public Protection** (ASCHPP) department provides for the people of Nottinghamshire. The Local Account looks back on our achievements from last year, outlines our plans for the current year and looks forward to services that will be needed in the future.

Prior to being published, we share this report with a range of organisations and experts, key stakeholders, local groups and other Nottinghamshire healthcare providers who provide valuable feedback that can help us develop and improve.

The majority of our services are currently working well but we are always looking for ways to get better at supporting local people and providing value for money. The account considers how Nottinghamshire is changing and how demand for services is increasing. It summarises our key plans to help ensure we can satisfy this increased demand during times of increasing financial pressure.

2

A brief look at the Adult Social Care Health and Public Protection department in 2013-14

The department ensures that people with social care needs are able to access the services they require. Delivering social care is the main function of the department.

The **main focus** for social care is to support individuals, their families and carers to manage disability and illness. We aim to help people live independently for as long as possible with as good a level of health and wellbeing as is possible. Ensuring people do not become dependent on services they require in the short term is a key part of maintaining people's independence. In Section 6 of this Local Account you can read about the types of services that help people maintain or regain their independence. In addition to our core social care functions we also provide **Public Protection, Community Safety, Emergency Planning and Registration services.**

How people can receive social care services...

When someone 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 teams will undertake an assessment to see if the person is eligible for our services. This assessment will also involve determining whether the person is able to make a financial contribution towards the cost of their care. It is estimated that over 5,000 people in Nottinghamshire currently are funding their own care entirely. The Council has a responsibility to ensure that people who fund their own care have a well-developed market to choose from, providing a range of good value services.

If someone is **eligible** for social care services, they will be given information about the type and range of services available - the department can provide people with money for the person to use (often referred to as a Personal Budget) to purchase services to meet their specific needs. Support is also provided to help people arrange these services.

Where the individual has a carer (who is often a family member) who provides ongoing support to them, then the carer will be offered an assessment in their own right to see if they are also eligible to receive services to help them to continue in their caring role.

If we are unable to provide support because the person is **not eligible** for social care services then they will be provided with information and advice and will be helped to find information on alternative services within their local community.

Last year:

- ✓ Our Customer Service Centre received over 50,000 enquiries from people wanting support and advice for adult social care issues
- ✓ Following a full assessment 16,000 people received services (which included services such as nursing care, residential care, day care, home care and other home based services)
- ✓ In addition people were provided with items such as equipment or blue badge parking permits to support them in living as independently as possible.
- ✓ During the year we also assessed over 4,500 people who cared for someone else

Each year we collect information and statistics on a wide range of activity in the department. The results and comparison with other authorities are too numerous to list here, however they can be seen online at several different websites. We regularly use and refer to this information. Some of the most useful sites are:

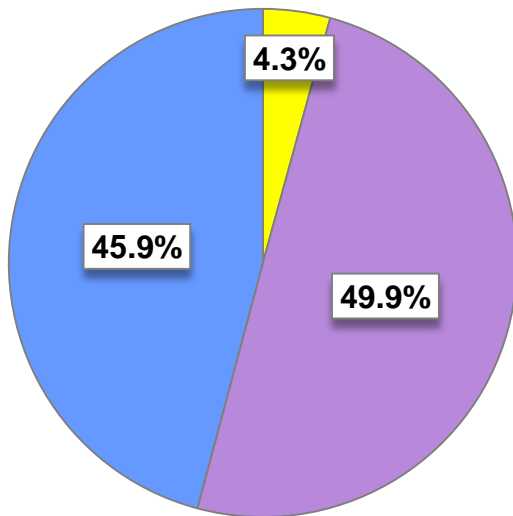
- The Health and Social Care Information Centre <http://www.hscic.gov.uk/home>
- Local Government Association <http://lginform.local.gov.uk/>
- Public Health England <https://www.gov.uk/government/organisations/public-health-england>

How much we spent in 2013-14...

Adult Social Care		Public Protection services	
Service Area	Net Expenditure	Service Area	Net Expenditure
Departmental costs	*£498,185	Trading Standards	£1,467,811
Joint Commissioning, Quality & Business Change	*-£11,145,174	Emergency Planning	£247,929
Promoting Independence	£9,653,455	Coroners	£707,607
Younger Adults (18 to 64)	£112,530,923	Registrars	£202,109
Older Adults (65 plus)	£103,458,196	Community Safety	£804,764
Total	£214,995,585	Total	£3,430,221

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

Adult Social Care

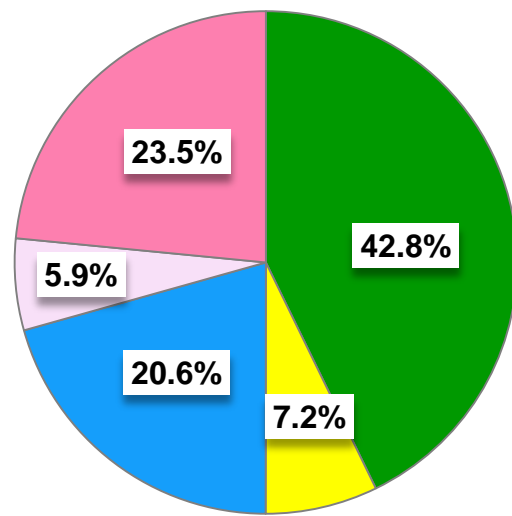


- Promoting Independence
- Younger Adults (18 to 64)
- Older Adults (65 plus)

Total net expenditure for Adult Services was £214,995,585

This included £107,180,250 from fees, charges and grants

Public Protection services



- Trading Standards
- Emergency Planning
- Coroners
- Registrars
- Community Safety

Total net expenditure for Public Protection was £3,430,221

This included £3,710,274 from fees, charges and grants. *(This is noticeably higher than last year because the Community Safety function has recently moved to the department)*

Our efficiency savings in 2013-14...

- Adult services achieved business improvement efficiency savings of approximately **£6 million** over the 2013-14 financial year
- At the same time as delivering efficiency savings - the Council invested approximately **£18 million** additional funding 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.

3

How we know if we are delivering good quality services

We use three main methods to understand how well we are performing - we aim to **listen** to your views, to **measure** what we do and to **compare** ourselves to other authorities. The most complete picture of how well our services are performing comes from using these methods together in a sensible and consistent way.

1. How we listen to your views

The Adult Social Care Survey

The national Adult Social Care Survey has been used since 2011 to provide consistent and comparable information to help us plan and improve the services we deliver. The introduction of the survey in 2010-11 was the first time people using our services had been surveyed on a national basis using the same methodology.

A key measure is whether someone receiving a service gets what they want from it (this is often called an 'outcome'). Listening to your views also helps us to understand more about how our services are affecting people's lives and how they feel about the services they receive.

The results of the latest survey show the positive impact our services have had on many people's lives and represent good performance for 2013/14.

- Importantly the headline score for service users who were satisfied with the care and support they received has remained high – this year the score was 93% (the East Midlands average score was 91%)

In the table below we have listed other key results and compared them to the average for other East Midlands local authorities for 2013-14.

Adult Social Care Survey results	Our 2013-14 score	East Midlands score
The overall satisfaction of people who use services with their care and support	93%	91%
The proportion of people who use services who have control over their daily life	95%	95%
The proportion of people who say that support services help them in having control over your daily life	88%	89%
The proportion of people who say support services help them have a better quality of life	91%	91%
The proportion of people who use services who say those services have made them feel safe	88%	85%
The proportion of people who use services who find it easy to find information about services	73%	73%

2. How we measure what we do and set targets

The aims of the County Council are outlined within the [Strategic Plan for 2014-18](#). This Plan along with annual Delivery Plan lists the outcomes we wish to achieve for Nottinghamshire and outlines how we will measure our progress.

