

Appendix 1.

HOW DID WE DO?

Adult Social Care Local Account 2025-2026

*People are safe, healthy and
live well*

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Foreword

The past year has been one of significant progress for Adult Social Care in Rotherham. This Local Account highlights what we have achieved, the difference this has made for residents, and our priorities for the year ahead.

Our vision remains to enable every resident with care and support needs to live their best lives, close to home and with access to the right support at the right time. This year, we were proud to receive a 'Good' rating from the Care Quality Commission, recognising our commitment to high-quality services, strong partnerships, prevention and continuous improvement.

Over the last 12 months, we have strengthened support for people to remain independent and well. Key achievements include improving hospital discharge arrangements, expanding employment opportunities for people with learning disabilities and autism, strengthening support for young people moving into adulthood, developing a new Mental Health Strategy, and launching a new All-Age Carers Strategy. We have also continued to place residents at the heart of service improvement through stronger involvement and co-production opportunities.

In 2026/27, we will focus on reducing waiting times for Care Act assessments, improving access to enablement services, increasing support for carers, reducing inequalities for seldom-heard groups, and strengthening quality assurance and learning across our services. I would like to thank our staff, partners, carers and

residents for their ongoing support and contribution. Together, we will continue to improve services and help people in Rotherham live safe, healthy and independent lives.

Cllr Baker-Roger's photo

Cabinet Member for Adult Social Care and Health

Ian Spicer photo

Executive Director of Adults, Housing & Public Health

Adult Social Care in Rotherham

The Adult Social Care Local Account is an annual publication designed to provide residents, carers, partners and stakeholders with an accessible overview of service performance, achievements and future priorities. Detailed operational performance information and programme monitoring are managed separately through relevant service reporting and governance arrangements.

Adult Social Care supports people with care and support needs, alongside their families and carers, to live safe, healthy and independent lives.

We take a 'doing with' approach, working in partnership with people to understand what matters to them and build on their strengths, abilities and existing support networks. We work with older people, people with disabilities, people experiencing mental ill health, carers and young people preparing for adulthood.

Our approach is based on four key principles:

- **Living Well and Independently** – supporting health, wellbeing and independence.
- **Making Informed Choices** – providing clear information and advice.
- **Staying Connected** – helping people maintain important relationships and community connections.
- **Support Shaped Around the Person** – building on strengths, aspirations and individual circumstances.

Our Adult Social Care vision for Rotherham residents is to:

- ***'Enable every resident with care and support needs to live their best lives, with the people they value, close to home and with access to the right support at the right time'.***

To deliver our vision, Adult Social Care will ensure that residents have:

- Clear and timely information to help them understand their options and make decisions about their care and support.
- Support and services that are right for them, focusing on their strengths, abilities and what matters most in their lives.
- Opportunities to stay connected to their local communities and keep the relationships that are important to them.
- The right support at the right time, helping people stay healthy for longer and remain as independent as possible.

Over the last 12 months, Adult Social Care has made progress against a wide range of priorities. We have also identified several key priorities for the year ahead to help us continue delivering our ambition and vision for residents.

Safeguarding Adults

Safeguarding adults is a core responsibility of Adult Social Care. It helps prevent abuse and neglect, reduce risks, and protect adults with care and support needs. Concerns can be raised by professionals, residents, families and members of the public.

The number of safeguarding concerns reported in Rotherham continues to increase, reflecting growing awareness of safeguarding and how to report concerns. Not all concerns require a formal enquiry, but all are assessed and responded to appropriately.

The Rotherham Safeguarding Adults Board (RSAB) oversees safeguarding arrangements across partner organisations, ensuring adults at risk are protected and supported. The Council's Safeguarding Adults Pathway was updated in 2025 to strengthen practice and ensure people remain at the centre of safeguarding decisions.

Partners also work together to support adults with complex needs, using a person-centred and trauma-informed approach to improve safety, wellbeing and independence.

