Executive Summary

This report presents findings from the **Start Well** and **Live Well, Age Well** commissioning surveys, undertaken to inform the future development of Accommodation Based Care and Community Based Care in Shropshire. Across both surveys and accompanying email responses, feedback shows that people highly value support when it is **reliable, person-centred, flexible and delivered by skilled staff who understand individual needs**. Positive experiences are most often associated with continuity of care, trusted relationships, practical support that helps people remain at home or within family life, and access to meaningful community-based opportunities. These features are seen as central to maintaining independence, wellbeing and stability for both individuals and carers.

At the same time, the findings highlight **consistent pressures across the system**. Respondents describe services as often difficult to access, fragmented and hard to navigate, with recurring concerns about poor communication, waiting times, limited local availability, workforce shortages and gaps between assessed need and actual delivery.

In adult services, there is particular concern about affordability, the sustainability of support, limited respite, and the future availability of care as people age or needs become more complex.

In children's services, families describe similar pressures through shortages of specialist support, difficulties using Direct Payments effectively, limited respite and short breaks, and anxiety about transition to adulthood.

Across both service areas, rurality and transport are important cross-cutting issues that affect practical access to support.

A particularly strong message throughout the report is the extent to which the current system depends on **unpaid carers and parent carers**, many of whom are filling gaps in provision, coordinating support, and managing uncertainty about the future with limited help.

Overall, the evidence suggests that future commissioning should place stronger emphasis on **prevention, earlier help, flexibility, continuity, clearer pathways, and better support for carers**, while also improving access to community-based options and planning more proactively for change over time. The findings provide a clear evidence base for shaping future service design and commissioning in ways that are more responsive, sustainable and aligned with what matters most to people and families.