3. How we compare ourselves to other authorities

Peer Challenge

A Peer Challenge is a way of improving care and support services by learning from Adult Social Care experts in other East Midlands authorities. The Challenge itself is an independent, cost-free assessment of our performance and effectiveness, and recently concentrated on three key areas - **Integrated Commissioning for Older Adults**, **Safeguarding** and **Personalisation** (these three areas are explained in greater detail later on).

A **Challenge Team** of external experts initially considered background information and evidence in each area before carrying out a 3 day site visit during which they engaged with service users, managers and key partners in Nottinghamshire. The Challenge Team then produced a formal report of their findings, from which we have developed an Action Plan to address areas of weakness and future challenges and also build on identified strengths. Some examples include;

- A pilot study of the direct payment method in care homes to test whether using this form of payment gives service users more choice and control. This will run until March 2015. (A direct payment is where we pay the service user our contribution towards the money needed to pay for their care - they can then arrange the services they need themselves)
- Working in partnership with district councils and Nottinghamshire Health authorities to ensure future housing supply meets the needs of an ageing population

Benchmarking

Benchmarking is the process of comparing our performance with other local authorities. Where another authority is performing at a noticeably different level, we can share learning around their approach and consider if this different approach would be appropriate to adopt and use within Nottinghamshire.

Within Adult Social Care this is achieved by using **ASCOF** measures (ASCOF stands for **Adult Social Care Outcomes Framework**). This is a set of information, completed annually by each authority and is designed to measure and compare how adult social care is performing.

4

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

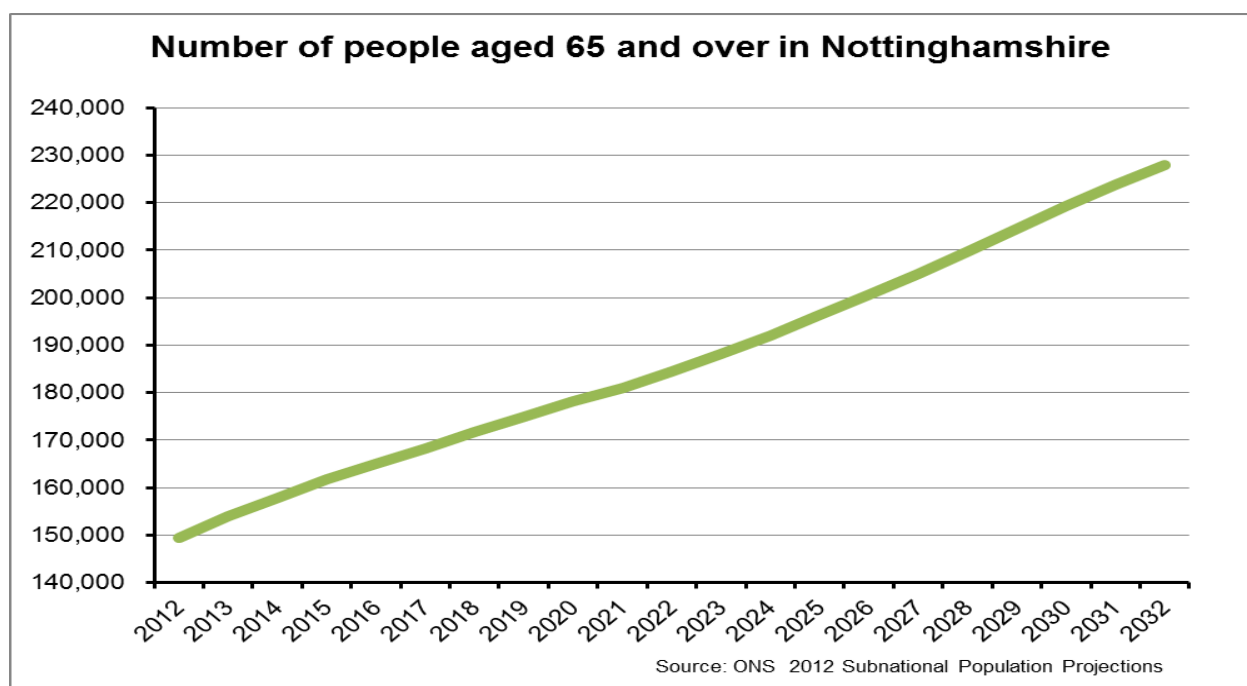
It is very important that we understand the current and future health and social care needs of people in Nottinghamshire.

- The **Health and Wellbeing Board** promotes close co-operation between the health service, local government and providers of services to ensure people receive the right level of support.
- The [Joint Strategic Needs Assessment \(JSNA\)](#) is a key piece of research that helps us understand current demand and plan how we deliver health, wellbeing and social care services in the future. The information in the Joint Strategic Needs Assessment is used to develop the Health and Wellbeing Strategy for Nottinghamshire.
- The [Health and Wellbeing Strategy for Nottinghamshire](#) aims to make real improvements to the health and wellbeing of the people of Nottinghamshire.

The [County Council's Strategic Plan 2014-18](#) contains five priority areas for the next four years. One of these priorities is 'providing care and promoting health' and includes key outcomes for Nottinghamshire residents to meet the increasing demand for our services, to improve integration with our partners in health care and to help narrow the health inequalities gap that exists within Nottinghamshire.

