



How Did We Do?

Adult Social Care Local Account 2025 – 2026

An Easy Read Guide



www.rotherham.gov.uk

About the Local Account



This report will show the good work we did last year. It will also tell you about the hard work from our teams.



We will show you what we will focus on for the next year. We will also say what we need to do better.



This is Ian Spicer the Executive Director of Adult Care, Housing and Public Health.



This is Councillor Baker-Rogers the Cabinet member for Adult Social Care.

Adult Social Care helps adults with everyday life. People may need this help because of their age, a disability, illness, or mental health needs.

Councillor Baker-Rogers and Ian Spicer's views on the Local Account



The Local Account looks back at the past year. It shows how we have helped people.



We celebrate the good work done and share our plans for the next year. The person is at the centre of everything we do.

We aim to help everyone live their best lives and help people to stay independent.

Being **independent** means being in charge of your own life. It means having the freedom to make your own choices. It means having control over what you do. You can still ask for help when you need it.

We want everyone to have a say and be heard.

Our involvement framework helps with this.



The **Involvement Framework** helps us listen to people and hear their views.

It helps people take part in decisions and make sure their voices are heard.

What we want to do



We will help our residents to be healthy, feel well and be independent.

Resident is someone who lives in Rotherham.



We will support everyone who needs care to live their best lives with people they love, close to home.

We will make sure they get the right help when they need it.



We want everyone to have the right information to make good choices.

We will make sure everyone has important relationships that support their strengths and needs.

Safeguarding Adults



Safeguarding means protecting people so they can live safely, free from abuse and neglect.



It also means helping people understand what abuse looks like. People should know how to spot the signs.

Safeguarding helps people speak up if they see something wrong. Reporting concerns is important.



The Rotherham Safeguarding Adults Board checks that safeguarding is working. They try to stop abuse and harm before they happen.

They make sure people are protected in a personal way.

More Safeguarding Adults



In 2025/2026 **1066** people had a new safeguarding **enquiry**.

913 enquiries were completed in total.

Enquiry is another word for a question.



Most enquiries were about neglect, physical abuse and financial abuse.



At the end of 2025/2026, 97.1% of people said that what they wanted to happen had happened fully or happened a bit.



Training Room

429 people who work for the council completed safeguarding training.

Our Purpose



We know everyone is different and has different needs and wants.



We understand that to help someone, we must know them well.



Adult social care helps people who need care and support.

We help them live safe and well.

Our Purpose – Different types of help for people



Some help comes from special tools and gadgets.

This is sometimes called assistive technology or aids and adaptations.



You can also get advice and information.



There is help for family members who care for someone without getting paid, sometimes called unpaid carers.

A **carer** is someone who helps another person. This may be a family member, friend, or neighbour.



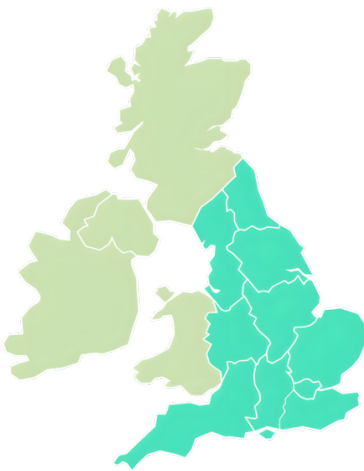
There is help like home care, day activities, or living in care homes.

Checks on care and support



The Adult Social Care Outcomes Framework (ASCOF) checks how well care is given to people.

It shares local and national information to make sure care and support is working well for people.



Care in Rotherham is good in some ways but needs to get better in others.

More people in Rotherham are satisfied with the care and support they receive than the average in England.



More people in Rotherham need long-term care after their short-term help ends.

Fewer older people in Rotherham are offered reablement when they leave hospital than the England average.

Reablement is getting skills and confidence to help you live as independently as possible.

Good work in Rotherham



The Care Quality Commission checks health and care services.

They checked Rotherham Council Adult Care.

They gave the service a **good** score.



More people with learning disabilities and autism were helped to find a job.



