



# Nottinghamshire Adult Social Care Local Account

2024  
Progress Report



Nottinghamshire  
County Council

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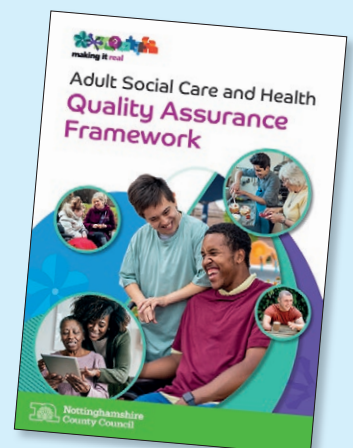
# Introduction

In April 2024 we published our [Local Account](#), the new Adult Social Care Strategy which highlighted the great things going on in Nottinghamshire that we're proud of and want to celebrate but also the things we need to do better. The Local Account described the social care priorities we would focus on during 2024/25. It was developed with the Our Voice Co-production group and staff, drawing on what local people said was important to them during the Big Conversation listening events held in 2023.

Our Making It Real Forum have helped us check how well we are doing against some of the Local Account priorities by identifying where things are going well and areas that continue to need improvement. For example, during 2024 they focussed on what does a good review of care and support look like. [Find out more about the Making It Real forum.](#)

Since April 2024, Melanie Williams, our Executive Director of Adult Social Care and Health, has been undertaking the national role of President of the Association of Directors of Adult Social Services (ADASS). This has also offered the opportunity to talk to and influence at a national level about the role and value of social care and to focus on the three key areas identified from the [Time to act: a roadmap to reform care and support in England - ADASS](#).

We have also co-produced a [Quality Assurance Framework](#) with people with lived experience of social care and staff, that sets out how we will ensure the quality of social care we are delivering to people and carers.



# Executive summary

This report highlights the progress we have made against the Local Account priorities during 2024 (the Adult Social Care Strategy). It shows the impact this has had, key data, stories of difference from local people who draw on care and support and what we are going to focus on next. The report is a good reflection of the department's achievements so far that we are proud of, and want to celebrate and shows how we have made a difference to people's lives.

As with the Local Account, this report is structured around the Think Local, Act Personal six [Making It Real themes](#) which have been used to guide the work and to give ideas that help people to live better lives.

Here is a snapshot of key headlines from each theme:



## Wellbeing and independence

- More people are now going home directly from hospital - 97% of people we are supporting with hospital discharge.
- Our Technology Enabled Care (TEC) Survey this year showed us that 82% of people felt more independent, 69% of people said TEC made it less likely they would require residential care or be admitted to hospital, 89% of carers said TEC had reduced anxiety and stress.



## Information and advice

- We are seeing a 17% reduction in carers wanting or needing a full carer's assessment due to better access to effective advice and guidance at an earlier stage.
- We have initiated a pilot of three Adult Social Care information in person drop-in sessions, to provide information and advice, in the Bassetlaw area.



## Active and supportive communities

- During 2023/24, the number of people supported to access further education, employment or volunteering increased by 48% from 363 to 756 people.
- We celebrated a co-produced 'Let's Get Active' initiative in Mansfield. 52 people with disabilities competed in a sporting event and a further 32 people with disabilities attended to cheer them on.



## Flexible and integrated care and support

- The number of short break stays for adults (under 65) have increased to 450 with external providers and 945 for internal services.
- Our Direct Payments (DP) team are now arranging all new direct payments for people and supporting them to get Personal Assistants (PAs) where needed.



## When things need to change

- Our Maximising Independence Service (MIS) have increased the number of people they are able to support and exceeded their target, supporting 1537 people with reablement and 470 people with enablement.
- Work is in progress looking at supported accommodation, unplanned outreach support for people in crisis in the community and the specialist workforce required to support people with a learning disability and/or autism in Nottinghamshire.



## Workforce

- Increased the number of Social Work and Occupational Therapy apprentices within the department.
- We have held accredited courses to develop 146 care staff to become mental health first aiders within their place of work and developed 90 care managers in mental health skills to support their staff.



# About this report

This report shows our good progress against our Local Account 2024 priorities by theme. It focusses on the actions we have taken, the impact this has had, along with some highlights, and stories from people who draw on care and support. It also shows what more we need to do to make social care better.



## LOCAL ACCOUNT

### Adult Social Care in Nottinghamshire 2024



The following are the priorities we have agreed for the theme 'Wellbeing and independence'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the number of you who feel the support you draw on improves your quality of life, makes you feel safe and helps you to live your life the way you want.
- 2 To reduce the time you have to wait for conversations and support.
- 3 To work with partners to increase local housing options so you have a long term and secure place to call home.
- 4 To increase the number of you who feel that your home is adapted to your needs, so you remain independent and have a better quality of life.
- 5 To work with colleagues from different organisations to improve your emotional and mental health wellbeing.



