

FAQs for Shropshire Council

Accommodation Based Care and Community Based Care

- Adults & Children's surveys

FAQs

1. What is the purpose of the survey?

The two surveys form part of Shropshire Council's wider transformation work. We want to understand how care and support services are working for people of all ages in Shropshire.

Your feedback will help us understand people's real experiences of care. This will help us plan future services so they are safe, fair and meet people's needs.

Your feedback will help us commission (purchase) services under a single All Age Accommodation Based Care and Community Based Care Framework – a framework provides agreed terms and ways of working.

2. What areas of support does Accommodation based Care and Community Based Care cover?

The surveys ask about different types of support, including:

- Short breaks
- Care at home for children
- Supported or Independent Living
- Home based care (Domiciliary Care)
- Residential care for adults
- Day Opportunities
- Preventative support
- Telecare and equipment
- Support for carers
- Direct Payments and Personal Budgets
- Benefits and welfare advice
- Support for young people moving into adult services

We want to understand what support people use and what helps them most. We also want to know what needs improving, and what you might need in the future.

As part of the wider Community Based Care review, we also want to understand how services fit alongside support for carers.

3. Who should take the survey?

Anyone in Shropshire who uses care or support services, or supports someone who does, can take part. This includes:

- Adults – including anyone who uses care or support services, attends Day Opportunities, or is thinking about future care needs.
- Parent carers of children and young people
- Families
- Unpaid carers
- Providers or professionals completing the survey on someone's behalf

4. How can I participate in the survey?

You can complete the surveys online.

There is one survey for adults and one for children's services.

- Adults' survey: <https://www.surveymonkey.com/r/LiveWellAgeWell2026>
- Children's survey (to be completed by parent carers):
<https://www.surveymonkey.com/r/StartWellSurvey2026>

If you need help in filling it out, or need the survey in another format, please contact: ASC.Commissioning@shropshire.gov.uk

5. What kind of questions will be asked in the survey?

You will be asked about:

- The support you, or your family, use now
- What works well
- What could be improved
- What you may need in the future

You can leave out parts of the survey that don't apply to you.

Your answers will help us design better services that reflect real people's experiences.

6. When does the survey close?

The survey will close on 10th May 2026.

7. How will the feedback be used?

What you tell us will help Shropshire Council:

- Understand the support and care people receive

- See what is working well and what needs improving
- Plan future services
- Spot any gaps in support
- Prepare for the next stage of engagement before any changes are considered

8. Is my care (or my family's care) being cut or reduced?

No. This work is **not** about reducing care or changing who can get support.

9. Will my provider (or my family's provider) change?

There is **no automatic change** to your provider. Your care will continue as normal unless your child is already moving from children's to adult services.

10. Is this about saving money?

No. This work is about making sure services are high quality, safe and meet legal rules. Value for money is important, but this is not a cuts programme.

11. Why is this happening now?

Because new national rules (the Procurement Act 2023) mean we must change the way we buy care services.

12. Will any aspect of my current care or family's care change?

No immediate changes will happen because of these surveys. What is changing is how the Council buys services and how providers join the care market.

What is changing

- How the Council buys services
- How providers join the Council's care market

What is not changing

- No reduction in services
- No change to eligibility for care and support
- No disruption to current care
- People's choice and professional judgement remain central

If any changes to services are suggested in future, there would be a full consultation first.

13. Do you have something to say about your experience of care and support services?

Your views matter! You can help us improve our services by becoming an Expert by Experience - someone with real-life experience who wants to help make positive changes.

Please email co-production@shropshire.gov.uk - we would love to hear from you!