The Council worked on building a new day centre for people with learning disabilities and autism



The council is working with the health service so people can leave hospital sooner and get the support they need.

A Focus on Carers



Many people in Rotherham need care. Because of this, there are a lot of carers in our area.

Carers are very important. They help people live good and happy lives.



The council wants to help carers more. They have made a new plan to say how they will do this.

The council was helped by carers to make this plan.



The plan says the council wants to help carers sooner and give them better information.

A Focus on Carers



In the future we want to have more contact with carers.



We will ask carers how they think services for them should be run.



Sometimes carers do not have good health or are disabled.

The plan says how the council wants to improve the health and wellbeing of carers.

Wellbeing is about feeling comfortable, healthy, or happy.

Working with Carers



We work with local community groups.

These groups support carers.

They help carers feel better and improve their wellbeing.



The Brecks Community Hub is a community group in Rotherham. It supports carers.

It runs activities for carers. Activities include coffee afternoons, crafts, yoga and gentle exercise.



14 carers attended the activities. They all said their wellbeing had improved.

Wellbeing is about feeling comfortable, healthy, or happy.

What we will focus on in 2026/2027



Waiting Times: We will make waiting times shorter for Care Act Assessments.

Care Act Assessment is a talk about what help and support a person needs. It helps us understand how we can support them.



Enablement: Help more people be independent and stay well at home.

Enablement is getting skills and confidence to help you live as independently as possible.



Working Age Adults: Help more working age people to live independent lives.



Carers: Helping more carers to stay healthy and happy.

What we will focus on in 2026/2027



Involvement: We want more people to have a say and be heard about how the council gives support.



Quality: We will check what we are doing well and what we need to do better.



Reduce Inequalities: Everyone will have fair access to services and support

Voice of the resident – People living in Rotherham



In 2025 and 2026, we received 56 complaints.

This is a small drop from the year before.

Most of these complaints (88 out of 100) were resolved at the first stage.

We received 470 compliments.

This is more than the year before.



Most complaints were about the services we provided. People said some services were not good enough. People were waiting too long for assessments. Some people were unhappy with the cost of care.

We have made changes to make things better.

The care offered to people when they leave hospital has improved.

We have made information we give to people and their families better.

We now talk better with the NHS. This helps us work together to support people.



Voice of the resident – People living in Rotherham

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



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

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

The Best Work of our Lives



Sam's Story: Sam lives in a care home and has dementia. Sam was not happy.

Sometimes Sam found it hard to tell people what was wrong.

The staff spent time talking with Sam and listening to him. They helped Sam explain how he was feeling.

Sam said he was unhappy with his bedroom and his clothes.



The staff helped Sam move to a new bedroom. Sam chose how he wanted his bedroom to look.

The staff also helped Sam choose some new clothes.

The new clothes felt comfortable.
Now Sam feels happier.

The Best Work of our Lives



Victoria's story: Victoria has a health condition that affects her memory and daily life.

Victoria's first language is Czech.

It was sometimes hard for Victoria to understand information because it was not in her main language.

The staff used translation services to help Victoria communicate in Czech.

This helped Victoria understand information and make choices about her support. Victoria became more independent.

Becca's story: Becca has autism and a learning disability.

Becca wanted to get a job but did not have a lot of confidence that she could start work again.



The Supported Employment Team helped Becca think about what she was good at.

Becca got a new job at Rotherham Hospital.

Becca is enjoying her new job.

Here are some useful contacts

1. Adult Safeguarding (Adult Contact Team)
– 01709 822330
2. Children's Safeguarding (MASH Team)
– 01709 336080
3. Mental Health Crisis Team – 0800 6529571
4. RDASH Switchboard – 03000 213000
5. Housing Services – 01709 336009
6. Enablement Services – 01709 336096
7. Shared Lives – 01709 334948
8. Supported Employment – 01709 249600
9. Age UK Rotherham – 01709 835214
10. Healthwatch Rotherham – 01709 717130
11. Citizen's Advice Bureau – 0808 2787911
12. Samaritans – 116 123 (free, 24/7)