The following are the priorities we have agreed for the theme 'Flexible and integrated care and support'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the number of you who feel positive about your review conversation and have a copy of your support plan.
- 2 To promote Direct Payments to increase choice and control. To make them easier to access and use, including developing a support network to help everyone.
- 3 To increase the options for short breaks, so that you and staff understand what the options are.



The following are the priorities we have agreed for the theme 'When things need to change'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To be responsive to you to when you are facing a crisis or significant life change.
- 2 To increase the number of you who are supported to learn new skills or regain your day-to-day skills after a period in hospital or being unwell.
- 3 To increase the number of young people and their parents who say they were supported well in preparing for adulthood.



The following are the priorities we have agreed for the theme 'Information and advice'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To provide the right information in accessible and different formats in a timely way so you can make well informed decisions about your care and support.
- 2 To provide accurate, timely and transparent information on finances and work with partners to provide benefits information so that you know your rights and can make well informed decisions.
- 3 To increase the number of you who say you know how you can get in touch with us, when you need to.
- 4 To make it easier for you to share information with us in the most appropriate format for you, for example digitally, in person or on the phone.



The following are the priorities we have agreed for the theme 'Workforce'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To recruit staff who have the right skills, values and behaviours as set out in our practice framework.
- 2 To support our staff through good supervision, training and streamlining our ways of working so they have more time to have good conversations with you.
- 3 To provide equal opportunities for our staff to develop their potential so that we grow a stable and consistent workforce for you.
- 4 To encourage and support organisations we buy support from to work co-productively so they can support you well.



The following are the priorities we have agreed for the theme 'Active and supportive communities'. These are the ones we will be focussing on during 2024, some of these priorities will take longer than one year to achieve:

- 1 To increase the opportunities for you to engage in further education, employment, or volunteering.
- 2 To make the best use of our spaces and buildings to support community activities and peer support.
- 3 To work with our partners to improve transport options, so you can connect with family, friends and do the things that matter to you.



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# Wellbeing and independence

**“My name is Cindy. I lost my sight when I was a teenager and found it difficult going out shopping independently because I lacked the confidence. One day Nottinghamshire County Council sent a trainer to visit my home, her name was Carmen. She was kind, friendly, patient and professional and taught me how to use my cane, my senses and to identify my location when I am unsure where I am. I asked Carmen ‘Is it possible for me to go out shopping by myself?’ after several months of training, I was able to go out alone and my dream finally comes true.”**

**1. To increase the number of you who feel the support you draw on, improves your quality of life, makes you feel safe and live your life the way you want.**

- The community teams have been working hard this year to enable more older people to stay in their homes for longer. The number of new older adults being supported in residential and nursing care has reduced from 1045 in 2022–2023 to 997 in 2023–2024.
- More people are now going home directly from hospital - 97% of people we are supporting with hospital discharge.
- To support more people with arranging a personal assistant we expanded our Direct Payments Team. Of the 2543 people who receive a direct payment 1083 have a personal assistant (43.6%).
- 90% of the people receiving support from the Maximising Independence Service agreed that the reablement team had helped them to improve their independence.

**2. To reduce the time you have to wait for conversation and support.**

- We developed guidance for our community teams to support prioritising referrals and expectations on waiting times. We reduced our average waiting time by 20 days.
- We have been working with other local authorities in the East Midlands and Improving Adult Care Together ([IMPACT](#)) to provide a co-produced ‘waiting well’ toolkit.
- We recruited three service advisors to help us reduce the time that people who receive a disabled facilities grant are waiting for occupational therapy support. We are keeping in touch with people, whilst they are waiting, to check on the priority of their needs.
- Some areas are using and testing out Social Care Clinics for people and carers, building on community connections, for example:

## What next

We are working with our external providers of care and support to increase the shift towards a more strengths-based and person-centred approach. The Nottinghamshire Care Association are developing a community of practice so they can share best practice and innovation.



Bassetlaw Living Well team hold regular Social Care Clinics where people and carers can come into the office to have conversations about their needs and make connections for them in their local community. The team also go out into other community settings such as GP surgeries or district council offices to run clinics. This approach has supported us to reduce our waiting times, so people and carers get a quicker response.

### **3. To work with partners to increase local housing options so you have a long term and secure place to call home.**

- The Council published a new [Housing Strategy 2024 to 2029](#) to support housing and independent living in Nottinghamshire. We are having regular ongoing discussions with district and borough councils to look at housing options for people with disabilities. We have 65 supported living homes in development by external partners. When we buy new support, housing is part of the planning.

