

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.

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

A 'Local Account' is how we let the residents of Nottinghamshire know about some of the work we do, and the services we provide for you. It tells you about our plans to develop our services, and also about areas where we recognise there is room for improvement.

This factsheet contains a selection of information and examples which are representative of the full report. Should you wish to find out more information, the report in full can be found [here](#).

The **Adult Social Care Health and Public Protection** department ensures that people with eligible social care needs are able to access the services they require. The main focus for social care is to support individuals, their families and their carers to manage disability and illness. It is very important to us that people are supported and helped to remain living independently for as long as possible.

In addition to our core social care functions, we also provide Community Safety, Emergency Planning, Registration Services and Trading Standards.

## WHAT DO YOU THINK?

### During the year 2013/14 we conducted an Adult Social Care Survey

#### Good Results:

- ✓ 93 % said they were satisfied with their care and support
- ✓ 95 % said they have control over their daily life, with 88 % saying their support services helped them to achieve this control
- ✓ 88 % said the services they use have made them feel safe, compared with the 79 % England average

#### Areas for Improvement:

- 73 % of people who use services said they find it easy to access information about them, compared with the 75 % England average

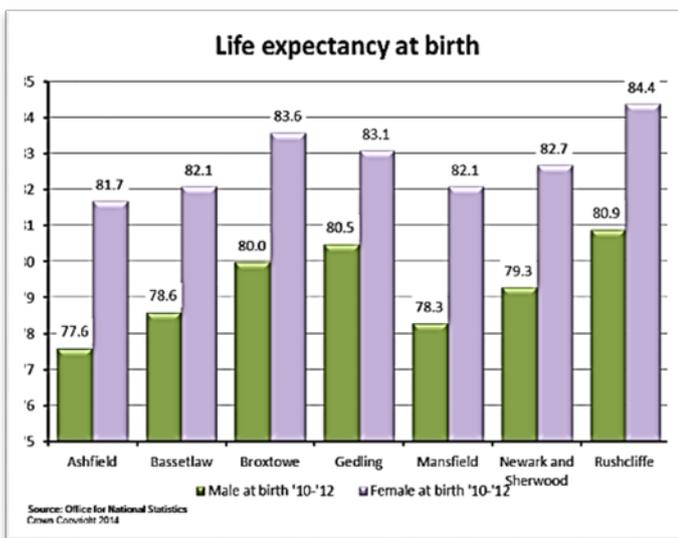
#### Some of the key things we did in 2013/14:

- ✓ 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 (including services such as nursing care, residential care, day care, home care and other home-based services)
- ✓ People were provided with items such as equipment or blue badge parking permits to support them in living as independently as possible
- ✓ We assessed over 4,500 people who cared for someone else
- ✓ We received 141 compliments for our services, which is double the amount we received during 2012/13 (71 compliments)



## Health inequalities across Nottinghamshire

The health of Nottinghamshire residents is improving, but not at the same rate for everyone. Some groups have worse health outcomes than others, as a result of where they are born, live, work and age. This health inequality gap 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 and 2012 for men compared to women, and between the different districts within Nottinghamshire.



As a local authority, we are working to enhance quality of life for people with care and support needs. We are achieving this through the delivery of schemes such as:

- We seek to provide people with much more flexibility through enabling them to choose the support that is right for them, through the use of **Personal Budgets** and **Direct Payments** – including **Carers' Personal Budgets**, the **Direct Payments in Residential Care Project**, and partnership work with the **Alzheimer's Society**
- The **Carer Support Service**, set up in 2013 to ensure that Carers receive timely and accurate information and services to support them
- **Crisis Prevention Service for Carers**, supporting Carers who need an unplanned break, which may be due to an emergency situation or to prevent a crisis from occurring

- **Carer Emergency Card**, which identifies the holder as a Carer in an emergency situation
- **NHS Carer Breaks**, funding free breaks for eligible Carers
- **Information and Advice** through the **Choose My Support** website, commissioned in 2013 to be a single point for information and services
- **Brooke Farm**, an in-house commercial enterprise growing vegetables and plants for sale to the general public and providing employment and training for people with learning disabilities
- **Nottinghamshire Micro Enterprise Project**, which aims to increase the number of local traders, small businesses, charity and voluntary organisations who would be able to provide social care services
- **Hope Springs Horticulture CIC**, a user-led organisation supporting people with enduring mental health difficulties across North Notts
- **Day Services** to promote independence
- **Assistive Technology** to help people with care and support needs
- **The Countywide Asperger's Services**, providing support for adults with Asperger's syndrome and other autistic conditions

Across the country, local authorities are facing the challenge of increasing demand for Adult Social Care due to an aging population being supported to live longer and more healthy lives.

At Nottinghamshire County Council we have a focus on **maintaining independence**, and work to ensure that people are able to stay in their own homes for as long as possible. During 2013/14 nine out of ten of the people who benefited from the reablement process that we provide were enabled to remain living in their own homes.

For more information about Adult Social Care Health and Public Protection or the services we provide, visit: <http://www.nottinghamshire.gov.uk/caring/adultsocialcare>

or call the Customer Service Centre on:  
**0300 500 80 80**