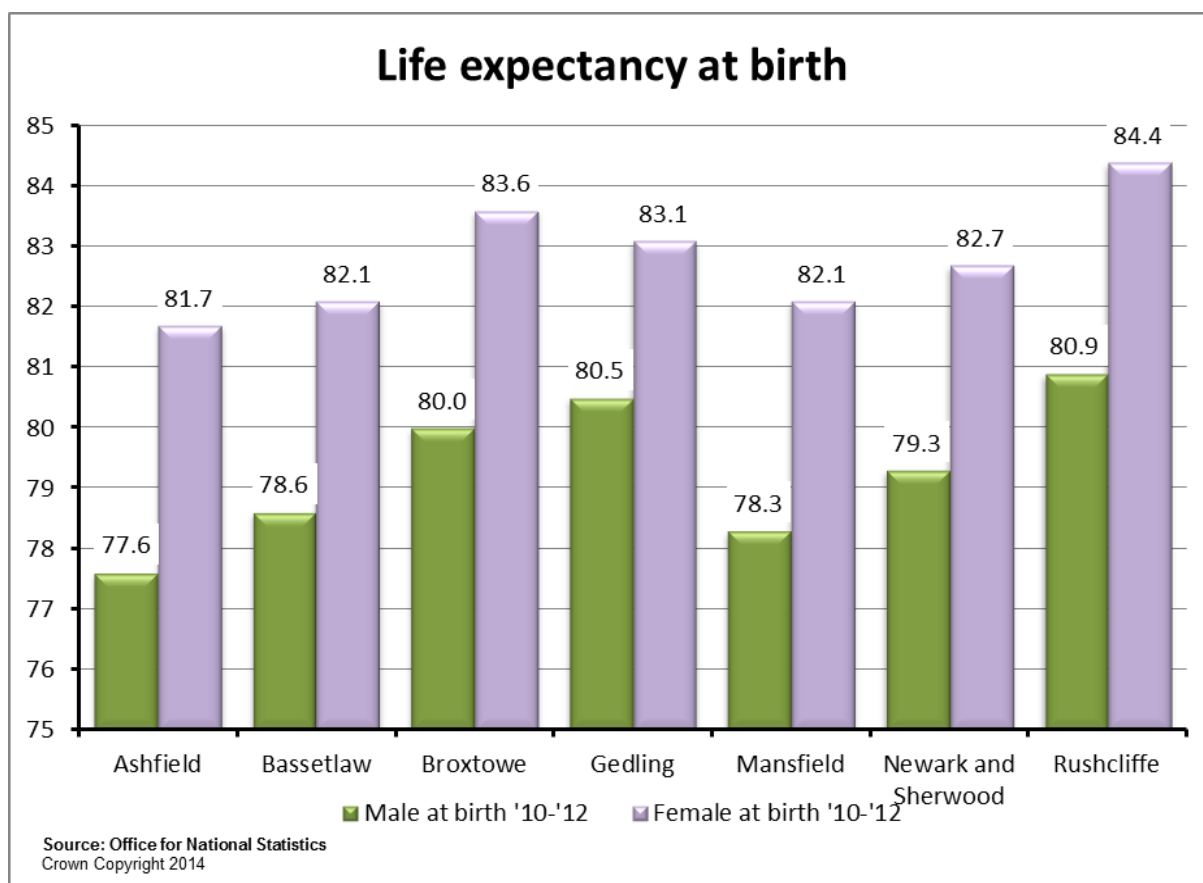
Increasing demand for services

The provision of our services is facing the new challenge of increasing demand due to an ageing population with the positive expectation of people being supported to live longer, healthier and more independent lives. The graph below shows clearly the predicted increase in the number of people aged 65 and over in Nottinghamshire from 2012 to 2032.



Health inequalities across Nottinghamshire

The health of people in Nottinghamshire is improving but not at the same rate for everyone. Some groups have worse health outcomes that are a consequence of where they are born, live, work and age. This health inequality gap between advantaged and disadvantaged groups will continue to widen unless action is taken with partners to address differences in local need. The graph below shows the difference in life expectancy for people born between 2010 -12 for men compared to women and between the different districts within Nottinghamshire.



5

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

In your words...

A carer was referred to us by social care - a lady caring for her husband who has dementia was near emotional breakdown due to endless nights of disturbed sleep and continual caring role during the day.

We supported her by providing 8 waking nights service over 3 weeks' period so she was able to get some sleep. During the waking nights we helped the cared for with his personal care.

The feedback we received from carer stated that "she felt like a new person after getting some quality sleep and enjoyed the emotional support she received from being able to talk to our care support worker."

Our 2012-13 Local Account said ...	Some examples in 2013-14...
<p>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</p>	<p>The concept of personalisation has been firmly embedded in the council's day to day work and underpins our approach to offering support and services.</p> <p>The percentage of community based service users and carers receiving any type of Personal Budget (explained on page 11) has increased from 6% in 2010 when the Personalisation initiative started, to 94% in March 2014</p>
<p>We will encourage and stimulate an efficient, diverse, affordable and high quality social care market</p>	<p>The Micro Enterprise Project was completed in 2013-14 and more Micro Providers (also known as small community care or support service providers) are now available to deliver social care services. Work is ongoing with a range of partners, increasing the choice available to service users</p>
<p>Good quality information and advice will be available to all to help people plan for the future and avoid the need for care services</p>	<p>More information is available for service users through the Choose My Support site. The site is being developed and more choices added</p>

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 assessment says you are eligible for support. If you are eligible we will agree a plan with you to ensure you receive the correct support (a **support plan**). The preferred way to receive a Personal Budget is through a payment made directly to you (a **direct payment**) which can be used to purchase the services which have been agreed in your support plan. The aim is for people to manage their own support as much as they wish.

The intention is that a direct payment will be the main way people receive their personal budget within the next five years – direct payments offer people more choice and control and also provide the most cost effective way of providing support. We have also been increasing the use of Pre-payment cards (PPCs) which make direct payments more accessible and appeal to those service users that don't have or don't wish to have a separate bank account for their direct payment. Since their introduction in 2011 we now have 214 cards in use.

The Direct Payments in Residential Care Project

Nottinghamshire County Council is taking part in a two year programme to test the use of direct payments in residential care. A final report will be presented to the Government early in 2016 to guide and inform how the initiative will be implemented nationally. The main focus of the project is to increase personalisation in residential care, offering people increased choice and control to enable them to receive the services they want. Enabling people to choose the care and support that is right for them.

Nottinghamshire's Adult Social Care Team have successfully worked with five care home providers and also engaged service users in discussions about the option to take a direct payment in residential care and what this means for them – people have already taken up the option of a direct payment as part of the project. We are now offering direct payments to all service users eligible for social care funding who are moving into or living in residential/nursing care.

'W' has opted to change to a direct payment with the support of her daughter-in-law. Her daughter-in-law advised that working with the care home staff meant they have been able to look at the support plan for W in more detail than previously. The end result was that small things important to W were identified and the care home are looking at more creative ways of supporting her to meet them. Her daughter-in-law likes being involved in the programme as she wants to have more control and hopes that it will make a difference to both W's life as well as her and her husband's.

Carers' personal budgets

Personal Budgets were first available to Carers during 2012-13. Since then they have proved to be popular and the number of Carers using a personal budget to receive a service now stands at 88%. This funding enables Carers to pursue their own interests, hobbies and educational opportunities or participate in leisure / relaxation activities. In 2011, a pilot Young Carers Project was implemented (for under 18's) to support the development and implementation of personal budgets for Carers, including those with a disabled parent.

Support for Carers

It is essential that we continue to support the caring community by providing people who care for others with a range of services, information and access to respite. Carers provide an invaluable service and in times of increased financial pressure, finding a means of targeting our limited resources to help support Carers is an increasing priority. Providing support for Carers leads to increased wellbeing for both the Carer and the person they look after. Some of the best examples of this support are highlighted below.

Carer Support Service

In 2012-13 a survey of adult carers found that only 66% of respondents said information was very easy or fairly easy to find. Partly in response to this, a new Carer Support Service was set up in May 2013, within the Customer Service Centre. The aim of the service is to provide timely and accurate information, and services to support Carers in their role.

A full carer's assessment can be completed over the telephone (for those capable and confident in using them) and if they are eligible, a one off personal budget can be arranged. Carers are also provided with advice and information and can also be referred to other agencies. The Carer Support Service also ensures that they receive information regarding training, prevention and direct access services; for example local support groups in their area. It also identifies whether Carers would benefit from other support such as the Carer Emergency Card.

Evaluation of the Carer Support Service has demonstrated a significant positive impact on the carer experience and is viewed as very successful by both carers and staff. Some examples include;

- Carers can be assessed over the telephone and have reduced waiting times, with cases being assessed within an average of a 7 day period.
- They can have emergency respite arranged quickly and appropriately.
- Carers are referred for a carers' break provided by the NHS when appropriate.
- Carers are referred and signposted to relevant organisations.

Crisis Prevention Service for Carers

The Crisis Prevention Service aims to support Carers who need an unplanned break, which may be due to an emergency situation or to prevent a crisis occurring. We currently work in partnership with the Crossroads organisation to provide a Crisis Prevention Service.

Carer Emergency Card

All Carers are able to apply for a Carer Emergency Card, which is a free small card that identifies the person as a Carer in an emergency situation. It will alert anyone finding the card that the cardholder is a Carer and that the person they care for may require assistance. During the year we received almost 200 applications for a card.