Members of the Housing Commissioning Team have been working with a key development partner to develop new housing for people with disabilities in the County. Proposed plans for the developments based on our specifications have been established. The proposed sites have been visited to make sure the locations meet the needs of our people with regards to easy access to all amenities in the community. All developments will have wheelchair accessible ground floor flats, staff quarters and communal space as well as outside space and parking (including blue badge parking). We have an agreement of 61 units of shared, single and apartment based (core and cluster) accommodation with completion dates starting in the summer of 2025.





**4. To increase the number of you who feel that your home is adapted to your needs, so you remain independent and have a better quality of life.**

- We are working closely with district councils to better understand how the Disabled Facilities Grant (DFG) funding allocation received from central government is used in different districts. Districts have agreed to review the countywide adaptations policy from 2019 and explore new ways to meet housing and adaptation needs of people.
- We launched the [Adults Technology Enabled Care \(TEC\) Strategy](#) in March 2024 and have supported more people to stay at home with helpful technology.
  - 165 people were able to stay at home rather than move to residential care.
  - 423 carers were supported with technology.
  - Our TEC Survey this year showed us that 82% of people felt more independent, 69% of people said TEC made it less likely they would require residential care or be admitted to hospital, 89% of carers said TEC had reduced anxiety and stress.

**5. To work with colleagues from different organisations to improve your emotional and mental health and wellbeing.**

- [The Integrated Mental Health Pathway Strategic Plan 2024-2027](#) has been published and will help people live well in their local communities. This has been co-produced with partners across Health, Nottingham City & Nottinghamshire County Councils, the voluntary sector and people with lived experience. It sets out a pathway of safe, personalised and therapeutic care for people in Nottinghamshire and Nottingham City.
- Public Health teams from Nottingham City and Nottinghamshire County are developing a [Joint Strategic Needs Assessment for Adult Mental Health](#).
- The Making Every Adult Matter (MEAM) team, part of our Improving Lives service, are using the [MEAM](#) approach to support people facing multiple disadvantages and experiencing a combination of problems. These include homelessness, substance misuse, contact with the criminal justice system and mental health. The team are also working in partnership with Health, housing and voluntary organisations to look for ways to improve existing systems and services, so people are not passed from one service to the next. The impact of this approach is that lives can be turned around.





“MEAM gave me the chance I needed and asked for. Without the MEAM work I would not have got away from my abusive partner and would not have managed to get through the processes that I had to work through, I have a fresh start and a new life.”

Our Carers Hub have built more support for unpaid carers across Nottinghamshire. They have:

- Worked with Macmillan Deaf Cancer support to run a support group, sharing resources for people who are deaf in a caring role or are caring for a deaf person.
- Successfully partnered with 12 gyms across Gedling, Bassetlaw, Rushcliffe, and Newark and Sherwood. The free gym memberships operate on a three-month basis, allowing carers to attend any sessions during this period. After three months, a new group of carers will have the opportunity to participate.

### What next

We are developing an 'Adult Social Care Prevention Framework' which will be a public document, due to be launched in Summer 2025. This will help us to increase preventative support for people to stay healthier and more independent for longer. This will involve working with other organisations such as the NHS, voluntary and community organisations, as well as people and carers who draw on social care. The Framework is informed by the Council's [Joint Strategic Needs Assessment on Prevention and Equity in Adult Social Care](#).



# Information and advice

“The fact that we had consistent involvement from Phill Tyler (Community Care Officer) has been amazing. He took his time and got to know my son, he supported him within his workplace and has also seen him in different settings. I feel due to the consistency that has been in place we have been able to trust Phill. He was able to see what support we needed as a family and was very efficient offering it to us, support I was unaware existed.

I feel the most important outcome has been Phill has been able to recognise my sons needs more, as I felt no one was listening and understanding what we were facing as a family. He hasn't just supported my son he has also supported me when I was at my lowest due to the difficult situation we are in as a family, he encouraged me and made me realise I needed support myself so that I can support my son. Phill has been professional, and his compassion and understanding has been exceptional, he has made a real difference to us. He is an absolute credit to your service, and I will forever be grateful for what he has done for us as a family.”

**1. To provide the right information in accessible and different formats, in a timely way so you can make well informed decisions about your care and support.**

- After the first year of the Carers Strategy, we are seeing a 17% reduction in carers wanting or needing a full carer's assessment due to better access and effective advice and guidance at an earlier stage.
- Our Carers Hub support service has co-produced their Carers Newsletter with carers, which is sent to 1000 carers and 300 professionals across Nottinghamshire. It provides information about all carer's groups and community connections. The newsletter has moved to a more user-friendly format to ensure it is accessible for all. They have also worked with carers to improve accessibility and content on the Carers Hub website, this has made it easier for carers to find what they need in one place.
- We are reviewing our Adult Social Care web pages in terms of accessibility and content and continuing to develop easy read versions. To help us with this, we are rolling out the [Social Care Future Gloriously Ordinary Language programme](#) with people and carers who draw on care and support and staff.
- As part of a collaboration between Adult Social Care, the Council's Communication Team and Prevention Information, Advice and Guidance workstream, to ensure accessible information is recognised as a whole Council priority, we are:
  - o Continuing to improve [Nottshelpyourself.org.uk](https://nottshelpyourself.org.uk) digital content, so that it is fully compatible with screen readers and other software used to enable people with sight impairment to access and navigate digital content independently.
  - o Working with four people with learning disabilities or autism who have been recruited to work in the Customer Service Centre on a 12-month pilot to write and quality check new Easy Read versions of website content.



