

Information & Support | Influence & Change



Influence & Change



Community Support



Information Provision

Experiences of Supported Living in Shropshire

2025

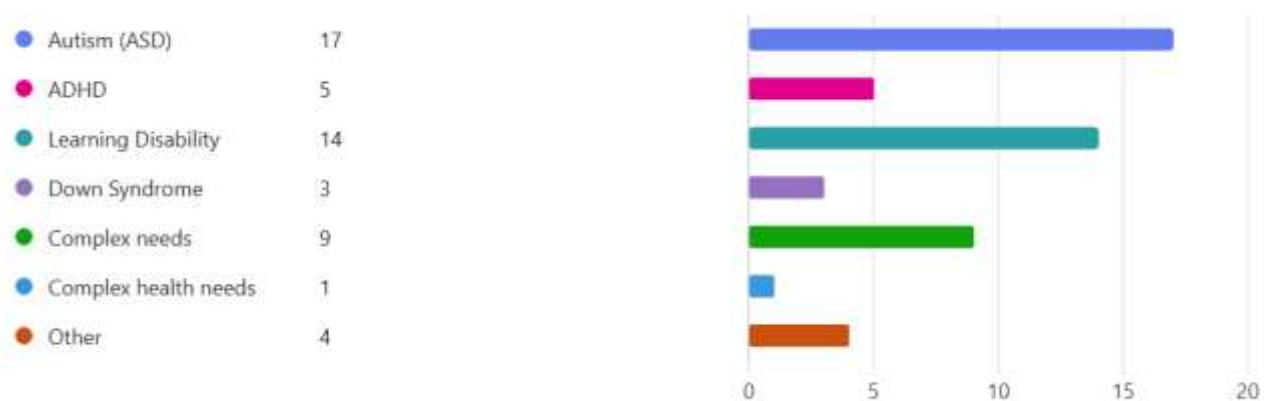


Experience of Supported Living Summary- Summary Report

Survey Number 1 – Planning for the future/considering supported living

There were 24 responses from parents to this survey.

- 1) Age of Young Person - the age range was between 17 and 35 years, with the average age being 20.07 years.
- 2) Which of the following best describes your young person/ adult's primary area of need?



- 3) Which of the following best describes where your young person/ adult is in their journey?



- 4) My young person's needs are being supported to enable them to transition into adulthood effectively

Strongly Agree	2
Agree	8
Disagree	4
Strongly disagree	6
Unsure	4



- 5) Please provide any feedback on the answer you have given above –The results are arranged into groups below –

Lack of Provision

- Son placed out of his home county, isolated from family and friends.
- There just doesn't seem to be much available in county to meet his needs, the SW knows us very well and is working hard but we feel worried about the lack of provision on N.
- Very limited 'respite' provision to experience/ prepare for leaving home. Very limited supported living options - long wait to find something suitable.
- No plan for moving on. Have been trying for 3 years to get an increase in support hours and sleepover nights. This would allow him to have regular nights away to build into either shared care or supported living.
- Very limited 'respite' provision to experience/ prepare for leaving home. Very limited supported living options - long wait to find something suitable.

Problems in the transition from children to adult social care

- There has been no discussions or transition period from children to adult social care no careers advice or outlining of his options at all.
- My son is 18 in a few months, he has not yet met anyone from adult services. We only just found about Deputyship and now too late to get that in place for when we lose parental responsibility. Currently receive a PHB to pay care staff (one of whom this is her sole job) but still unsure what level of financial support we shall receive. Unsure whether or not or even when my son can claim additional benefits such as Universal Credit. The whole system is confusing, disjointed and we feel alone.
- Still waiting for an Assessment to go into adulthood.

Lack of Social Workers

- No contact with social workers or care Assessment yet
- L was assigned a social worker, eventually, about 2 months after her 18th birthday to support her with the transition into adult services & apply for college. He however retired a year ago & she was not assigned anyone else. So, we are now waiting to be assigned someone, as college is coming to an end & we need to prepare for her next steps, but no one has returned our initial call to request this.
- Waiting for social worker assessment but have already been told that the focus is to improve her current living situation rather than find suitable individual housing which is what she wants and what the care provider recommends is best for her.

