

Cllr Saghir Alam

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Councillor A Carter
c/o Rotherham Town Hall
Moorgate Street
ROTHERHAM
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BY EMAIL

6 September 2018

Dear Councillor Carter

Further to the question that you were going to ask at the full council meeting but were unfortunately unable to attend. Please find below a written response.

“How many official complaints about social services are made each year and how does that compare to other councils in South Yorkshire?”

In 2017/18, the Council received a total of 318 complaints relating to social services, 91 in relation to Adult Services and 227 in relation to Children’s Social Care. This is a modest increase of 2% on the previous year and indicates that complaints relating to social services are relatively stable.

Benchmarking is undertaken on a voluntary basis via the Yorkshire and Humber Complaints Manager Group and therefore does not include most councils in the region.

Only five authorities provided the data relating to Children’s Social Care in 2017/18, of which one authority reported a higher number of complaints than Rotherham.

Only seven authorities provided information about Adult Social Care, with Rotherham being a middle ranking authority on this basis.

Table One: Rotherham Metropolitan Borough Council – complaints at all levels

Service	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Adult Services	88	76	73	76	90	91
Children's Social Care	73	72	151	195	221	227
Total	161	148	224	271	311	318

I hope the above information adequately addresses your question.

Yours sincerely

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Cllr Saghir Alam
Cabinet Member for Corporate Services and Finance