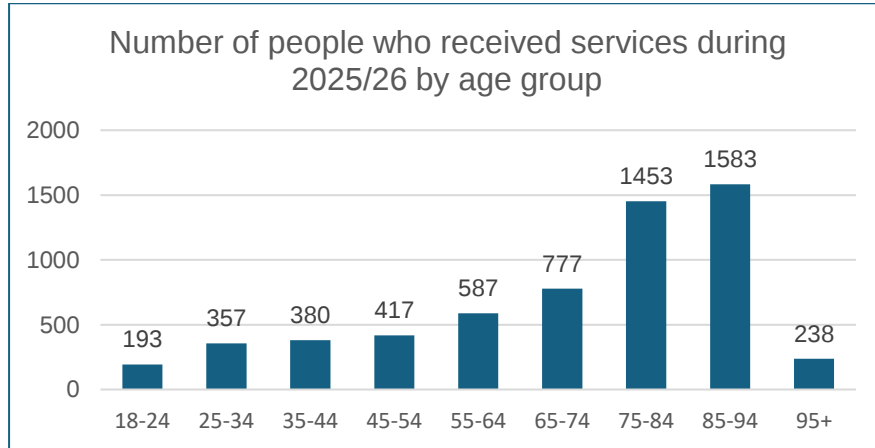
The six safeguarding principles underpin all adult safeguarding practice in Rotherham and are embedded within the Care Act 2014 statutory guidance.

6 Principles	What this means for you
Empowerment	You are involved in decisions and your views and wishes are respected.
Prevention	You receive information and support to help prevent abuse or neglect.
Proportionality	Support is provided in a way that is appropriate to the level of risk.
Protection	You can access help and support if you are experiencing abuse or neglect.
Partnership	Organisations work together to help keep you safe.
Accountability	You know who is responsible and how safeguarding decisions are made.

Safeguarding activity (2025/26)	What this shows
5,669 safeguarding concerns received	A 42% increase compared to 2024/25, reflecting increased awareness and reporting
1,066 concerns progressed to an enquiry (49.3%)	A 9% increase from the previous year, reflecting the revised safeguarding pathway is working
913 safeguarding enquiries completed	An increase from 862 in 2024/25, reflecting that waiting times are managed well and adults subject to enquiry are receiving outcomes more efficiently.
429 people attended safeguarding training	Continued investment in workforce awareness and capability
Most common abuse types	Neglect, physical abuse and financial abuse

Supporting Our Residents

During the last 12 months we provided support services for 5,985 individual people. At the end of March there were 3,895 people with an open service.

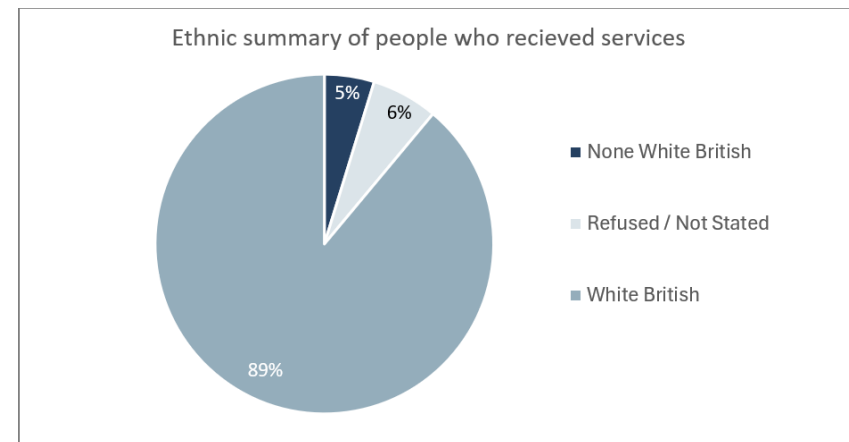


Age Band	Number of People
18-24	193
25-34	357
35-44	380
45-54	417
55-64	587
65-74	777
75-84	1453
85-94	1583
95+	238

5985

57% of people receiving support over the year were female and 43% were male. 68% were older people aged 65+ and 32% were aged 18-64.

89% of people receiving Adult Social Care services identified as being White British, 5% are from minority ethnic groups and 6% did not provide this information. The Census 2021 found that 88.3% of the borough's overall population are White British and 11.7% are from minority ethnic groups.



This information helps us understand who is accessing our services and where there are gaps. It will inform our priorities for 2026/27, including improving access for seldom heard groups and ensuring support meets the needs of local communities.