Positive Experiences

- Carers, Social workers, PA, College staff and Youth Worker are all supporting him with his independence
- Our social worker is good and we have quite good information available
- On a supported internship
- Transition from children to adult services completed. In receipt of direct payment re respite provision.

Other

- Following ending her college course this year her next steps are extremely vague
- No support at present
- Working myself up to starting the process after having cancer.
- EHC assessment agreed in June 2015. M was one of the first YP in Shropshire to receive a post-16 EHCP – finalised a year later. System was chaotic. 6 hours provision *in total* during Y13. Provision improved dramatically after appeal to Tribunal, but each chunk subject to funding decisions.

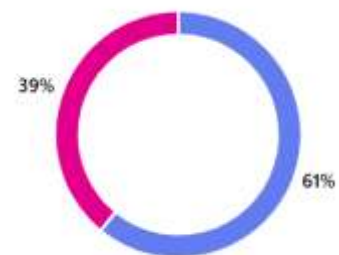
6) Do you understand how your young person's financial situation may change in supported living- such as contribution payments/ housing benefit etc?

Yes	12
No	11
Other	1



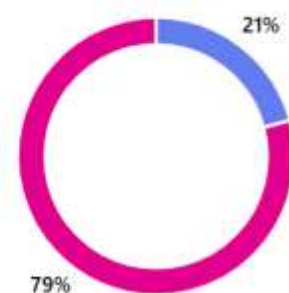
7) Do you feel that you are sufficiently involved in the decision-making process of your young person's social care outcomes?

Yes	14
No	9



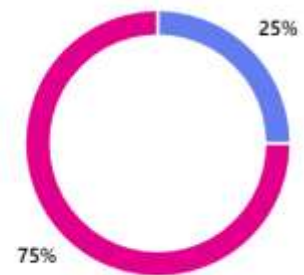
8) Is your young person in employment/ a volunteering position?

Yes	5
No	19



9) Do you feel your young person is encouraged to develop the skills to get them into employment?

● Yes 6
● No 18



10) Please use the text box below to give any further information you feel would be helpful about the questions above. Responses given are below –

Employment/Skills

- Employment is not a goal. Better funding of good day services providing a range of activities including work based skills would be more appropriate.
- Our sons' needs are really too complex for employment to be an option
- She is only in employment due to her ability to chase her dreams ie working at Alton Towers but also as we have the time, money and ability to drive her the 50 miles each way.
- As a wheelchair user and requiring a PA makes it harder for people to understand
- A supported internship is not on offer because of a health condition making it difficult to find a placement.
- Not sure how placement /employment will work after school.
- Lack of job, volunteering opportunities

Information Provision

- Zero information in further education or career advice
- How do I start the process?
- I feel like the future is unknown and unsure. No direction
- Poor information, funding and support.
- Awaiting appointment with college to discuss next steps
- No indication post-16 SEND team know how to assess needs, evaluate effectiveness of training programmes, or what provision to commission

Positive Responses

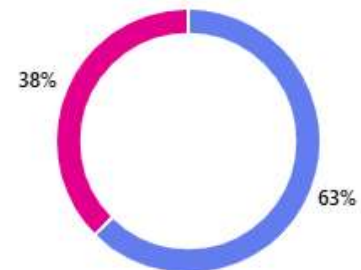
- She is currently in a Supported Internship and doing travel training etc
- He joined the local football club foundation for helping young people to find and access employment and he now volunteers at the football club experiencing different roles e.g.in the ticket office.

Supported Living

- Supported living seems to be a problem if you are not in need of a significant amount of care support or if you are not leaving local authority care.

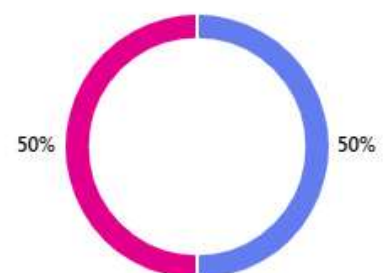
11) Do you feel that your young person is provided with support that enables them to live a safe, happy and healthy lifestyle?