- On our website there are British Sign Language (BSL) videos providing information about contacting the Council, enablement services and promoting independence. We have also contracted advocacy provision including a Deaf advocate, enabling people to access independent advocacy in BSL.
- We are exploring the Bettercare self-assessment tool for assessments and reviews which provide advice and connects people to the right support.
- We have commissioned, with Health Partners and the voluntary sector, an Admiral Nurse pilot to provide increased dementia support in communities to people with advanced dementia and their families. We are evaluating the effectiveness of this pilot to improve future support.



**2. To provide accurate, timely and transparent information on finances and work with partners to provide benefits information so that you know your rights and can make well informed decisions.**

- People with lived experience have helped to refresh guidance for the Disability Related Expenditure calculation.
- Adult Care Financial Services have introduced a new telephony system to support them to answer more calls and offer information and advice to more people.
- As of September, we moved from paying direct payments from net to gross. This means that people in receipt of direct payments will now be invoiced for their contribution separately, which will simplify the process. Letters explaining this were sent to people and the feedback we have received has been positive.





### 3. To increase the number of you who say you know how you can get in touch with us when you need to.

- We have worked closely with the Customer Service Centre for many years to promote them as the main telephone access to contact us. There is an online form that can be accessed by people who would rather contact us digitally, approximately 6,000 requests for support have been submitted in this way.
- We had a particular focus in this area with carers to increase the number of carers who know how to contact us through a greater awareness of the Carers Hub.
- We have also supported all GP surgeries across Nottinghamshire to develop their carers resources and provide both online and offline information to carers. They have established training of GP carer champions who play a key role in identifying carers and providing the support they need from their surgery.

### 4. To make it easier for you to share information with us in the most appropriate format for you, for example digitally, in person or on the phone.

- Phone calls are mainly received through either the Customer Service Centre or the Emergency Duty Team Out of Office hours. Digitally, people can contact us through an online form or undertake their financial assessment online. We are currently working on the introduction of an online self-assessment of care needs.
- We have initiated a pilot of three Adult Social Care information in person drop-in sessions, to provide information and advice, in the Bassetlaw area. These sessions are currently held monthly at Worksop Library and include staff from our Customer Service Centre.
- We have a contract with Signvideo which enables Deaf people to contact the Customer Service Centre via a video relay interpreter and links on the Council's website. Staff can also book British Sign Language interpreters for face-to-face or online appointments with Nottinghamshire Deaf Society.

### What next

As part of our [Making It Real Forum](#) we have also put a spotlight on people's journey to access information to consider what more we need to do and have developed an action plan.





# Active and supportive communities

Ashfield Day Opportunity Hub have been strengthening their local community connections by working in partnership with Mansfield Town football club's Community Trust. Season ticket holder Nathan has been a regular at matches and now he takes part in the weekly coaching sessions and Active Minds group as part of his day opportunity at Ashfield. All helping to improve his own physical and mental health and wellbeing and at the same time - doing something he loves.

**1. To increase the opportunities for you to engage in further education, employment or volunteering.**

- During 2023/24, the number of people supported to access further education, employment or volunteering increased by 48% from 363 to 756 people. In 2024/25 we increased our target to 800 which we are on track to meet.
- A working agreement is now in place between Brooke Farm and the I-Work service to improve joint working for people seeking employment support. We're also looking to increase referrals to Brooke Farm from other areas of Adult Social Care, particularly from our Maximising Independence Service and Promoting Independence Workers (PIWs).

**2. To make the best use of our spaces and buildings to support community activities and peer support.**

- Our new service offer, for Day Opportunities, includes the development of Community Hubs proving a 'One Stop Shop' for information about local services and peer support to carers.
- We are continuing to develop our community links, for example we recently celebrated a co-produced 'Let's Get Active' initiative in Mansfield. Day Opportunities partnered with a leisure centre and boxing club to enable 52 people with disabilities to compete in a sporting event and a further 32 people with disabilities to attend and cheer them on.

## What next

A review of the departmental approach will be undertaken later this year, linking to the corporate [Employment and Health Strategy](#).