Supporting Our Residents

Safeguarding Adults

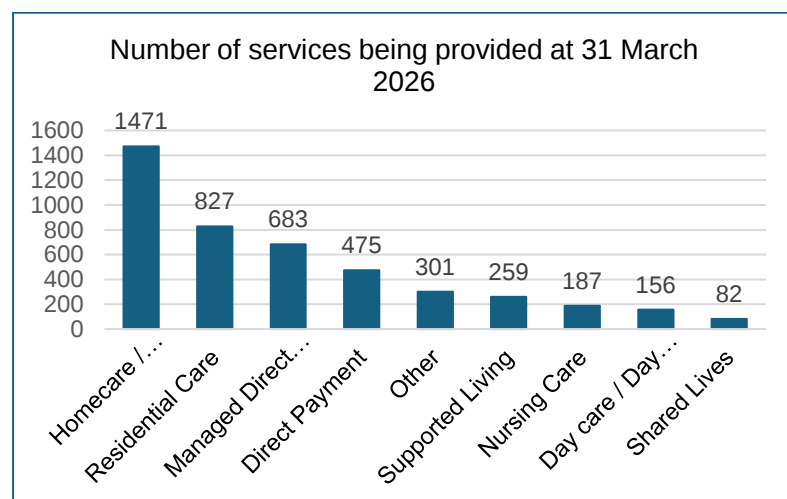
Over the 2025/26-year 901 people were subject to a new Safeguarding enquiry and 795 had an enquiry completed.

Most enquiries relate to older people and happen in a person's own home.

At the end of 2025/26, 97.1% of adults involved in a safeguarding enquiry felt their personal outcomes were at least partially or fully met.

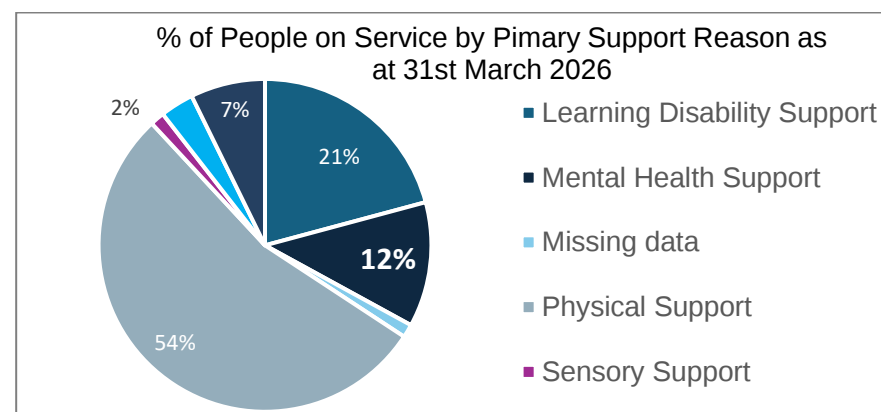
Access to Services

At the end of March 2026 there were 3,895 people accessing 4,441 services.



Of the 3,895 people accessing services at the end of March 2026, 52% also had an identified carer.