NHS Carers Breaks

Local NHS Clinical Commissioning Groups (Rushcliffe, Newark & Sherwood, Mansfield & Ashfield, Nottingham North & East and Nottingham West) currently fund free breaks for eligible Carers who have been assessed as at a 'substantial' or 'critical' level of need. During 2013-14 647 breaks were funded through the NHS Carers' Breaks scheme.

Information and advice

The Council commissioned the **Choose My Support** website in 2013, with a view to making this a single point of information for services and support in Nottinghamshire.

- The site allows people to search for services and providers and importantly allows organisations and individuals who provide services to advertise their services – bringing together people who require a service and those providing services in a shared space.
- This website now houses the 'Support with confidence' directory and will also have information from the Notts50Plus, NottsInfo4U and equipment and social care directories.
- The Council also runs the information prescriptions service, NottsInfoScript, which provides information, advice and support to people living with long term conditions and their carers.

For more information please follow the link below:

<http://www.nottinghamshire.gov.uk/caring/adultsocialcare/supporttoliveathome/choose-my-support/>

Brooke Farm

Brooke Farm is an in-house commercial enterprise growing vegetables and plants for sale to the general public and offering a full gardening maintenance service. The farm is located in the village of Linby and provides employment and training for people with learning disabilities. Everyone is supported according to their individual needs and offered a wide range of opportunities to improve their life and social skills - as well as being trained in practical horticultural subjects.

Nottinghamshire Micro Enterprise Project

The Micro-Enterprise project ran from July 2010 to March 2014. Adult Social Care teams worked in partnership with the Community Catalysts organisation to increase the number of local sole traders, small businesses, charity and voluntary organisations who would be available to provide social care services.

- Over the 3 years of the project 275 enquiries were received.
- There are now 64 micro providers offering a variety of services supporting over 900 people across the county.
- The project represents a good example of the way that working in partnership with other organisations can benefit the Council and Nottinghamshire residents.

"The success of the project and of the providers has now begun to create a vibrant social care market that I hope will continually grow. It's great to know that the work of the project will continue in Nottinghamshire and that some great enterprises will continue to be helped to develop."

Rebecca Stanley - Micro Services Project Manager

Hope Springs Horticulture CIC is a user led organisation that supports people with enduring mental health difficulties across North Nottinghamshire. A person who uses the service says...

"The project has been a godsend to me, it gives me a reason to get out of bed in the morning and is very good therapy".

The company is run by Helen and Anita who have thirty years' experience between them of mental health and running horticultural therapy projects. There were 3 projects that had previously been running for over 15 years but due to the local impact of national government funding reductions, the projects were due to be closed in September 2011. Faced with the closure of the projects and staff redundancies the team got together to try and find a way to keep the projects open.

The projects had always been very successful and well thought of by those that attended and by other agencies. Helen and Anita met with the Micro-services Project Manager to discuss their idea to keep the project going. They decided to set up a Community Interest Company (CIC) offering day to day activities in October 2011.

Helen says *"Rebecca and the micro-provider network gave us the initial encouragement and belief that we could successfully set up on our own. Her on-going support has helped us achieve our aims and led to us now running a well-regarded and thriving enterprise".*

They were successful in securing an award from the BIG lottery Reaching Communities Fund which will enable them to continue to run the enterprise for 5 years and means that their service is free for people to access.

Day Services

Day services provide opportunities for vulnerable adults to meet other people for company and friendship, to develop skills that promote independence and to engage in activities that enhance well-being and physical fitness. In addition, these services give family carers a very important break from their caring role, enabling them to carry on caring.

After a 2 year period of extensive refurbishment and reorganisation of Council-run day services, service users and staff have welcomed the opportunity to have a period of stability during 2013/14, to allow people to get used to their new facilities and activity programmes. For many people, the improved environment and different structure of the service has meant that they have been able to make new friends and engage in a wider range of activities, not available to them in previous provision.

A new development is that specialist training has been provided to Council day service staff, to enhance their awareness of head injury and how best to support people with this condition.

In the external day service market, new providers have continued to apply for accreditation status and the choice of providers who meet the Council's quality and price benchmarks has increased from 26 to 31. These day services are available for people to purchase with managed budgets as well as direct payments. Other providers offer day services which can be purchased via direct payments.

Assistive Technology to support people with care and support needs

In 2013-14 we piloted use of 'Flo' - a text messaging system originally developed by the NHS to help people to self-manage their long term health problems. Our Asperger's and Assistive Technology teams have worked with NHS colleagues in Nottinghamshire to adapt the Flo service to remind people with Asperger's to manage daily living activities, such as reminders to eat a meal or not stay up and use the computer all night. The system sends reminder messages, but can also request a reply to confirm that the person has acted upon the reminder. If the person repeatedly fails to act on the reminder, a carer can be alerted by text message so that they can offer further support.

'Flo' Case Study: 'M' has Asperger's Syndrome and used to go downstairs up to 12 times a night to check that the doors to the house were secure. He now receives a nightly text message from 'Flo' asking him to confirm that he has locked the doors.

M says...*"The text service is really good and has not let me down once. It saves me from going downstairs to check - I'd be down even if I heard a creak at night but now I just check my phone to see I've locked the doors."*

M's mother, who is the main carer, commented: *"This text service has changed both our lives. For nearly five years he has been up all night checking locks and doors due to his anxiety so we got little sleep and it was very distressing to witness as his carer. The difference has been amazing – we have got back to a normal life."*

The Countywide Aspergers Services

The team provides support for Adults who have Asperger's syndrome and other high functioning autistic conditions. The service continues to experience a growing demand for services. The team has been praised for its work by the Department of Health and has been commended in the National Autism Strategy as an example of good practice. As with many other functions, financial pressures meant that the funding for the team has been thoroughly considered but the work carried out by the team was so highly regarded that it will continue to offer services.

Work with the Alzheimer's Society

In March 2014 we completed a partnership project with the Alzheimers Society to develop Personal Budgets for people with dementia. The Council recognised that improvements are required on a range of fronts to improve the availability and use of Personal Budgets and Direct Payments for people with dementia. Recommendations from the final report included:

- Increase our own staff skills and confidence in Direct Payments as a positive option for people with dementia.
- Improve the information available at Customer Service Centre.
- Improve the flexibility and responsiveness of the customer service.
- Measure how many people with dementia use Personal Budgets.
- Obtain/act on feedback from people with dementia who have had a Personal Budget.

6

How we delay and reduce the need for care and support

In your words...

'D' recently lost her sight and was supported by the Adult Deaf and Visual Impairment Service (ADVIS).

"I lost my sight over a period of 3 weeks and was told I had no chance of my sight returning. I was registered as Blind. The shock to me and my family was devastating and our worlds were turned upside down. Following my discharge from hospital I was contacted by a member of staff from ADVIS. Their help and advice has been invaluable to me. Following a discussion with me they helped and advised me on equipment to assist me with my independence."

The ADVIS team helped D to obtain specialist equipment such as a specialist telephone which verbally lists M's personal directory, a talking watch with date and time announcement, a note detector identifying £5 £10 £20 notes and tactile markers on items such as the TV remote control, mobile phone, washer, and front door to easily find the lock. The team also contacted the NRSB (Nottinghamshire Royal Society of the Blind) and arranged services such as a volunteer from the British Wireless for the Blind who visited and assessed D's needs and a referral to the counselling scheme at NRSB - which was very valuable and helped to build confidence.

ADVIS devised an individual plan of training and development. After completing this training D was able to independently visit her daughter and family in Jersey which involved flying from the local airport and using a combination of assisted travel and long canes skills. D now feels confident to do this again.

