

Committee Name and Date of Committee Meeting

Cabinet – 08 June 2026

Report Title

Outcome of the Care Quality Commission Assessment of Rotherham Adult Social Care

Is this a Key Decision and has it been included on the Forward Plan?

No, but it has been included on the Forward Plan

Executive Director Approving Submission of the Report

Ian Spicer, Executive Director of Adult Care, Housing and Public Health

Report Author(s)

Dania Pritchard, ASC Assurance Lead

дания.pritchard@rotherham.gov.uk

Ward(s) Affected

Borough-Wide

Report Summary

This report notes the achievements of the Council's Adult Social Care service in achieving a 'Good' overall rating and summarises the key strengths and opportunities for development as detailed in the Care Quality Commission's (CQC) assessment report of how well the Council is meeting its duties under Part 1 of the Care Act (2014). The assessment took place from 14 to 17 July 2025, with publication of the final CQC report in March 2026. The report includes a score for a set of quality statements and an overall rating.

Recommendations

That Cabinet:

1. Notes the achievements of the Council's Adult Social Care Service in achieving a 'Good' rating.
2. Notes the contents of this report highlighting the areas of strength and the opportunities for development, reflected in the CQC assessment report.
3. Supports the intention to address the areas for development as detailed in the report via a development plan to be agreed by the Executive Director for Adult Care, Housing and Public Health in consultation with the Cabinet Member for Adult Social Care and Health.
4. Agree to receive a progress update on delivery of the development plan in June 2027.

List of Appendices Included.

- Appendix 1 Care Quality Commission assessment report Rotherham 2025
- Appendix 2 Scoring information
- Appendix 3 Part A – Initial Equality Screening Assessment – CQC
- Appendix 4 Climate Impact Assessment – CQC

Background Papers

None

Consideration by any other Council Committee, Scrutiny or Advisory Panel

Health Select Commission – 14 May 2026

Council Approval Required

No

Exempt from the Press and Public

No

Outcome of the Care Quality Commission Assessment of Rotherham Adult Social Care

1. Background

1.1 From April 2023, The Health and Care Act 2022 gave CQC new regulatory powers to undertake independent assessments of how local authorities deliver their regulated care functions as set out in Part 1 of the Care Act 2014. Local authorities are assessed against four themes:

- i.) Working with people
- ii.) Providing support
- iii.) How the local authority ensures safety
- iv.) Leadership

In preparation for the assessment the Association of Directors of Adult Social Services (ADASS) were commissioned to conduct a peer review in January 2025. This focused, as the CQC assessment does, on how the local authority delivers its regulated care functions.

1.2 On the 31 July 2025 a report was provided to the Health Select Commission to share the findings of the ADASS peer review and to update on progress in the areas suggested for consideration. At this point CQC had just concluded its assessment with the onsite inspection ending 17 July 2025.

2. Key Issues

2.1 The assessment notice was received from CQC on 10 February 2025, officially beginning the assessment period. Over 300 pieces of evidence were submitted on 28 February 2025, covering 38 Information Return statements which form the basis of CQC's understanding of how the local authority functions and delivers its care functions. Following this, 50 case files were submitted and a 3 hour online opening presentation took place.

2.2 The on-site assessment, undertaken by a seven person CQC team, consisted of three days of group and individual interviews, with the experience described as positive by staff, partners, stakeholders and people with lived experience.

2.3 The draft report was received on 3 February 2026, with the delay due to sickness within the CQC assessment team, and the final report was returned on 4 March 2026, rating Rotherham Adult Care as 'Good' with a score of 73%, placing it joint second in Yorkshire and the Humber. The report was published on 20 March 2026, and reflection sessions and a celebration event are taking place to acknowledge strengths and inform development actions.

2.4 Key strengths highlighted in the report include:

Theme One – Working with People

- 1. Multiple ways for people to access advice and support.

2. Occupational Therapy and Assistive Technology accessible at the 'front door' via the Adult Contact Team.
3. Timely and effective advocacy.
4. Transparent decisions with clear letters and a separate appeals process. No appeals were made in the 12 months prior to CQC being onsite.
5. Person-centred, strength-based ethos with competent assessment teams and responsive out-of-hours arrangements.
6. A robust prevention and early intervention model.
7. A Complex Lives team that delivers trauma-informed support flexibly and engages rapidly with those in need.
8. A Supported Employment team that provides bespoke support for residents and works with teams such as Learning Disability.
9. A diverse workforce that aids cultural competence.
10. Clear strategies that include Equality, Diversity, Inclusion and Digital Inclusion.
11. Broad inclusion tools such as interpreters, BSL, multi-lingual staff and feedback loops to shape services.

Theme Two – Providing Support

1. Understanding of local need to align supply to population need.
2. Effective brokerage which supports sufficient provision.
3. Quality oversight of services which includes risk-based dashboards, on-site assessment, early-warning system and public 'eyes and ears' reporting.
4. Work on sustainability of the market including a redesigned homecare model and workforce development support for providers.
5. Mature and aligned system partnership which makes measurable impact.
6. Co-located teams, such as integrated discharge, regular multi-agency forums and data-sharing tools.
7. Voluntary & community sector (VCS) relationships are strong (grants, commissioning, peer-led models, social prescribing).