### 3. To work with our partners to improve transport options, so you can connect with family, friends and do the things that matter to you.

We have been meeting with our transport colleagues to develop more appropriate and accessible transport options for people to learn to travel independently. Some of the highlights include:

- £4.1m local funding and £3.8m of central government grants invested annually in over 110 local bus services which are all wheelchair accessible.
- 7 Nottsbus On Demand zones which improves accessibility to employment, training, health, and leisure opportunities. The vehicles are all low floor and wheelchair accessible.
- Significant annual investment by local bus companies in wheelchair buses and the County Council investing in 25 new vehicles in 2024/25.
- Ongoing annual raised kerb programme to enable level access to the bus.
- 154,000 concessionary pass holders including 10,000 disabled pass holders of which 3,500 passes have a companion's element.

#### What next

We are getting ready to offer free bus and tram travel to young carers and young adult carers (under 19) in Nottinghamshire. This is funded from the Bus Service Improvement Plan and will be available initially until March 2026. The scheme will be managed by the Young Carers Notts and Carers Hub services.



# Flexible and integrated care and support

“I would like to extend this opportunity to show my appreciation for the wonderful support that I have received under Veronica and Teresa. Unlike other social workers, they have gone above and beyond to help me through a very difficult time of my life. They are without a doubt the best your team has to offer. They have helped me back into employment, assisted me with my finances, provided me with very useful information with regards to education, provided me with food vouchers, assisted with improving my health, and they have also helped me get the ball rolling to move homes. I am really grateful to have had the opportunity for their support, and with any luck I can continue to progress towards financial stability, university, and a career in the healthcare sector.”

**1. To increase the number of people who feel positive about their review conversation and have a copy of their support plan.**

- We are building on the Three Conversations approach, we introduced in the department in 2020, which focuses on listening to what matters to people, their strengths, talents, and aspirations. We continue to emphasise with our senior team and team managers, the importance of ensuring their staff consider what more they can do during review conversations, to support people to live the life they choose as independently as possible. Also, that people are given a copy of their support plan.
- We have a new review strategy and action plan to deliver the actions needed to improve people's experience of reviews.
- Revised strengths-based approach review guidance has been developed and shared with colleagues.
- We are co-producing a new reviews factsheet for people and carers and staff guidance.

- As part of our practice quality assurance, we routinely ask a selection of people and carers for feedback about the practice they have experienced.
- Jointly reviewing the needs of people whose care and support is funded by both health and social care is underway.
- A digital record is being developed to provide a safe and secure way of bringing separate records together from different health and social care services and holding them digitally in one place, so people do not have to repeat their story.

## What next

Our Making It Real Forum undertook an enquiry into 'Are people in Nottinghamshire having a good review?'. They highlighted actions to be taken and regularly monitor progress.

We are exploring digital methods to obtain feedback from a greater number of people and carers who draw on care and support.





**2. To promote Direct Payments to increase choice and control. To make them easier to access and use, including developing a support network to help everyone.**

- Our Direct Payments (DP) team continue to offer training and guidance to new staff joining the department and hold regular sessions for teams to support them with their practice. The DP team are now arranging all new direct payments for people and supporting them to get Personal Assistants (PAs) where needed.
- We have produced easy read versions of our Direct Payments factsheets.
- We are developing a Direct Payment working group and a future support group, involving people with lived experience.
- We have also held a listening event, facilitated by the advocacy group POhWER, with people in receipt of a direct payment to identify further areas of improvement.

**What next**

We will be introducing a new Personal Assistant (PA) accreditation scheme which will enable a support network for PA's.

**3. To increase the options for short breaks, so that you and staff understand what the options are.**

- Consultation has taken place to help us develop a new way of providing short breaks alongside other short breaks being delivered as part of our Joint Carers Strategy.
- The number of Short Breaks stays in residential care homes for adults under 65 from April to September 2024 have increased to 450 with external providers and 945 for internal services.
- Wider improvements are ongoing within the Short Breaks services, such as the development of a digital social care record, an occupational therapy review of equipment and improvements to service quality and culture.

**What next**

We will continue to work with carers, providers of Short Breaks and staff to look at the way we provide Short Breaks and to improve the support offer for carers which has been split into two areas:

- simplifying the way we interact with carers and staff.
- review the support provision to ensure that carers and the person they are supporting will have more flexibility and choice of support available to meet their needs, which will be quicker and easier to access.





# When things need to change

“I am writing to thank you for completely changing our lives...F has a complex medical condition...we told you about how we were “just getting on” with very limited outside care support despite how F’s life was being limited because he was unsafe to be alone.