"Through this life changing support I have received from ADVIS my independence has been restored. My physical and mental well-being is healthy. I am a confident person who manages all kind of tasks that I would never have imagined I would have been able to do with no vision. I cannot imagine where I would be without the support I received."

Our 2012-13 Local Account said ...	Some examples in 2013-14...
<p>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</p>	<p>Our Telecare services support people to live at home. We are developing preventative strategy in partnership with district councils</p> <p>Comprehensive Assessment for Frail Older People are currently underway within Nottingham University Hospitals NHS Trust and Broxtowe Social Care to enable older people to live at home longer</p>
<p>We will expect to share responsibility with individuals, families and communities for their health and wellbeing</p>	<p>We have developed a Support Planning Toolkit which is being tested by volunteers and staff - this will support service users to be more involved in completing their own support plans, either by themselves or with support from friends, family or peers</p>
<p>We will promote individual health and wellbeing through joint and collaborative approaches across the public sector</p>	<p>We have worked collaboratively with a number of other organisations and agencies to improve the social care environment and opportunities for people who use services. Some of these include: Clinical Commissioning Groups, Micro Enterprises, Work Clubs, Schools, Colleges and local businesses</p>
<p>We will increase the number of people benefiting from integrated reablement services, avoid unnecessary hospital admissions and delays in hospital discharges</p>	<p>We have continued to increase the number of people living independently through our 'START' reablement service (Short-Term Assessment and Reablement Team).</p> <p>The percentage of successful reablement has increased from 72% to 79%; with 64% of people now requiring no on-going service and 15% needing a reduced service.</p> <p>We helped 89% of people who received reablement remain in their home 3 months after their discharge from hospital</p>

Reablement

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. Reablement Support can be provided either in a residential setting or at home. The aim is to enhance people's independence through provision of short-term intensive support which 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.

From 2013 reablement was also made available to younger people (under 65 years old) with physical disabilities, including those with acquired physical disability, those who have long-term conditions such as Multiple Sclerosis and Muscular Dystrophy, and those with Asperger's syndrome.

Mr P's wife had recently died leaving Mr P socially isolated and unable to cope by himself. There were also pressing financial issues. Mr P wasn't looking after himself, lacked kitchen skills and coupled with grief wasn't eating properly.

The Council's Promoting Independence Worker (PIW) was able to give support managing financial issues, give advice on benefits, support to enable him to maximise his income as well as support to manage his paperwork. Mr P was then able to remain living in his own home rather than have to sell it.

Access to various social activities and transport options was arranged to lessen his social isolation and Mr P was accompanied to some appointments to facilitate his attending. Help and guidance was given with basic shopping skills, food preparation and kitchen tasks. Support was also given which enabled Mr P to manage his nutritional intake both from the point of view of encouraging him to eat and to have enjoyable meals. The PIW was also able to support Mr P in dealing with some family issues.

Adult Deaf and Visual Impairment Service (ADVIS)

ADVIS is a countywide service which provides reablement and social work assessments to adults over the age of 18 who live in Nottinghamshire. Reablement for people with a visual impairment usually consists a short period of support for 1-6 weeks, but if longer term assistance is required for something such as teaching mobility, then the team will continue involvement for some time. It is an individual tailor made service to a person's needs to help them regain daily living skills such as making a hot drink safely, preparing meals, cooking, marking up equipment, mobility, emotional support, giving advice and information on a variety of needs.

Reablement for people with a hearing impairment is focussed on the provision of environmental equipment to aid people to live independently at home. This may include an adapted smoke alarm, advice and information, baby alarms and alarm clocks. Some equipment is free while other equipment may need to be purchased – however we will provide support and advice to help people make the right choice.

The ADVIS social work team also undertake specialist social care assessments for eligible people with a sensory loss (to be eligible you will be registered as sight impaired (partially sighted), severely sight impaired (blind) or have a profound hearing loss). People outside of these criteria will be assessed by a social work team from the district they live in.

This year ADVIS have had an increase in requests for support and the team have developed new social care facts sheets about the service which are available via the Council's website. On average the reablement team now receive between 50-60 referrals a week.

Partnership working – the ‘i-work’ team

We are committed to working together with other agencies and organisations to find ways for people to support themselves in society. The i-work team helps people with learning disabilities find paid employment and during the year they have:

- Worked on **Project Search** together with Foxwood School and Nottinghamshire Hospital Trust to enable school leavers to enter paid employment with the hospital.
- Worked with colleges, schools, and the Learning Skills Information Service and local businesses to deliver meaningful and progressive work experience with paid outcomes. This initiative is up and running in Mansfield and we are developing a countywide service.
- Worked as part of the Ashfield Partnership with other organisations (such as Remploy, the Department for Work and Pensions, the Shaw Trust and West Notts College) to engage local businesses in providing opportunities for employment.
- Worked together with ‘Pulp Friction’ - running a youth café in West Bridgford, looking at developing a smoothie business and also supplying this on site in a possible partnership with Boots.
- Trained people to work on the **Notts Nosh** market store (Notts Nosh promotes locally produced food which is sold locally).
- Attended **work clubs** across the county
- Worked with other organisations including; JobCentre Plus, North Notts College, The Prince’s Trust and businesses across the county.

County Enterprise Foods is managed by the Council and offers work to people who need support in employment - 25 disabled people are employed at the food production unit in Worksop. In Nottinghamshire around 1,700 residents currently use the service which offers a wide range of meals to choose from that can either be delivered to homes hot or frozen.

At a Training & Development Forum held in September 2013 contact was made with a company - the Swedish owner of the company subsequently contacted County Enterprise Foods with a view to supply products to Sweden for the care market. County Enterprise Foods now supply meals to Sweden to assist the Swedish government to provide their homeless hostels and refugees with a hot meal.

In meeting the terms of this contract the supported employees at the food production unit demonstrated their flexibility and teamwork skills in meeting tight deadlines for this new initiative as well as meeting the requirements of the day to day work, supplying meals at home for vulnerable residents. It is a credit to the team that this request could be turned into a reality within a short space of time. Similar orders have followed.

Help to Live at Home

The Help to Live at Home programme was launched in autumn 2012. 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.

- In November 2013 the Council launched plans to deliver a new **Extra Care** housing scheme for older people in Gedling (Extra Care Housing provides independent living accommodation for older people, with an on-site care team offering flexible care and support services)
- During 2013-14 the 'Living at Home' (LAH) Programme Team organised a workshop in each Nottinghamshire district. The workshops were jointly arranged with the local NHS Clinical Commissioning Groups (CCGs) and also included voluntary and community groups. The aim was to agree ways we could work together to deliver our shared ambition to support older people to live safely at home for longer
- Trials took place for a new Comprehensive Assessment for Frail Older People commonly known as Comprehensive Geriatric Assessment (CGA) within Nottingham University Hospitals NHS Trust and within the adult social care team in Broxtowe. The assessment focusses on determining a frail elderly person's medical, psychological and functional capability, the development of a management plan and the identification of a case manager to enact it

From 2014 onwards the project consists of 3 main areas – Improved Joint Working with Health, Appropriate Accommodation for Older Adults and Changing Culture and Expectations.

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

In the 2012-13 Local Account we said we would, improve access to and take-up of Assistive Technology in the county by older people and their Carers. Assistive technology is the collective term that includes assistive, adaptive, and rehabilitative devices and the process used in selecting, locating, and using the most appropriate technology. Common examples of this technology include wheelchairs, hearing aids and personal emergency alarms.