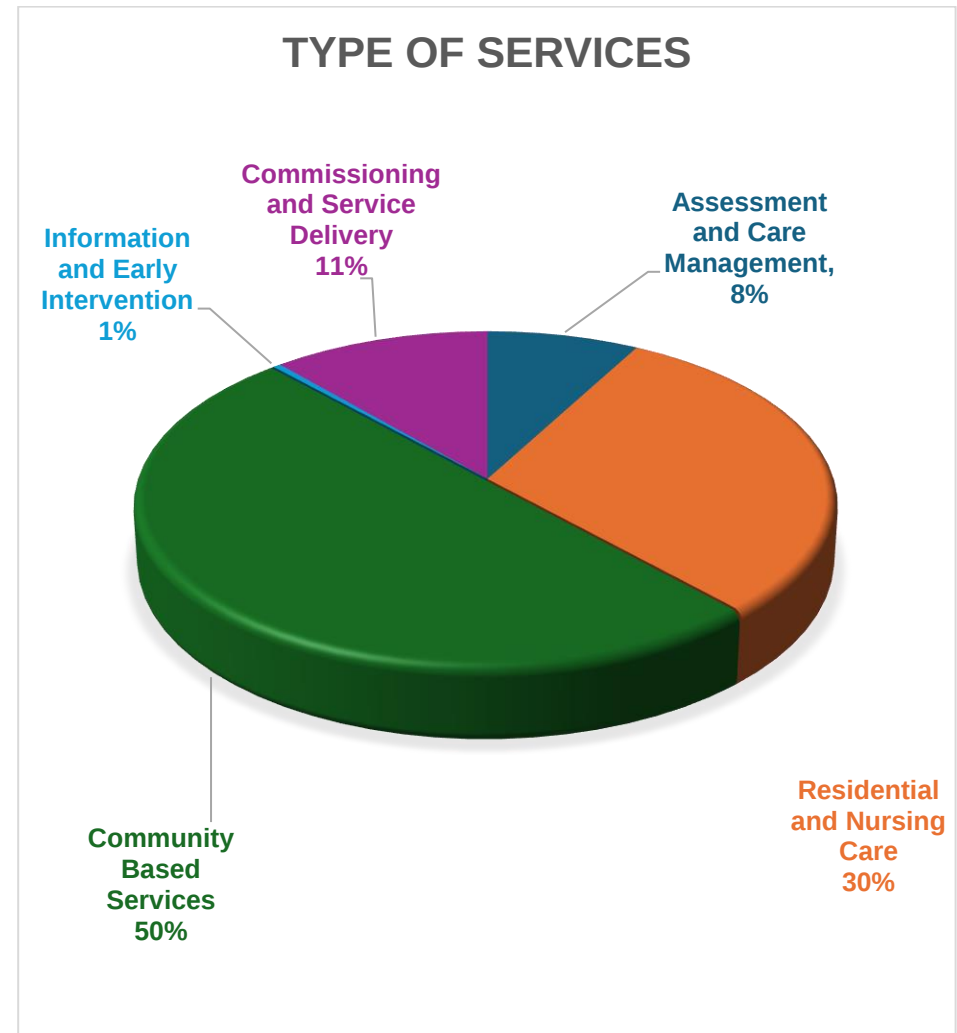
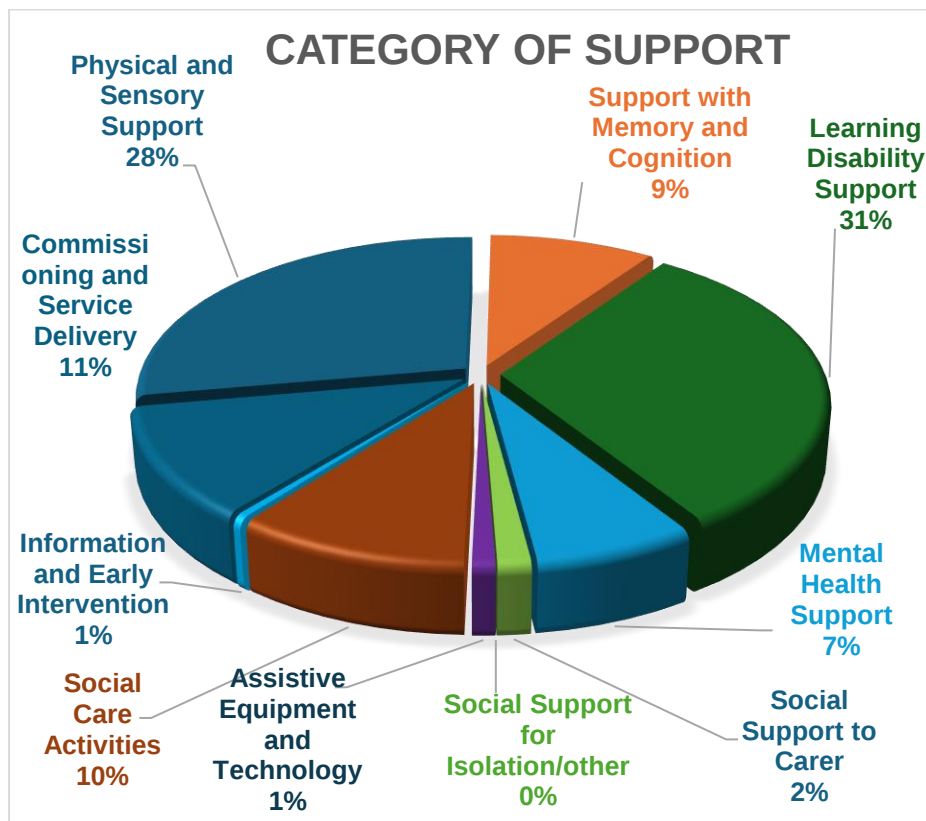
Primary Support Reason (PSR)	AGE GROUP		ALL
	18-64	65+	
Physical Support	424	1673	2097
Learning Disability Support	720	91	811
Mental Health Support	320	153	473
Support with Memory and Cognition	21	262	283
Social Support	81	46	127
Sensory Support	31	23	54
Missing data*	18	32	50
Everyone on service on 31 March 2026	1,615	2,280	3,895
	41.5%	58.5%	



*Missing data relates to a small number of records where a person's primary support reason had not been recorded on the system at the time of reporting.