You not only gave us hope that there was more support available but also empowered me specifically to admit that we needed help, that we were struggling. Having care has given F a completely different life. One where he can socialise with friends, get himself to and from anywhere he needs or wants to be. It has built his confidence to ask for what he needs to a tremendous level and re-built our relationship as mother and son. He is excelling in powerchair football and is also involved with many other activities...he is going to be studying a BA in Social Work [because] he wants to do for other disabled children and families what you had done for us.

I would really appreciate it if you could forward this email to your manager as I would really like for your employer and team to not only hear about your fantastic work, but be reminded of the true difference that listening, understanding and advocating for a family can make.”

## 1. To be responsive to you when you are facing a crisis or significant life change.

- The Carers Hub is supporting a small number of carers in transitioning to life after caregiving by offering emotional support and connecting them with bereavement counselling. The Carers Hub have linked with two local hospices—Nottingham Hospice and Hayward House—to share information about the hub’s services and explore potential additional support for carers. Carer awareness training has been delivered to Maggie’s Support at City Hospital.
- We have increased the use of TEC including sensors to support managing risks to people and enable early intervention to avoid crisis. We have also changed our process to enable people to obtain a quicker response if they have equipment that needs repairing.
- Work is in progress looking at supported accommodation, unplanned outreach support for people in crisis in the community and the specialist workforce required to support people with a learning disability and/or autism in Nottinghamshire.
- We are working with representatives from City and County children’s safeguarding partnerships and adults safeguarding boards, along with other multiagency representatives, to review our approach to safeguarding young people transitioning into adulthood. This includes establishing a working group, adopting a joint policy, developing briefing and training information, reviewing current outcomes for young people and establishing a tool to assess our performance levels in this area of work.



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- We have started to work with [IMPOWER](#) to develop a better understanding of how we are meeting people's outcomes, through use of their Valuing Good Lives tool, which aims to enhance our person-centred support planning and better use of resources.
  - We have developed with health partners Transfer of Care hubs and improved our data, which has reduced the time people wait for care and support services on hospital discharge. As part of our redesign work, we have also assigned one Group Manager to be responsible for all hospital social care teams and the quality of their practice.
  - We have set up a Provider Improvement Team to proactively review, oversee, and manage the quality of care in the adult social care market, following a recent increase in quality concerns within the care home market.
- 2. To increase the number of you who are supported to learn new skills or regain your day-to-day skills after a period in hospital or being unwell.**
- Our Maximising Independence Service (MIS) provides short term support to help people become more independent in their own home. They have increased the number of people they are able to support and have already exceeded their target by supporting 1537 people in July – September 2024 with reablement and 470 people with enablement.
  - We are continuing to work with our Health partners to review our capacity in the MIS and how our services work together to support people in their own home following hospital discharge.
  - Mental Health Community Care Officers with specialist knowledge and expertise are employed to work within the Approved Mental Health Professionals (AMHP) Team. They provide a discharge and prevention offer working intensively with people to rebuild confidence and ability to manage their daily lives.
- 3. To increase the number of young people and their parents who say they were supported well in preparing for adulthood.**
- We have a Preparing for Adulthood team who support young people transitioning into Adult Social Care. We have increased the staffing within the team to support more young people and families.
  - We are considering additional resources in the Preparing for Adulthood team in the form of a Promoting Independence Worker (PIW). This will mean that we can support people at the earliest opportunity with travel training, links to their local community, promoting independence and providing help to carers and families.
  - The Preparing for Adulthood team now have enough staff to work directly with schools across the County to ensure we are promoting independence at the earliest opportunity and providing a more consistent approach to sharing information, prevention, and support for young people.
  - We have also developed new Information, Advice and Guidance for young people and their families. This is due to be published shortly and shared with staff across different departments in the Council and Health partners to ensure everyone is aware of the process for young people.

# Workforce

We are developing a Workforce Hub in Adult Social Care, including an increased apprenticeship opportunity. We are also developing our recruitment systems to ensure value-based recruitment and access through different channels, such as Indeed.

“Members from Gedling Community Team and their local Health colleagues completed the notorious Wolf Run at Stamford Hall in Leicestershire in June 2024. This is a great example of multi-agency team members connecting and team building. Aaron Lawrence, Community Care Officer said “It’s so important to look after our health and wellbeing as staff. A few of the team were not looking forward to it, but within 30 minutes they all said they wanted to do it again. I’ve since met for lunch with the two colleagues from Health. I feel we really do need more joint working; it breaks down barriers, cuts down on duplication and can result in the right support being provided to people and carers much earlier.”

## 1. To recruit staff who have the right skills, values and behaviours as set out in our practice framework.

We have a dedicated resource to support the external social care workforce, who have:

- Developed a Proud to Care awards event, which was held in November 2024 at which 250 people attended. There were 13 Proud to Care award categories, with 280 nominations.
- Successfully been awarded a £100,000 grant from the Rayne Foundation to develop an online platform to support external social care career progression.
- We obtained funding and commissioned Skills for Care to do a specific deep dive into the social care workforce in Nottinghamshire that has helped give us a better understanding of the local workforce and improvements needed.