- In 2013-14 we introduced a fast track process at our Customer Services Centre, so that eligible vulnerable people in need of assistive technology could access this equipment quickly. This and other changes led to a 40% increase in the number of people supported to maintain their independence at home using assistive technology. This includes sensors to alert carers if a loved one at risk of falls tries to mobilise unaided, or a person with dementia leaves their home in the middle of the night
- In 2012-13 we reported 18 cases where use of assistive technology had delayed or avoided the need for someone to be immediately moved into a residential or nursing care home. In 2013-14 this increased by over 400%, with 94 people who were assessed as being in immediate need of residential care, were supported to remain in their own home
- 42 people were also able to return home more quickly following an admission to hospital by using assistive technology to manage risks that could otherwise only be managed in hospital or a short term care setting

Assessment Beds

Following the success of the assessment beds service which has been operating across the county since 2011, a specialist service for older people with mental health problems and/or dementia has been established. The service started in January 2014 and operates in the Gedling area. It is a joint service provided in conjunction with Nottinghamshire Health Care Trust and offers support to people at risk of admission to hospital, discharge from hospital or who need a period of assessment due to their mental health issues.

Since the service started 44% of referrals were people who would have otherwise been admitted to hospital, 28% of people were being discharged from hospital and 28% required assessment. On discharge from the assessment bed service, 33% returned home, 33% moved in to a care home and 33% required further short term support or treatment.

Mr 'B' was admitted to hospital due to an infection and whilst in hospital he sustained a fall and fractured his hip. As a result of the fall Mr B developed heightened anxiety and refused to be discharged home with a care package. He remained in hospital for a period of over 4 months until he was referred to the assessment bed service for period of assessment and reablement.

With the support of the multi-disciplinary Intensive Recovery Intervention Service team (IRIS) and the care staff he was enabled to return home with a reablement package which was subsequently reduced, as he regained his skills and his anxiety improved. A Carer's assessment was also completed for his wife and main Carer.

7

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

In your words...

“Like to say a big thank you to all the lovely girls who have come and helped in the morning. They have done a wonderful job”.

“Kind, caring and efficient very fortunate to have him allocated as mum’s social worker”

“Support team have all given encouragement to me and the confidence to achieve my own goals regarding recovery. I cannot speak too highly of them they are all so considerate and kind”.

“THEY HAVE MADE SUCH A DIFFERENCE TO OUR LIVES!”

We want to ensure that people who use our services are satisfied with their experience of the care and support they received. The following section explains some of the ways we listen to our service users.

The Adult Social Care Survey

The national Adult Social Care Survey has been used since 2011 to provide consistent and comparable information to help us plan and improve the services we deliver. Key results from the survey are listed in Section 3 – ‘How we know if we are delivering good quality services’.

Complaints and compliments

Complaints and compliments from Nottinghamshire residents are an important source of information on how well our services are performing. During 2013-14 the department received

- 259 complaints (up from 238 in 2012-13)
- 141 compliments (up from 77 in 2012-13)

Most complaints are resolved without the need for a formal investigation because; from the outset there is an emphasis on negotiating a resolution with both the complainant and the department.

We use information from these complaints to learn how and where we can make improvements to the service we deliver. The Local Government Ombudsman has noted an increase nationally in the volume of complaints in relation to adult social care over recent years. This is possibly due to the increased volume of demand for care services, the increase in complexity of people's care needs and a higher profile in national media for the area of social care.

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

Overall...

Positive results:

- We received 141 compliments for 2013-14 – double the number from the previous year (71 compliments)
- The overall satisfaction of people who use services with their care and support remains high at 93% and is above the East Midlands average (91%)

Consistency:

Several key measures have remained stable over the past few years in spite of ongoing pressure on services. These include

- 88% of service users say those services make them feel safe and secure (90% in 2012-13)
- 74% of people who use services have as much or adequate control over their daily lives compared to 79% in 2012-13

This year a new ASCOF indicator has been introduced to measure social isolation, as there is a link between loneliness and poor mental health and physical health. During 2013-14, 41% of people who use services said they had as much social contact as they like - slightly below the score for East Midlands authorities.

Areas to work on:

- The number of complaints has increased from 238 in 2012-13 to 259 in 2013-14
- 7 out of 10 people found it very or fairly easy to find information and advice. This means there is a sizeable minority who do not find it easy to access the information needed to inform their choices.

End of Life Care

The aim of the End of Life Care (EOL) project is to enhance the quality of life for people with care and support needs at end of life. One way of achieving this is to provide health and social care professionals, carers and organisations in Nottinghamshire with a wide range of information and training on Advance Care Planning, Symptom Control, care in the last days of life, bereavement and spirituality.

We have succeeded in achieving our aims by working in partnership with organisations such as Skills for Care, Public Health, CCGs, Independent Sector Care Providers and the Voluntary Sector. Key achievements for 2013-14 include:

- 38 care homes have successfully completed the Gold Standards Framework (GSF) Foundation Level training course and are helping to reduce inappropriate admissions to hospitals.
- 33 EOL Champions have been recruited from various backgrounds including GPs, social workers and care home managers. They are promoting good end of life practices in their own organisations and across health and social care organisations via events, conferences, the Nottinghamshire End of Life care newsletter, EOL websites and training courses.
- 14 GP practices in Newark and Sherwood and 4 wards at Kings Mill hospital are also undertaking GSF training as part of the GSF Cross Boundary Care Project. This reinforces the training that the care homes are undertaking and is improving communications and relationships across the community.
- Trainee social work students at Nottingham Trent University have also attended a half day EOL training course provided by EOL trainers. This has led to an increase in Social Workers wanting to be Palliative Social Workers.
- 200 people attended four Dying Matters awareness raising events which were held in public venues in May.

8

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

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.

Our 2012-13 Local Account said ...	Some examples in 2013-14...
<p>We will enable people to live with the risks inherent in living independently whilst ensuring they are safeguarded from significant harm</p>	<p>Continued to learn lessons from cases to improve the way we safeguard adults at risk</p> <p>Commenced a review of our procedures “following a referral” with an emphasis on providing outcomes that are “right” for the individual</p> <p>Carried out a strategic review of the Care Home Sector and agreed a consistent approach with health colleagues to tackle those Care Homes which persistently provide poor quality care</p> <p>Realigned Safeguarding and the Adult Access Service to provide a “seamless” service when contacting Adult Social Care regardless of the nature of the concern</p>

Review of Policy and Procedures

In recent years the focus of adult safeguarding work has moved towards a “person centred approach”. In October 2013, Nottinghamshire participated in national research to identify best practice around “making safeguarding personal”. This review, together with the requirements of the Care Act (The Care Act is the single most important legislative change for Local Government at the moment – there is a section at the end of this report with more information) helped us to review our Procedures and Guidance.

The new Policy and Procedure was implemented in the summer of 2014. In practice, this means:

- We have an approach which puts the person at the centre of the safeguarding work, leading to the outcomes that people want.
- Safeguarding assessments will focus more on what support the person wants to manage future risk.

- There will be a proportionate response to allegations of abuse, meaning gathering evidence to ascertain whether abuse has occurred or not will be required less frequently.
- Where investigative work is required, there is greater clarity around partner agency roles and responsibilities.
- Improved recording of safeguarding work.
- We have a process that is clearer for staff to navigate, making it easier to complete appropriately and within timescales.

The National Capability Framework

In 2013/14 the Council led work to embed the National Capability Framework (NCF) for Adult Safeguarding across the organisations which are members of the Nottinghamshire Safeguarding Adults Board (NSAB). The national framework helps us to develop the skills of our staff to provide a consistent approach to safeguarding adults. It clearly sets out a minimum standard of knowledge and skills which are needed by staff who undertake different roles in relation to adult safeguarding. It also gives managers a tool to evaluate the performance of workers and identify training needs.