How we use our Resources

In 2024/25, Rotherham spent £121.6 million on Adult Care and Support services, an increase of 18.7% (£19.1 million) compared with the previous year. Despite rising costs and demand, 50% of spending remained focused on community-based services, helping people to live independently for longer.



How we performed – Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. It is used locally and nationally to assess performance, identify areas for improvement and understand the impact of adult social care services.

The indicators below highlight a selection of key measures where Rotherham is performing well and where further improvement is needed. The data is based on the latest published benchmarking information available as of May 2026, using 2024/25 ASCOF returns. Measures relating to carers are based on the 2023/24 Carers Survey. The colours show how Rotherham compares with England and regional averages.

Better or approximately the same as England averages

Slightly below England average

Below England average and poor ranking

Measure		Rotherham	England	Yorkshire and Humber	Rotherham Rank
Areas performing well					
1D	Overall satisfaction of people who use services with their care and support	70.6	65.1	66.8	12
1E	Overall satisfaction of carers with social services	41.5	36.7	36.4	46
3B	% of carers who report that they have been involved in discussions about the person they care for	74.3	66.4	67.7	14
3D1a	The proportion of people who use services who receive self-directed support	100	82.4	90.9	1

Measure		Rotherham	England	Yorkshire and Humber	Rotherham Rank
Areas performing well					
3D2a	% people who use services who receive direct payments (excludes managed direct payments)	40.1	24.5	28.1	8
5A1	% people who use services who reported that they had as much social contact as they would like	50.2	45.3	48	14
6A	% staff in the formal care workforce leaving their role in the past 12 months	19.6	23.7	24.4	113
Areas for Improvement					
2A	% of people who received a short-term service, where there was no requirement for further long-term support	45.3	77.1	74.2	136
2D2	% older people (aged 65+) offered reablement/rehabilitation services after discharge from hospital	2.2	5.7	3.7	118
3C1	% people who use services who find it easy to find information about support	65.6	67.8	69.6	101
4A	% of people who use services who feel safe	66.1	70.1	71.7	125
5A2	% carers who reported that they had as much social contact as they would like	26	30	32	112

The ASCOF results show where we are performing well and where further improvement is needed. We will use these insights to target resources, shape service developments and deliver better outcomes for residents and carers over the coming year

Our achievements in 2025/26

The following tables explain what Adult Social Care achieved in 2025/26 and the impact this had for residents.

Achievement	This means that...
A positive inspection outcome with a Care Quality Commission (CQC) 'Good' rating.	People receive good-quality care and support, backed by strong leadership and partnership working.
Implementation of a new transitions assessment process with partners.	Young people moving into adulthood receive more joined-up support and planning.
Expanding the Supported Employment Service and strengthened links with local employers.	More people with learning disabilities and autism are supported into volunteering and paid employment.
Established a hospital discharge 'Transfer of Care Hub' with partners.	People leave hospital sooner and with the right support in place.
Developed the Adult Social Care Mental Health Strategy (2026–2029).	People can access support earlier, helping them stay independent and well.
Progressed the development of Castle View Day Centre, Canklow for people with complex needs.	More people will be able to access specialist support closer to home.
Developed the All-Age Carers Strategy (2026–2031).	Carers will be identified earlier and receive better access to information and support.
Developed the Rotherham Safeguarding Adults Board (RSAB) Strategic Plan (2025–2028) with key partners.	Partners will work together to better prevent abuse and protect adults at risk.
Developed and promoted an Involvement Framework to strengthen co-production and voice across Adult Social Care services	People with lived experience have a stronger voice in shaping services. Their views and feedback are used to design support that better meets people's needs.

Supporting carers in Rotherham

Carers are central to Rotherham's vision of a "Borough That Cares." With over 26,000 residents identifying as carers, they play a vital role in helping people to live well and remain independent.

