

# The Big Conversation



This easy read document tells you about a report called The Big Conversation, about how we deliver Adult Social Care services in Nottinghamshire.

## Background – what we did



Nottinghamshire County Council asked an organisation called Community Catalysts to look at how we do adult social care.



Community Catalysts were asked to listen to people who use social care services and carers.



They had to find out what people think about social care in Nottinghamshire.

## Our vision for social care

### #SocialCareFuture

Nottinghamshire County Council believes in the **Social Care Future** vision.



The **Social Care Future** vision is about trying to make it possible for everybody to live in the place we call home, with the people and things we love, in communities where we look out for each other, doing the things that matter to us.



There is more [information on the Social Care Future website](#). This information is not in easy read.



We use the **Making it Real** standards.



**Making it Real** is a set of co-produced statements that describe what good care and support looks like.



There is more [information on the Making it Real website](#).

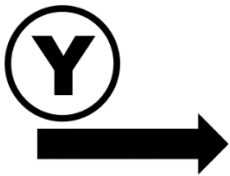


There is an [easy read guide to the Making it Real](#) standards.



We have created a **Practice Framework**.

The **Practice Framework** says how social care will happen in Nottinghamshire in the future.



We want our social care to be more like the **Social Care Future** vision and **Making it Real**.

## The Big Conversation



We called the listening project “The Big Conversation”.



We wanted people to know about The Big Conversation, so we made:

- [The Big Conversation webpage](#) and
- [The Big Conversation video](#).



“Our Voice” are Nottinghamshire’s co-production group for social care. They helped make The Big Conversation happen.



Together we organised lots of ways to listen to people.

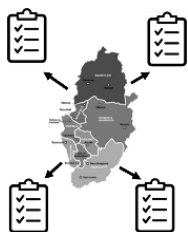


We had 8 events and 11 face-to-face meetings with people.



We did two surveys for people who couldn’t come to an event.

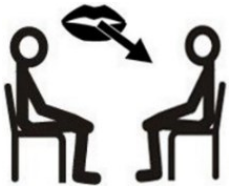
## Who did we hear from



Our surveys were completed by 221 people who lived all over Nottinghamshire.



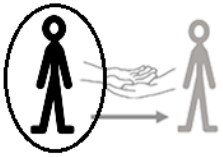
Our events were attended by 207 people.



Another 185 people came to a meeting or group. They were people who used lots of different services.



We heard from a total of 542 people.



This included 277 people who were carers and 265 people use social care.

## About the people



In the surveys we asked people to tell us about themselves.



Most people who use social care say they have an illness or disability.



People who did a survey use lots of different social care services.



Some people who use social care are also carers themselves.



Some people who use social care also get help from other organisations like the health service.



Lots of people who use social care get help from family or friends.

## About carers



Some carers say they have an illness or disability.



Most carers offer care for more than 20 hours a week.



Many carers are older, and most are female.



Most carers don't get help from anyone else.



Many carers are helped by Nottinghamshire's [Carers Hub service](#).



Some are part of a carer support group.



Some have a personal budget. This helps people live their life their way.

## Measuring against the Practice Framework



The Practice Framework says how Adult Social Care should work with the people they support.



We asked people how well Nottinghamshire does social care.



We used the new Practice Framework to decide what questions to ask.



- Some people thought social care was good.



- Some people thought social care was bad.



People told us about social workers and the way they work.



Some people said they don't have the same Social Worker all the time. It can be difficult for them to talk to someone they don't know.



Some people talked about support services being cut. And this makes them worry about review meetings.



Some carers said that that social workers were sometimes unsupportive.

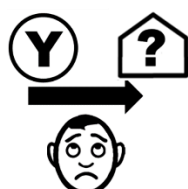
## What people who use social care said



Some people said they like living in their own home.



Some people said they feel isolated.



Some people worry about the future and if they could stay in their home.

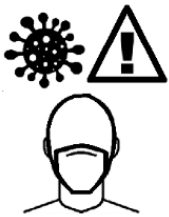




People told us about support services that do a good job.



They also talked about services and staff who are not good.



People said that some things that stopped for the Covid pandemic haven't started again.