● Yes 15
● No 9



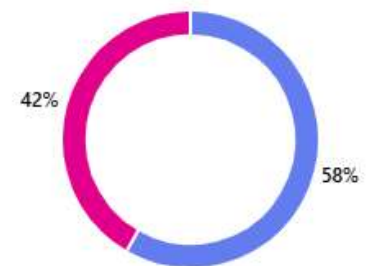
12) Does your young person engage in their local community? e.g. events/ activities

● Yes 12
● No 12



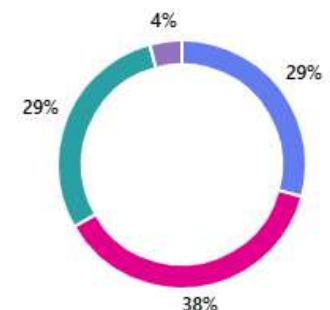
13) If no, do you feel this is as a result of lack of transport to social events, where priority is given to routine or medical appointments and not to social opportunities?

● Yes 7
● No 5



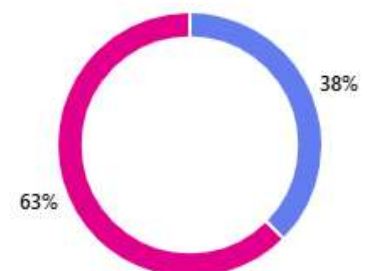
14) Does your young person engage in leisure activities that they are interested in?

● Regularly 7
● Sometimes 9
● Rarely 7
● Never 1



15) Does your young person have a friendship group they can enjoy activities with?

● Yes 9
● No 15



16) Please use the text box below to give any further information you feel would be helpful about the questions above

Friendships/support

- Attends a couple of local clubs, but no friendship group, and no real social support outside family.

Lack of Opportunities

- Out of county, no friends living near, only joined local youth club because the service provider is being examined by Shropshire LA.

- Our son lives out of county at a residential college. He does not have a driver on his care team so opportunities to go into the community are limited
- She has always felt that all events are either mainstream or very SEN heavy, she feels she does not fit into either group, she feels mainstream with SEN.
- It is girls club but this ends when she is 18
- She has a busy social life in the local area and Shrewsbury, but I am not convinced all adult support supports a healthy active lifestyle and eating. Expectations can be quite low around distances to walk and many focus on treats such as cakes and hot chocolates.
- The young people come from all over the county and there is little opportunity to socialise out of the college environment. It is difficult to join community groups because of learning difficulties Acceptance can be an issue and adult perceptions of their abilities. Some weekend activities to socialise for youngsters who have learning difficulties but are physically able to partake of exercise or visit places of interest would be stimulating. It's difficult for them to be socially accepted in communities.
- No suitable activities or clubs in our locality when full 1:1 support is required.
- My son is PMLD and activities suitable for him are rare but when some become available (swimming or music therapy for example) then we try to attend.
- Appropriate Activities in the community are few and far between and any in the evening requires a parent to take him. So far, we are happy and able to. But we are getting older and more tired.

Issues with Funding/Transport

- We have pa support for volunteering and farms, but leisure time is not included, and we would have to get funding.
- Support workers are directly found and directly paid. Agency workers and the lack of consistency would increase anxiety and behaviours that challenge.
- Never been offered transport for anything, in fact not been offered social engagements at all. He has not been offered support for leisure activities.

Positive Responses

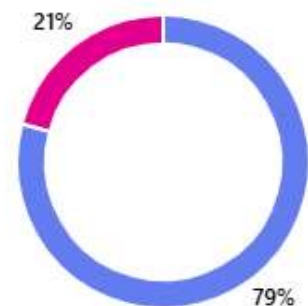
- L has access to PACC activities & their Buddies group, where she does as much as she can. She also loves her dance & musical theatre classes with Identity Dance.
- He is part of a team of volunteers called the Town Treasures at his local football club.
- G is looking forward to new opportunities in these areas when she leaves college.
- Current day service provision and social life with family excellent!
- Volunteering at local foodbank since 2015. Very supportive
- Buddies group is a vital piece for leisure/ fun and friends.
- J attends social events at school and attends youth club in Ludlow and attends regular gym & tennis sessions, he lives & is supported by mum, spending time with dad at weekends.

