



This is the fifth local account and comes at a time of significant change and challenge for the Council and the 800,000 residents we serve.

Great work is still being done by our teams delivering care and support to people in Nottinghamshire in challenging financial times. In most areas of service that are measured on a national basis, we are a high performing council, and in comparison with other councils, we spend the same or less on most of our services. We have formulated our Adult Social Care Strategy to promote independence and wellbeing, and choice and control, and we are working on closer integration with Health. This involves ensuring the right advice and guidance, preventative services, reablement and alternatives to residential care are available.

Like most councils we have had to prioritise the funding we have, which means we do not now provide all the same services or the same levels of service that we have in the past.

Over the next three years the Council is facing a budget shortfall of £50.2m; our income has fallen, whilst demand for our vital services has gone up. We have already delivered some significant savings in recent years and plans are in place to deliver further savings by 2017.

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. We have produced a shorter summarised account for 2014-15 in the form of this factsheet. Should you wish to find out more information about the work we do, further details are on our website:

www.nottinghamshire.gov.uk

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 Public Protection, Community Safety, Emergency Planning and Registration Services.

During the year 2014/15 we conducted an Adults Social Care Survey

Good Results:

- ✓ 91 % said they were satisfied with their care and support
- ✓ 80 % said they have control over their daily life, compared to the 77 % England average
- ✓ 90 % said the services they use have made them feel safe, compared with the 85 % England average
- ✓ 76 % of people who use services said they find it easy to find information about them

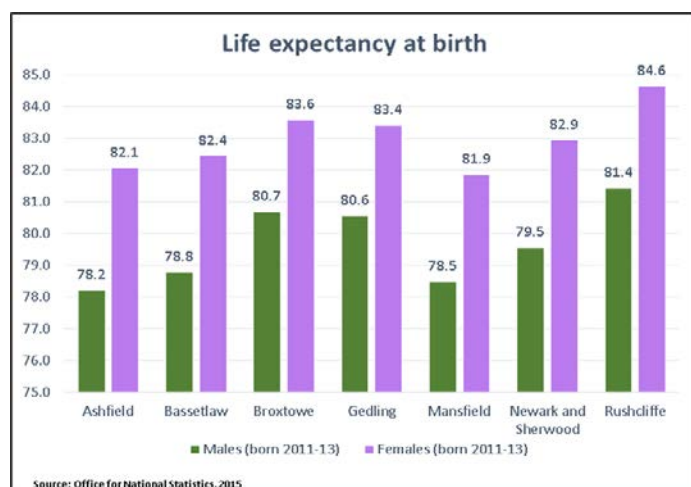
Areas for Improvement:

- 44 % of people who use services said they have as much social contact as they like, compared with the 45 % England average

Some of the key things we did in 2014/15:

- ✓ Our Customer Service Centre received over 50,000 enquiries from people wanting support and advice for adult social care issues
- ✓ People were provided with information, advice and signposting to other key support organisations
- ✓ People were provided with items such as equipment or blue badge parking permits to support them in living as independently as possible
- ✓ Following a full assessment, 13,000 people received support (including services such as nursing care, residential care, day care, home care and other home-based services)
- ✓ We assessed over 4,000 people who cared for someone else
- ✓ Established new strategy for the future of adult social care in 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.



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

- **Assistive Technology** to help people with care and support needs stay safe at home
- **Early Intervention support services** for older people with long term conditions, **promoting independence** support for vulnerable adults and **deaf support services** (*all prepared for tender in 2014-15*)
- **Short Term Assessment & Reablement Team (START)**: a multidisciplinary team comprising of Front Line Support services, Occupational Therapists and Community Care Officers who work with older adults to regain the skills and confidence to live as independently as possible
- **The Carer Support Service**, set up in 2013 to ensure that Carers receive timely and accurate information and services to support them
- **NHS Carer Breaks**, funding free breaks for eligible Carers
- The **Compass** worker role was developed to support **carers of people with** mid to end stage **dementia**. Workers started in post in November 2014
- The county-wide '**Pathways**' service was re-commissioned, this is a support service to **carers of people at the end of life**

- **Personal Budgets and Direct Payments** – including Carers' Personal Budgets, Direct Payments in Residential Care; and work with the Alzheimer's Society – providing people with much more flexibility through enabling them to choose the support that is right for them
- The **Dementia Quality Mark (DQM)** was introduced in 2013 and then reviewed in 2014/15 – 33 homes were successful in this second round of awards
- **Extra Care schemes**, including 4 new schemes set to open in 2015/16: St Andrews in Gedling; Bilsthorpe Bungalows in Newark & Sherwood; Poppy Fields in Mansfield; Darlison Court in Ashfield
- **Hope Springs Horticulture CIC**, a user-led organisation supporting people with enduring mental health difficulties across North Nottinghamshire
- **The Countywide Asperger's Services**, providing support for adults with Asperger's syndrome and other autistic conditions
- We helped set up a new social enterprise called '**Autism R Us**'. This group is for, and run by, young adults with Asperger Syndrome (sometimes called high functioning Autism). It helps to promote and support awareness on Autism by delivering workplace training from their 'experts by experience'
- We have also developed an e-learning **Autism basic awareness training** that everyone can access for free on www.nottshelpyourself.org.uk

During 2014-15 we expanded and improved our online directory **Nottshelpyourself.org.uk**. This helps individuals and families find information about a whole range of services and provision that are available in the county, neighbouring authorities and sometimes nationally too. It also helps providers to raise awareness of the service they are offering.

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