We are strengthening how we recognise, support and work with carers, with help available from the first point of contact through to strategic partnership working across health, social care and the voluntary sector.

All-Age Carers Strategy

In early 2026, we launched the All-Age Carers Strategy 2026–2031, setting out our shared ambition to improve carers' health and wellbeing. The strategy focuses on identifying carers earlier, improving access to information and support, supporting carers through change, strengthening joined-up working, and co-designing flexible services.

It has been co-produced with carers, with feedback from nearly 400 people shaping both priorities and delivery. During the engagement, carers told us that organisations should "work together better to identify carers" and ensure "meaningful consultation and champion the carer voice". This feedback has directly shaped the commitments within the strategy.

Link to strategy: [All Age Carers Strategy 26-31](#)

Improving access and outcomes

Feedback from carers and our recent CQC assessment highlighted that opportunities remain to strengthen how carers access services and the outcomes they experience.

CQC identified themes including low uptake of services, variation in outcomes from carers' assessments, and the need to better evidence carers' experience and the impact of support.

In response, we aim to:

- Improve awareness and early access to support
- Provide clearer information at key points
- Strengthen how we capture carer feedback, outcomes and lived experience
- Work towards more ongoing contact with carers after assessment, so we can understand changes in their role and demonstrate impact over time

Facts about carers

15.2% of Rotherham's population have care needs

266,000 people live in Rotherham, 26,313 (10.48%) are carers

12% of residents are in receipt of the daily living component of PIP or the care component of DLA

44% of people caring more than 50 hours per week are not in good health

30.8% of carers are registered disabled

Working with carers and communities

Co-production is central to our approach, with carers actively shaping services and priorities. Community-based groups funded in partnership with local organisations continue to provide peer support, reduce isolation and improve wellbeing, with many sustaining beyond initial funding.

We will continue to deliver the Carers Strategy by improving early identification, support and partnership working. Our aim is that all carers in Rotherham feel recognised, supported and able to balance their caring role with their own wellbeing.

Case Study: Supporting Unpaid Carers at The Brecks Community Hub

The Brecks Community Hub provides accessible, community-based support for unpaid carers in Rotherham, helping people stay connected, improve wellbeing and take time for themselves.

Through funding from the Unpaid Carer Health and Wellbeing Grants Programme, the Hub delivered activities including coffee afternoons, crafts, mindfulness, yoga and gentle exercise, supporting carers' physical, mental and social wellbeing. Sessions were informal and welcoming, reducing barriers to participation and providing a safe, local space for carers. This supports Rotherham's focus on prevention and early intervention.

Fourteen unpaid carers took part, with all reporting improved wellbeing. Carers valued the chance to step away from their role, connect with others and focus on their own health:

“They have not only improved my physical health and increased my motivation to move more but the group has also supported my mental wellbeing.”

The sessions reduced isolation and helped carers build peer support networks, often described as important “time for me”. By building resilience and improving wellbeing, the Hub supports carers to maintain their own health while continuing in their caring role. It also strengthens local community connections.

With over 26,000 carers in Rotherham, initiatives like The Brecks Community Hub play a key role in helping carers feel valued, supported and less alone.



Image: The Brecks Community Hub CIC Yoga Session

The Year Ahead

Our priorities for 2026/27 focus on improving access to support, reducing inequalities and promoting independence.

Priorities	This means that...
Reduced waiting times for Care Act assessments.	People will receive timely assessments and support, helping them to access the right care when they need it.
Reduced inequalities for seldom heard groups.	People from all communities will have fair access to services and support, regardless of their background or circumstances.
Strengthened and improved access to enablement services.	People can access short-term support more easily to help them regain independence and stay well at home.
Improving provision for working age adults with support needs.	Working age adults will have access to services and support that better meet their needs, helping them to live independently and achieve their goals.
Increasing the number of carers accessing support and services.	More carers will be identified and supported to maintain their own health and wellbeing alongside their caring role.
Further strengthening co-production and involvement approaches.	People with lived experience will have a stronger voice in shaping services, ensuring their views and feedback directly influence how support is delivered.
Improving practice through audits and quality assurance.	Regular audits will help us understand what is working well and where we need to improve, leading to better and more consistent practice.

Progress will be monitored throughout 2026/27 through performance reporting, quality assurance and feedback from residents and carers. The impact and outcomes will be reported in next year's Local Account.

