



This easy read tells you about:



The Big Conversation Report



Nottinghamshire County Council wanted to listen to people's thoughts and experiences of social care in Nottinghamshire.

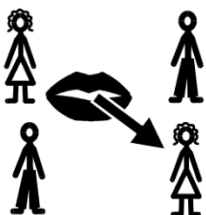
The events and opportunities for people to tell us about their experiences was called the **Big Conversation**.



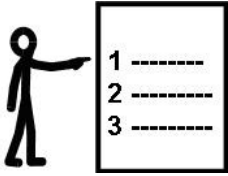
A group of people called **Our Voice** helped the council plan the Big Conversation.



Our Voice are a co-production group. They work closely with the Council helping them to support more working together with people and partners.



An organisation called Community Catalyst and Our Voice worked together to make sure as many people as possible knew about the Big Conversation and how to get involved.



What you can find in this report:

Page 3	How did people get involved in the Big Conversation?
Page 3	Who spoke to us?
Page 3 and 4	What people with lived experience of services said about themselves.
Page 4	What carers said about themselves.
Page 5	The experiences carers and people with lived experience both shared.
Page 6 and 7	What people with lived experience said.
Page 8 and 9	What carers said.
Page 10	How different groups of people experience social care.
Page 11 and 12	About the future. What people with lived experience say they want for the future.
Page 12 and 13	About the future What carers say they want for the future.
Page 13	What next.
Page 14	Link to websites for more information. These pages are not easy read.



How did people get involved in the Big Conversation?



221 people filled out the survey.

207 people came to one of the events.



185 people came to other meetings or were part of a group.



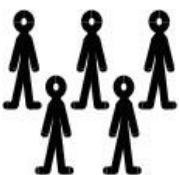
Who spoke to us?

277 people with lived experience who use social care services.

265 people who are carers



What people with lived experience of services said about themselves.



Most people said they have an illness or disability.



**Social Care
and Health**

People said they use lots of different social care services.

Some people get help from other organisation such as health.



Lots of people said they get help from family and friends.



What carers said about themselves.

Some carers said they have an illness or disability.



Most carers support and care for someone more than 20 hours a week.



Many are older carers.

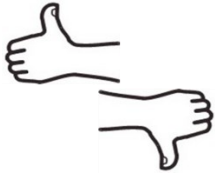
Most carers are women.



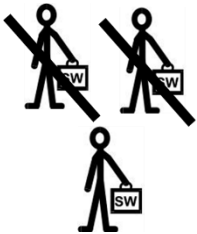
Most carers said they don't get help from anyone else.



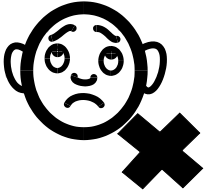
The experiences carers and people with lived experience both shared.



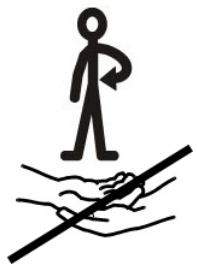
Some social care is good, but some needs to be better.



Some people told us they don't get to speak with the same social worker because the workers change.



Some people find it difficult to talk to new workers they don't know.

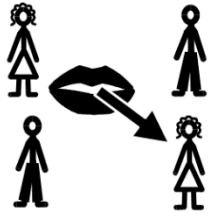


Some people talked about support services being cut.

This made them worry about review meetings in case they are told their service is going to be cut.



Some carers said that that Social Workers don't always support people very well.



What people with lived experience said.



They like living in their own home.



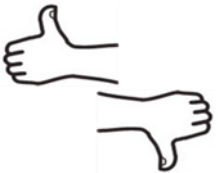
They can feel isolated (on their own).



They worry about the future.



They worry about being able to stay in their home if they become more disabled.



Some support services and staff do a good job but some could be better.



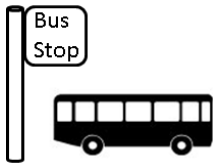
Some activities stopped because of the Covid pandemic and they haven't started up again.



Direct Payments help people live life the way they want.



Direct payments can be hard to manage with lots of paperwork and responsibility.



Public transport and buses are important.



Having friends and connections in the community is important.

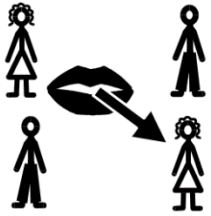


People can feel unsafe sometimes.



People do not get enough help to manage their money.

There is not enough advice about benefits that is helpful for individuals and their own situation.



What carers said



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



Carers said some care services and staff are good.



Some care services and staff are not good.



Some carers said they get good support from family and friends.

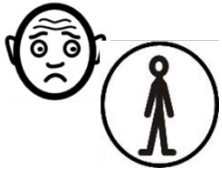
But some people get no support.



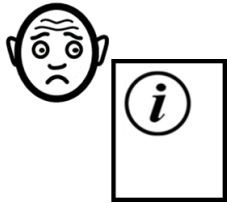
Carers don't always have time to see friends and family.



People told us about the effect caring for someone has on their health and wellbeing.

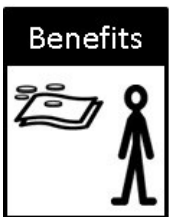


Carers worry about the person they care for.



Carers said it was hard to get the information they need.

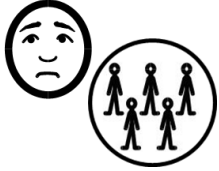
It is hard to get to speak to someone from services.



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



How different groups of people experience social care in Nottinghamshire.



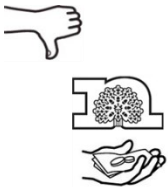
Some groups of people have a better experience and more choices about their care and support.



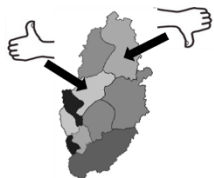
Younger people get better support than older people.



If you pay for your own care you get more choice.



If the council pay for your care you can get less choice.

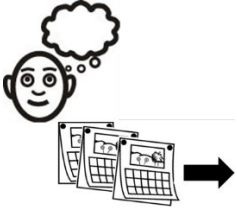


Nottinghamshire

Peoples experience of social care and support can be different depending on where you live in the county.



People from minority groups sometimes have a worse social care experience than others.



About the future

What people with lived experience want for the future.

We asked people to share what they think a better future looks like and they said:



More people will be able to live in their own place.



More opportunities for friendships and relationships



More opportunities for work, volunteering and helping their community



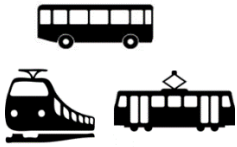
More opportunities for learning new skills and for personal development.



Better and more accessible information and advice.



People feeling safer.



Better public transport.



Better support services.



What Carers want for the future.

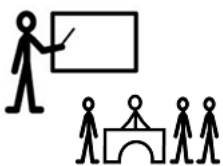


More carers helping to support other carers



More places and spaces everyone can use.

Better use of buildings.



Better supervision and training for support staff



Better information and advice.



More family forums where family carers can meet and talk to services.



Services to think about how people live and what is important to them so staff can be more thoughtful in the way they work with people.



What next ?



The council will think about how changes and improvements could be made. They will think about the areas where people said the council could do better.



People will have the opportunity to work with the council to improve social care in Nottinghamshire.



Visit our website to find more information about:

- **The Big Conversation**
- **Our Voice**
- **Co-Production**



The Big Conversation

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



Our Voice and Co-Production

[Co-production: working together | Nottinghamshire County Council](#)



If you need help to use the website please ask someone who supports you.