We also have a Quality Assurance Scheme for training which provides us with a common approach to ensure safeguarding training which is being delivered is consistent and of a high standard. The scheme has been implemented in all NSAB member organisations.

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 2013/14 the serious case review sub group monitored the completion of recommendations from previous serious case reviews and received presentations from senior people within organisations on how their service had improved as a result
- In October 2013 we commenced a review following the death of a young woman in a hospital setting who had been detained under the Mental Health Act

Multi-Agency Safeguarding Hub (MASH)

The MASH is the county's first point of contact for new safeguarding concerns for vulnerable children and adults. The MASH in Nottinghamshire is one of only a handful of safeguarding hubs that handles concerns about both children and vulnerable adults. It has significantly improved the sharing of information between agencies with over 60 staff from the Police, Health, Probation Trust, Schools, Children's Social Care and Adult Safeguarding working together in the MASH office.

The MASH receives safeguarding concerns from professionals such as teachers and doctors as well as members of the public and family members. During 2013/14 – 4,751 adult safeguarding referrals were received, assessed and allocated via the MASH.

Safeguarding Adults Awareness Survey

Between June and August 2013 we carried out a safeguarding adults awareness survey which sought to capture information about what the public understands about adult safeguarding (for example - what it is, how to recognise it, what to do about it and how to report it). The information we received has enabled us to target our communications strategy towards ensuring the public are aware of the most appropriate way to report adult safeguarding concerns.

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.

Protecting the Public

Feedback...

The Trading Standards Service is receiving national recognition for its innovative work as a partner within the Multi Agency Safeguarding Hub (MASH). Being an integral part of the MASH, Trading Standards Officers are able to identify victims of doorstep crime and scams and work more effectively with social care colleagues to protect them from repeat victimisation and help them to remain independent in their own homes.

Our 2012-13 Local Account said ...	Some examples in 2013-14...
To continue to develop effective intelligence-led enforcement action to tackle rogue traders	Implemented the key features of the National Intelligence Model in the Service. Undertook investigations and prosecutions against a number of individuals deliberately flouting the law or posing significant health and safety risks. Developed prevention and protection measures to reduce the number of vulnerable people falling victim to a range of scams and frauds. Developed more relationships to support legitimate businesses to allow us more time to concentrate on those deliberately breaking the law.

Action against Problem Traders

The Trading Standards and Community Safety Service continue to tackle those traders causing the most detriment to Nottinghamshire residents.

A Director of Kirby-in-Ashfield based car trader pleaded guilty to 17 charges relating to unfair and aggressive trading practices and the supply of unroadworthy vehicles - staff had used abusive language, had intimidated customers, and had refused to rectify faults on vehicles. Fines totalling £10,550, compensation totalling £6,665 to the complainants involved, and £2,300 prosecution costs were ordered to be paid. In summing up, the District Judge commended Trading Standards for the way it had pursued the matter to its conclusion.

Safeguarding Vulnerable People

The Trading Standards Service continues to develop our work with partner agencies to protect older and vulnerable residents from falling victims to scams or unwittingly signing up to expensive unnecessary commitments.

Nationally Mass marketing scams cause around £3.5 billion of detriment annually to consumers. Vulnerable and disadvantaged residents are deliberately and repeatedly targeted causing significant harm to their health, well-being and independence. The Service signed an agreement with the new National Scams Hub to receive referrals regarding identified Nottinghamshire repeat scam victims. We are working with local partner agencies to raise awareness of mass marketing scams and to intervene to protect the vulnerable residents identified. The financial detriment involved is often great, with two Nottinghamshire victims having lost £250,000 and £300,000 to scams.

Scam Alert Service

During the year we issued 15 warnings to communities to help them protect themselves. 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.

E Crime

Crime perpetrated or facilitated using computers or the internet continues to cause problems. The Service continues to develop its skills and tactics to combat the threats.

During one investigation, a website host for a rogue home improvements company was identified. The website contained a number of false claims, and also gave false addresses for the business. We worked with the webhost business to remove the problem site, and to also introduce a system to ensure that all of the other 900 websites it hosts have genuine contact details on.

Product safety

The Service continues to ensure that products supplied to our residents are safe to use by working with importers and suppliers in the County to implement systems to ensure products are safe.

A business and its Director from the West Midlands were prosecuted for supplying dangerous products. The company sold a tread mill to a Nottinghamshire man. On setting up the equipment, the arms sprung out and severed his middle finger. The company were not able to show that they had a sufficient due diligence system in place to ensure the products they supplied were safe. On conviction, the Crown Court fined the Company £30,000 while the Director was fined £6,000.

Supporting business

The Service continues to actively support businesses based in the County to comply with consumer protection law in the most efficient way possible.

The Service entered into 18 new Primary Authority partnerships with businesses in the year. The agreements give the companies the confidence to trade more widely and grow their businesses, as the advice that they receive is binding on all enforcers nationally. The businesses pay for the cost of this advice, bringing funds into the Authority.

Protecting the Young

The Service is engaged in a range of activity to protect our young people.

The Service assisted Public Health England with a national project to assess the ease with which young people were able to buy E-cigarettes. The Government has plans to introduce age restrictions for these products, and this exercise was designed to obtain base line data of the current scale of the problem. The Authority conducted 20 test purchases, using a 14 year old volunteer who was able to purchase products at 4 (20%) of the premises visited.

The Service conducted a project to assess the level of diligence by off licences when checking the identity cards of people attempting to buy alcohol. Only 30% of the 97 premises visited refused sales to test purchase volunteers given identity cards that clearly belonged to someone else. The project raised awareness amongst retailers of the need for greater vigilance by their staff when selling alcohol.

Lorry Watch

Trading Standards have continued to support the Highways team and to protect residents by enforcing vehicle weight restrictions - 87 enforcement exercises were carried out in 33 different restrictions, and 152 breaches identified. The Service has worked with County Councillors, Parish Councils, local residents, Highways representatives and contractors to look at individual problem areas to understand the causes and to identify solutions, including alterations in signage and amendments to the Orders that implement the restrictions. There have also been discussions with some of the haulage companies to amend their routes.

The Community Safety Team

The Community Safety Team joined the Adult Social Care and Public Protection in April 2014. Team members contribute to tackling crime and disorder issues, priorities and work with other departments and external agencies to ensure an integrated approach to tackling issues affecting community safety such as anti-social behaviour, domestic violence, hate crime and drug and alcohol misuse. The team also co-ordinates the meetings of the Safer Nottinghamshire Board. Next year's Local Account will report on the team's work in 2014-15.

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 chairing a range of key planning sub groups. The team fulfilled the County Council's commitment to the Service Level Agreement with the District and Borough Councils. During 2013-14 the team:

- Responded to severe flooding events during summer 2013, and engaged with affected communities afterwards to promote and support Community Resilience.
- Revised and updated County Council emergency plans, including that for Winter Weather, the Major Incident Plan for the One-Call Stadium in Mansfield, and the Elected Members Emergency Plan.
- Was a major contributor to Local Resilience Forum planning for Site Clearance and Emergency Mortuaries.
- Training events in support of key plans, including Water Awareness, Flood Wardens and 4X4 drivers.
- Key roles in exercises to validate plans, for example multi-agency emergency response to flooding and for emergency accommodation.