- Received Public Health funding for a range of learning and development for care providers in areas such as Mental Health First Aider and trauma informed mental health skills.

We have a dedicated resource to support internal workforce development, they have:

- Secured a contract with Nottingham Trent University (NTU) for the provision of 150 hours placement for second year students, as part of their Health & Social Care BA (Hons) Degree courses.
- Developed an ambassador programme and recruited 29 people who work in adult social care who will be attending schools, colleges, universities, and community job fairs to promote adult social care and career opportunities within the department.



- Increased the number of Social Work and Occupational Therapy apprentices within the department. Our first Occupational Therapy, 4 Think Ahead students and 1 Social Work Apprentice have successfully completed their courses and are all now employed in permanent posts. 4 Occupational Therapy Apprentices started in 2024, and more are to start in 2025, and 7 social work apprentices are to start with NTU in January 2025
  - We held our annual Learning and Celebration Event in November 2024 for 600 members of staff, which included people with lived experience of social care and partners. The event had a focus on community and ended in an award ceremony for staff recognising their achievements over the last year. Feedback from staff, people with lived experience and partners who attended the event was very positive.
- 2. To support our staff through good supervision, training and streamlining our ways of working so they have more time to have good conversations with you.**
- A new approach to employee development reviews and supervision conversations has been developed across the Council. We have also completed a supervision survey for our staff to give assurance of the quality of the supervision they are receiving, 68% of staff report feeling focused and motivated.

### What next

We are developing a Brokerage Model within the department to support people with sourcing strengths-based care and support services. This is helping to streamline our processes so our social care workers have more time to have better conversations with people and carers.







### 3. To provide equal opportunities for our staff to develop their potential so that we grow a stable and consistent workforce for you.

- Our Black & Asian Leadership Initiative (BALI) programme is designed to explore barriers facing aspiring Global Majority leaders. We have developed our career pathway across adult social care, so managers can ensure they have these conversations as part of supervision and employee development reviews.
- We are reviewing our training and development offer to ensure colleagues maintain the right skills necessary to support people who draw on care and support.
- We also have the Moving Up programme - designed to support managers from Global Majority communities who aspire to progress in their career.

### 4. To encourage and support organisations we buy support from to work co-productively so they can support you well.

- We have co-produced a provider engagement plan with the Nottinghamshire Care Association and partners from the external market.
- We produce a weekly bulletin for our care providers to keep them updated with local and national initiatives in Adult Social Care.

- We have held accredited courses to develop 146 care staff to become mental health first aiders within their place of work and developed 90 care managers in mental health skills to support their staff.

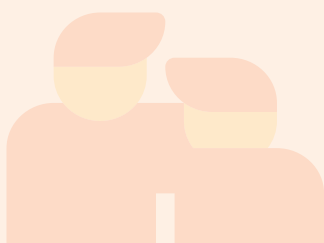
#### What next

Nottinghamshire Care Association held an Autumn Conference in September which included themes such as prevention, co-production and strengths-based approach. Learning taken from this event is shaping conversations and next plans.

## Conclusion

The work above continues and is being governed through our Making It Real Forum. If you would like further information on our progress against the Local Account priorities please see Adult Social Care and Health Select Committee quarterly reporting [here](#).

Following the publication of this report, we will be holding Big Conversation listening events in the Summer of 2025. The feedback from the listening events will help us develop the refresh of the Local Account and the priorities for 2026. If you would like to get involved with helping us with this work, please contact our Co-production team at [workingtogether@nottscc.gov.uk](mailto:workingtogether@nottscc.gov.uk)



# Key facts and figures

Nottinghamshire people  
supported by Adult Social Care  
(April 2023 to March 2024)

## Population

NCC population statistics  
from ONS census 2021



**60%** of people in  
Nottinghamshire are  
aged 18-64 (496,020)



**21%** of people in  
Nottinghamshire are aged  
65 years and over (175,300)

## Nottinghamshire people supported by Adult Social Care (April 2023 to March 2024)

Nottinghamshire's  
population by  
ethnic group



|                |                                                         |              |
|----------------|---------------------------------------------------------|--------------|
| <b>24,527</b>  | Asian, Asian British or Asian Welsh                     | <b>159</b>   |
| <b>9,926</b>   | Black, Black British, Black Welsh, Caribbean or African | <b>106</b>   |
| <b>17,104</b>  | Mixed or Multiple Ethnic Groups                         | <b>80</b>    |
| <b>767,226</b> | White                                                   | <b>8,438</b> |
| <b>6,041</b>   | Other Ethnic Group                                      | <b>28</b>    |

