



Neighbourhoods & Adult Services Rotherham People Calling the Shots Have Your Say.....

On how the council's adult social care service performed

Did you know Did you know that we supported 6,800 people to live in the community and supported 2,300 carers last year, 1,400 more than the previous year?

Did you know Did you know that 97% of our customers are satisfied with the care and support services they receive.

Did you know Did you know that because 1 in 10 people did not receive an annual review last year and we feel that we need to improve the way we organise and respond to people when their needs change?

Did you know 85% of customers who received our Intermediate Care Service following hospital discharge, were still living at home when surveyed 3 months later. Which is rated in best 25% of comparable councils.

Did you know financial abuse is a growing national concern, alerts in Rotherham increased by 47% last year. We have improved our service to send immediate alerts to the safeguarding team, when any service user triggers the agreed threshold.

Want to know more? Pick up a copy of our Annual Local Account or visit [\(add web link\)](#)

Tell us your experience of our service by contacting us, using any of the following ways

- Web/internet feedback form link "embed link as it stands as a prompt to add link in final version – no action needed"
- email ServiceQuality@rotherham.gov.uk
- telephone contact Performance & Quality Team 01709 822661/822328
- letter Performance & Quality Team, 2nd floor Norfolk House, Walker Place, Rotherham S65 1 HX