Theme Three – Ensuring Safety

1. Safety is prioritised with clear escalation, shared records (read-only in places), and robust cross-boundary guidance.
2. Transitions and pathways are timely and work well.
3. Contingency planning is strong (24/7 access, carers' emergency cover, respite options) and out-of-area placements are tightly risk-managed.
4. A central safeguarding hub with triage, clear application of 3-point test, and strong multi-agency board oversight and learning.
5. Making Safeguarding Personal (MSP) is embedded and advocacy use is high.
6. Timeliness around Deprivation of Liberty Safeguards (DoLs) referrals which are screened based on risk.

Theme Four – Leadership

1. Clear governance and accountability with stable leadership.
2. Strategic planning that is data driven and co-produced.

3. A culture of learning and improvement including the supervision framework and the reverse mentoring programme, as some examples.

2.5 Areas to be considered for development in the report include:

Theme One – Working with People

1. Assessment delays, particularly relating to annual reviews.
2. Strength-based approaches are not always evident in unpaid carer assessments and mixed outcomes.
3. Local standard for timescales relating to financial assessment decisions.
4. Data shows that the proportion of 65+ year olds receiving enablement/rehab after discharge from hospital is below the national average.
5. Sustained action is needed to reduce inequalities across seldom-heard groups.

Theme Two – Providing Support

1. Low number of carers accessing services.
2. Gaps in provision for working-age residential, early age dementia and specialist Mental Health and Learning Disability provision.

Theme Three – Ensuring Safety

1. Carers reporting that they feel safe is below England average which presents an opportunity to understand and improve.
2. Not all Section 42 safeguarding enquiries are complete within 80 working days though local standard under review to align regionally.

Theme Four – Leadership

1. Audits highlighted practice improvements needed around contingency planning, advocacy use and Mental Capacity Act decision recording.
2. Partner feedback indicates a need for strengthening of communication.
3. Co-production arrangements do not always enable meaningful involvement.

3. Options considered and recommended proposal

3.1 Option 1: Recommended

That:

1. Cabinet notes the achievements of the Council's Adult Social Care Service in achieving a 'Good' rating.
2. Cabinet notes the contents of this report highlighting the areas of strength and the opportunities for development, reflected in the CQC assessment report.
3. Cabinet supports the intention to address the areas for development as detailed in the report via a development plan to be agreed by the Executive Director for Adult Care, Housing and Public Health in consultation with the Cabinet Member for Adult Social Care and Health.

4. Cabinet agrees to receive a progress update on delivery of the development plan in June 2027.

3.2 Option 2: Not Recommended

Note the CQC report, its publication and the outcomes detailed in the report.

4. Consultation on proposal

- 4.1 As this is a publicly available report consultation is not required.

5. Timetable and Accountability for Implementing this Decision

- 5.1 Agreed development areas will be captured in a development plan and progress will be monitored monthly via the Adult Social Care Regulatory Assurance Board. A progress update on the delivery of the development plan will be provided to Cabinet in June 2027.
- 5.2 The Adult Social Care Regulatory Assurance Board drives activity and monitors progress relating to regulated services and any improvement works being undertaken across these services.

6. Financial and Procurement Advice and Implications

- 6.1 There are no financial implications arising from this report.
- 6.2 There are no direct procurement implications arising from the recommendations detailed in this report.

7. Legal Advice and Implications

- 7.1 There are no direct legal implications arising from the content of this report.
- 7.2 The Health and Care Act 2022, by amendment to the Health and Social Care Act 2008, provides the Care Quality Commission with powers to assess a Local Authority's delivery of Adult Social Care duties contained within part 1 of the Care Act 2014. The outcome of the assessment was positive and the report notes that any areas for development are to be taken forward by way of a development plan and monitoring via the Regulatory Assurance Board.

8. Human Resources Advice and Implications

- 8.1 No HR related concerns to report.

9. Implications for Children and Young People and Vulnerable Adults

- 9.1 No implications have been identified.

10. Equalities and Human Rights Advice and Implications

- 10.1 None identified.

11. Implications for CO2 Emissions and Climate Change

11.1 None identified.

12. Implications for Partners

12.1 Partners were involved in the assessment process and have been communicated with throughout. Partners will be engaged as part of the creation of the development plan and its delivery.

13. Risks and Mitigation

13.1 Given that the report is publicly available it is important that a development plan is progressed to address key areas.

14. Accountable Officers

Dania Pritchard, ASC Assurance Lead

Approvals obtained on behalf of Statutory Officers: -

	Named Officer	Date
Chief Executive	John Edwards	10/05/26
Executive Director of Corporate Services (S.151 Officer)	Judith Badger	11/05/26
Service Director of Legal Services (Monitoring Officer)	Phil Horsfield	12/05/26

Report Author: *Dania Pritchard, ASC Assurance Lead*
dania.pritchard@rotherham.gov.uk

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