People drawing on  
long-term support  
by ethnic group



## Number of new requests for support received from people (April 2023 - March 2024)

These requests led to:

We received  
**7,900**  
new requests  
to support  
people aged  
18-64

|              |                                                   |              |
|--------------|---------------------------------------------------|--------------|
| <b>870</b>   | Short term care and support (reablement or rehab) | <b>5,365</b> |
| <b>15</b>    | Long term nursing                                 | <b>290</b>   |
| <b>5</b>     | Long term residential                             | <b>370</b>   |
| <b>180</b>   | Long term care and support at home                | <b>760</b>   |
| <b>710</b>   | Equipment or adaptations                          | <b>2,495</b> |
| <b>55</b>    | Short term care and support (other)               | <b>340</b>   |
| <b>2,140</b> | Information, advice or community led              | <b>4,980</b> |
| <b>10</b>    | No services, person died                          | <b>205</b>   |

We received  
**24,025**  
new requests  
to support  
people aged  
65+

## People drawing on long-term support (April 2023- March 2024)

The main reason for support was:

Aged  
18-64

|              |                                                    |              |
|--------------|----------------------------------------------------|--------------|
| <b>575</b>   | Physical support: access and mobility only         | <b>905</b>   |
| <b>420</b>   | Physical support: personal care support            | <b>2,640</b> |
| <b>30</b>    | Sensory support: support for visual impairment     | <b>85</b>    |
| <b>15</b>    | Sensory support: support for hearing impairment    | <b>45</b>    |
| <b>&lt;5</b> | Sensory support: support for dual impairment       | <b>20</b>    |
| <b>70</b>    | Support with memory and cognition                  | <b>1,115</b> |
| <b>2,025</b> | Learning disability support                        | <b>250</b>   |
| <b>655</b>   | Mental health support                              | <b>360</b>   |
| <b>&lt;5</b> | Social support: substance misuse support           | <b>&lt;5</b> |
| <b>25</b>    | Social support: support for social isolation/other | <b>50</b>    |

65 years  
and over

## People's long-term needs for support were met by



Aged  
18-64

|       |                                                    |       |
|-------|----------------------------------------------------|-------|
| 95    | Nursing care and support                           | 720   |
| 595   | Residential care and support                       | 1,500 |
| 1,125 | Direct payment                                     | 1,000 |
| 300   | Direct payment and council managed personal budget | 110   |
| 1,705 | Council managed personal budget                    | 2,130 |



65 years  
and over

We completed 5,450 review conversations with people drawing on support in a year – 79% of people in long-term support

## Money spent on care and support in Nottinghamshire (April 2023 - March 2024)

(£,000)



Aged  
18-64

|        |                                   |        |
|--------|-----------------------------------|--------|
| 26,606 | Physical support                  | 98,768 |
| 1,377  | Sensory support                   | 3,791  |
| 2,414  | Support with memory and cognition | 32,646 |
| 97,970 | Learning disability support       | 16,296 |
| 16,452 | Mental health support             | 10,375 |



65 years  
and over

## Gross expenditure by type of support

(£,000)



Aged  
18-64

|        |                                 |        |
|--------|---------------------------------|--------|
| 3,264  | Short term support              | 15,735 |
| 25,963 | Community: direct payments      | 9,147  |
| 3,550  | Community: home care            | 33,489 |
| 42,354 | Community: supported living     | 8,498  |
| 16,941 | Community: other long-term care | 4,795  |
| 45,028 | Residential care                | 61,241 |
| 7,720  | Nursing care                    | 28,972 |



65 years  
and over

## People working in Care and Support in Nottinghamshire (2023/2024)

In 2023/24 there were an estimated 32,000 posts in adult social care in Nottinghamshire, split between the local authority (6.6%), independent sector providers (85.5%) and people working for direct payment recipients (7.9%). Approximately 29,000 (91%) of those posts were filled.

The staff turnover rate was 27.7%, which is slightly higher than the regional average of 25.5% and slightly higher than the England average at 24.8%. The majority (81%) of the adult social care workforce were female, and the average age of workers was 42 years old.

Over half (55%) of the workforce usually worked full-time hours and 45% were part-time.

## Unpaid Carers

There could be as many as 82,172 unpaid carers in Nottinghamshire. We recognise the important role that carers undertake in providing unpaid care to their family members, friends, or others and how valued and vital their commitment and contribution is.

We also know that being a carer can be tough at times, so we want to make sure carers have the support they need to look after their own health and wellbeing, and to continue in their caring role for as long as they are willing to do so.

We launched our [Nottingham and Nottinghamshire's Joint All Age Carer's Strategy](#) in 2023. The strategy outlines how we will support unpaid carers of all ages.