Voice of the Resident

Listening to residents helps us understand what is working well and where we need to improve. During 2025/26, we received 470 compliments and 56 formal complaints. This represents a 4% increase in compliments compared to the previous year.

Residents shared positive feedback about a wide range of services:

- Enablement team

"Heartfelt thanks to you all for your kindness. You gave me the confidence and ability to come back home. Keep up your valuable work"

- Mental Health Team

"Thank you for your care and understanding, you have made a massive impact, and we really cannot thank you enough for your professional service"

- Prevention Team

"We are highly delighted with all the staff that have

attended our home, everyone has been kind and prompt and very helpful with manual and office proceedings"

In 2025/26, we received 56 complaints, compared with 63 in 2024/25 and 59 in 2023/24.

Of the complaints received, 49 (88%) were resolved at Stage One without further escalation. One Ombudsman investigation was completed during the year and was not upheld.

The most common themes raised through complaints related to:

- The quality of service we have provided.
- Timeliness of assessments.
- The cost of adult social care services.

We use feedback, complaints and compliments to learn and improve. During 2025/26, we strengthened support for people being discharged from hospital, improved the information and guidance available to residents and their families, and enhanced communication and joint working between Council social work teams and NHS services.

The Best Work of our Lives

Sam's Story - Regaining control and dignity

Sam lives in a nursing home and has dementia. Staff found him frequently distressed and resistant to personal care. Rather than focusing on the behaviour, a social worker took time to understand what was causing his distress.

Through conversations and life story work, the social worker discovered Sam felt disconnected from his identity and uncomfortable in his surroundings. He was supported to move to a room of his choosing, personalise it and wear clothes that reflected who he was.

As a result, Sam feels listened to and respected, is more engaged in his care, and his distress has reduced significantly.

Victoria's Story – Removing barriers to independence

Victoria's first language is Czech, and she was struggling with daily activities due to a neurological condition and memory loss. Language barriers made it difficult for her to access support.

Staff used translation services to communicate with Victoria in her preferred language and arranged practical support, including equipment, home adaptations and benefits advice.

By making reasonable adjustments and focusing on what mattered most to Victoria, staff helped her improve her independence and play an active role in decisions about her care.

Becca's Story – Building confidence through employment

After a difficult experience with a previous employer, Becca lost confidence in her ability to return to work. Becca has autism and a learning disability, and previous workplace experiences had affected her wellbeing.

The Supported Employment Team helped Becca recognise her strengths, including her excellent customer service skills, and supported her to prepare for an interview at Rotherham Hospital.

Becca successfully secured the role and is now thriving in a supportive workplace with reasonable adjustments in place. She enjoys her job, feels valued and has regained confidence in herself and her future. Becca describes the support she received as "life changing".

Useful Information

Contacts

Adult Safeguarding (Adult Contact Team) –01709 822330

Children's Safeguarding (MASH Team) – 01709 336080

Mental Health Crisis Team – 0800 652 9571

RDASH Switchboard – 03000 213000

Housing Services – 01709 336009

Enablement Services – 01709 336096

Shared Lives – 01709 334948

Supported Employment – 01709 249600

Age UK Rotherham – 01709 835214

Healthwatch Rotherham – 01709 717130

Citizen's Advice Bureau – 0808 278 7911

Samaritans – 116 123 (free, 24/7)

Glossary

Adult Social Care (ASC)

Support for adults who need help due to factors such as age, illness, disability, or mental health needs.

Care Act Assessment

A conversation to understand a person's care and support needs and decide what help may be available.

Carer

Someone who provides care and support to another person, such as a family member, friend, or neighbour.

Care Quality Commission (CQC)

The independent regulator of health and social care services in England.

Co-production

Working together with people who use services, carers, and communities to design and improve services.

Enablement

Short-term support that helps people regain skills, confidence, and independence.

Safeguarding

Protecting adults with care and support needs from abuse, neglect, or harm.

Direct Payment

Money paid directly to a person so they can arrange their own care and support.

Supported Living

Housing with support that helps people live as independently as possible.

Adult Social Care Outcomes Framework (ASCOF)

A national set of measures used to assess the quality and effectiveness of adult social care services.

Seldom Heard Groups

People or communities who may face barriers to accessing services or having their voices heard.