Registration and Celebratory Service

The service maintained the full range of statutory functions, marking the major milestones of life from cradle to grave, while further developing the range of enhanced and non-statutory services offered to the public. In particular, the service was able to develop its expertise in civil funeral and nationality checking. Improvements were also made to the customer journey through registration services and to the information available on the internet. During the year the service:

- Registered 8701 births and 5583 deaths.
- Held 2370 weddings and civil partnerships at register offices and approved premises, such as hotels.
- Completed 169 other ceremonies, including the introduction of Civil Funerals.
- Welcomed 660 new British Citizens.
- Relocated Registration Offices in Newark and West Bridgford.
- Introduced a Nationality Checking Service.

9

Our areas for development from 2014-15 onwards

A number of key areas of development during 2014-15 have been identified below. These key actions linked to the priority outcomes for residents of Nottinghamshire in line with the County Council's Strategic and Delivery Plans. This section also highlights the opportunities and challenges presented by the introduction of the Care Act.

The most vulnerable adults will be effectively protected and support;

- Multi-Agency Safeguarding Hub (MASH) will be reviewed with partners, to ensure that they support the appropriate referral and information sharing for the most vulnerable children and adults
- We will update our Adult Safeguarding processes to reflect changes in the Care Act. This will improve our processes and practice to ensure the service user is at the centre of all we do
- In response to the findings of the Department of Health report 'Transforming Care; A National Response to Winterbourne View Hospital' we will seek to return people who have been placed out of county back into Nottinghamshire
- We will consolidate the intelligence we have about our residential care homes, use this for the early identification of poor quality and work with these providers to improve standards of care

The public are confident that Nottinghamshire is a safe place to work and live;

- We will focus on 15 Partnership Plus Areas in Nottinghamshire (with Safer Notts Board partners including Police and Crime Commissioner) providing administration of £392,000 of PCC funding for local priorities
- We will ensure effective spend of £364,000 Community Safety Budget including £25,000 for IPledge project to target 20 Nottinghamshire schools and £15,000 to work with three communities (Worksop, Mansfield and Eastwood) on the In our Hands project
- We will work with partners in Public Health, Trading Standards and Community Safety to address issues with vulnerable people including mental health issues through local vulnerable people panel e.g. setting up an event to be attended by agencies who work with vulnerable people to identify improvements to outcomes
- We will set up email alerts for scams using 'Emailme' to inform and enable residents to prevent and protect themselves
- As part of the Neighbourhood Policing Review, we will work with the Police to ensure that the views of the Borough / District and County Councils in Nottinghamshire help to shape how Neighbourhood Policing will operate in the future

Nottinghamshire is a fair and safe place to do business;

- We will promote a fair, safe and thriving local economy by: providing high quality basic trader advice and guidance, expanding our tailored advice to and partnerships with legitimate businesses (on a cost recovery basis) and tackling those rogue traders who adversely impact legitimate businesses
- We will increase our work with other agencies and organisations to protect more vulnerable residents from frauds, scams and other crimes. We will tailor our intervention dependant on the type of problem and those most at risk from it and this will include working with colleagues across the social care spectrum and working more closely with the Police and others
- We will expand our use of a variety of communication channels, including emerging technologies such as social media, to share key messages/alerts to empower individuals and businesses to protect themselves

People with health and social care needs are able to maintain a satisfactory quality of life;

- We will support the development of new Extra Care Housing and Supported Living Services for older and disabled adults
- We will work with health and social care colleagues around the issue of falls and to improve transfers of care for older adults leaving hospital, including campaigns to promote the increased use of assessment beds and increased awareness of falls support services
- We will develop the range of preventative services to support adults to remain living at home safely for longer and promote these through the Council and health partners
- We will fund a specialist 'Compass Worker' within each Intensive Recovery Intervention Service to support carers looking after a person with dementia through practical help, information and emotional support
- We will implement and evaluate the Carers' Crisis Prevention Service as part of the Home Based Services contract

Enable people to live independently and reduce their need for care and support;

- We will maximise the number of both Younger and Older Adults who are enabled to remain living in their own home through refining the reablement process for Physical Disability and closer monitoring of all requests for admissions and revising panel processes
- We will help people to remain at home for as long as possible by providing a suitable period of reablement and rehabilitation to help maximise and maintain independence
- We will provide assistance to Carers so they are able to continue to provide the essential support for the people they care for
- Through our 'Living at Home Programme' and specifically our Extra Care schemes we will continue to reduce the amount of permanent admissions to residential and nursing homes

People have a positive experience of care and health support;

- We will develop a tool that determines people's eligibility to be checked in advance. This will enable decisions to be made quicker and allow us to target our services to support the users and carers in greatest need
- We will make key information available to enable providers who are considering developing or setting up businesses in Nottinghamshire, to ensure there is a range of providers to meet social care needs
- We will improve access to and review information provided on the Choose My Support online directory. We will establish future needs and options for a web based information directory through joint working with Special Educational Needs and Disability services

Improved integration with health care delivers improved services focussed on those with the greatest need;

- In line with the Better Care Fund, working with the health service, GPs and other organisations we will reduce avoidable admissions to hospital. When people are admitted, we will work together to reduce the length of their stay and enable them to return home sooner
- By 2015 we will reduce the amount of people admitted directly to a Care Home from hospital by ensuring that all people are considered for a period of reablement or rehabilitation
- We will implement the Health and Well-Being Strategy to enable people with health and social care needs to be able to maintain a satisfactory way of life
- We will work with Clinical Commissioning Groups and NHS Trusts within Nottinghamshire to improve the integration of transfers of care from NHS to care services – reducing any delays

The Care Act – looking forward

The Care Act is the single most important legislative change for Local Government at the moment. **It will fundamentally change the way that care and support for adults and support for carers is provided in Nottinghamshire.** It provides a new legal framework which governs responsibilities and duties; it will change the way that social care and health is delivered, and the way that care and support is paid for in England.

We have established a **Care Act Implementation Team** to enact the required changes and manage the risks for implementation. The requirements have been divided into fourteen specific workstreams, which are led by a named manager(s). Progress against each workstream is reported back into the wider programme, with the overall programme managed via the Care Act Programme Board, chaired by a senior officer from Nottinghamshire County Council.

The Care Act – Timescales

- The Care Act became law in May 2014 (the act itself establishes what needs to be achieved; the new regulations, guidance and funding reforms detail how this will these changes will be made)
- Social care regulations and guidance released initially for consultation, have been finalised and were issued in October 2014. Draft regulations and guidance on the funding reforms were expected in autumn 2014 for consultation, but it is anticipated these will not be finalised until late 2015

The Care Act sets out new and extended responsibilities for social care, health and housing.

On the one hand it gives opportunities to review and improve services and ensure that people's needs are met, promoting their wellbeing and providing or arranging services or resources to help prevent, delay or reduce the development of needs for care and support.

On the other hand it presents new challenges for both Nottinghamshire County Council and its partners. There are very significant financial and resource implications to meet the new statutory requirements.

The Care Act together with the Better Care Fund provides a framework for co-operation and integration with health, housing and other health related services. This framework includes the following areas:

- strategic commissioning and planning, including developing a diverse, sustainable and high quality market place to buy social care and health support
- access, assessment and planning for care and support, including integrated personal health budgets
- integrated advice and information across health, district councils and other partners
- joined-up service delivery

In response to these challenges, the Care Act and Integration with Health programme is a key area of activity within the Council's Transformation Programme as described in the document '**Redefining Your Council**'. The implementation of the Adult Social Care Strategy will ensure that we deliver these new duties and responsibilities in the most efficient and cost effective way.

10 Getting in touch

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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