People talked about Direct Payments. Direct Payments help people organise their own care.



But they can be hard to manage with lots of paperwork and responsibility.



Many people said public transport and buses are important.



Many people said that having friends and connections in their community is important.



People told us about things that make they feel unsafe.



People said having good information is important.



But they also said that lots of information is not accessible and this is not good.



Lots of people talked about money and finances.



People talked about poverty (being very poor).



People want more help and advice with money and benefits.

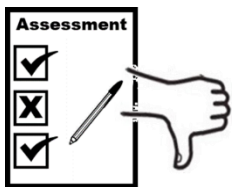
## What carers said



People told us what it is like to live with someone and care for them.



People talked about the difficult things about being a carer.



They told us about carers' assessments and how these are not always good.



People said that some care services and staff are good.



Some are not as good.



They said that there are gaps in services.



Some people get good support from family and friends.



People don't always have time to see friends and family. Some people feel isolated and alone.



People talked about the effect of caring on their health and wellbeing.



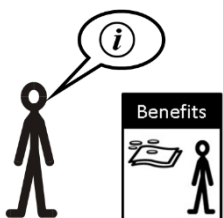
They sometimes feel unsafe.



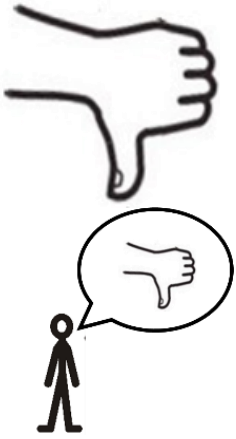
They worry about the person they care for.



People said it was hard to get the information they need. It is hard to speak to a person.



People said they need more help to understand money and benefits.



People said some things are unfair or not right.

They gave examples of when this happened.

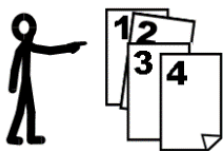
## People's different experiences



People said that some groups of people have a better experience and more choices than other groups.



Younger people get better help than older people.



People who fund their own care get more choice than people who have their care paid by the council.

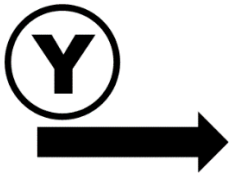


People who live in different areas of the county have different experiences of social care.



People from minority groups sometimes have worse experiences of social care.

## Wishes for the future



People shared their wishes for the future.



They want services and the council to have more compassion and to help people live their live their way.



People shared ideas and suggestions of things the council and services could do differently.

## The Big Conversation report

The full report into The Big Conversation, with sections in easy read format, is [available on our website \[PDF\]](#).

## Links in this document

### Social Care Future vision

[socialcarefuture.org.uk](http://socialcarefuture.org.uk)

## **Making it Real statements**

[makingitreal.org.uk](https://makingitreal.org.uk)

## **Making it Real statements – easy read guide [PDF]**

[makingitreal.org.uk/wp-content/uploads/2025/01/Making-It-Real-%E2%80%93-Easy-Read.pdf](https://makingitreal.org.uk/wp-content/uploads/2025/01/Making-It-Real-%E2%80%93-Easy-Read.pdf)

## **The Big Conversation webpage**

[nottinghamshire.gov.uk/care/adult-social-care/the-big-conversation](https://nottinghamshire.gov.uk/care/adult-social-care/the-big-conversation)

## **The Big Conversation video**

[youtube.com/watch?v=Ge2z8hykMx0](https://youtube.com/watch?v=Ge2z8hykMx0)

## **Carers Hub Service**

[carershub.carersfederation.co.uk](https://carershub.carersfederation.co.uk)

## **The Big Conversation Report [PDF]**

[nottinghamshire.gov.uk/media/5082408/nottinghamshirebigconversationreport2023.pdf](https://nottinghamshire.gov.uk/media/5082408/nottinghamshirebigconversationreport2023.pdf)

For plain English web page version of this information, go to:

[The Big Conversation | Nottinghamshire County Council](#)

[nottinghamshire.gov.uk/care/adult-social-care/the-big-conversation](https://nottinghamshire.gov.uk/care/adult-social-care/the-big-conversation)

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