Other

- I feel both my son and I need support in starting this process and making it successful.

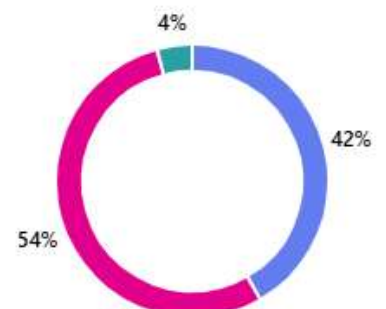
17) Are you aware of supported living accommodation as an option?

Yes	19
No	5



18) Have you yet had a conversation with adult social care regarding supported living options?

Yes	10
No	13
Other	1



19) Further responses to the questions above –

Lack of Information from SW

- Lack of information for parents regarding supported living opportunities that are appropriate. Also issues for the parent around continuity in social care staff, communication with social care staff and transition to social care from ceasing EHCP.
- Just more information about what is available.
- I need information
- Our son is not interested in supported living, this maybe because he does not know ow what it is and what to expect and scary for him.
- For three years I have outlined a plan to transition him. No support was forthcoming before this. 5 social workers later I am being told via email his existing budget needs to be more cost effective.
- I am unsure who to discuss the options with. We have a transition social worker but whether she would be the best person to speak to I'm not sure?

Lack of appropriate supported living accommodation

- Need more supported living housing with a community for young people in the UK.
- We're worried about him being housed in accommodation owned by a care provider and the risk to the security of the placement if the provider were to close.
- I have considered this, but she feels she wishes to remain living at home at the moment.
- We have tried day care facility at Sutton, but that was not stimulating. We tried shared living. A place was found and set up but allocated by social services to someone of greater need. Another placement offered had no suitable public transport! The young person concerned has now said that she would eventually prefer some sort of supported living, which of course does not exist unless your needs are complex

Positive Responses

- Communication has been good between professionals and carers so far.
- G instigated her own move to supported living by expressing her wishes to move when she turned 18. She had a one night a week residential place at

her high school which she loved and this helped her enormously to transition with ease. More school residential places in special schools should be supported by the LA.

Other

- Looking ahead J may benefit from supported living in the local community to give him more independence. Mum & dad not getting any younger.
- It is on the radar for our social worker, but it is too early.
- There had been no transition period or explaining of what happens when he turned 18
- We did discuss it with her social worker, but as L struggles to leave us, her parents, she needs to conquer respite first, & that didn't go well on her initial attempt.

Summary

- The most common areas of need for the YP are **autism** and **learning disability**.
- **65%** of responses were in the category of **18-35 years old** and **planning for the next steps**
- **33%** of parents feel their YP's needs **are being supported** to enable them to transition into adulthood effectively.
- Common issues seem to be a **lack of social workers and assessments**
- **50%** of parents are aware of the financial implications of moving into supported living, **46%** were not aware and **4%** unsure.
- **61%** of parents feel they are **involved in the decision making process** of their YP social care outcomes.
- **79%** of YP are **not in any form of employment or voluntary work**.
- **75%** felt their YP is **not** encouraged to develop skills for employment.
- A **lack of employment opportunities** and **information provision** were common responses in explaining why they are not in work/voluntary placement.
- **63%** felt their YP received **support** to live a safe and happy life
- **50%** of YP are engaging in their local community but **50% are not**. Where they are not engaging, transport and a lack of appropriate activities are reported as issues.
- **38%** of YP are engaging in **leisure activities** they are interested in sometimes, but not on a regular basis.
- **63%** of YP **do not** have a **friendship group** they can enjoy activities with.
- Problems with **transport, funding and appropriate activities** were all mentioned as issues.

- **79%** of parents are aware of supported living, but **54%** had not had a conversation with adult social care regarding it.
- **58%** of parents said they are not aware of who to contact to discuss options available.

As many parents are not aware of who to talk to regarding supported living opportunities in Shropshire, the following links may provide more information.

Further information taken from Shropshire Council's website regarding supported living can be found here - [Shropshire Council Guide to Supported Living](#)

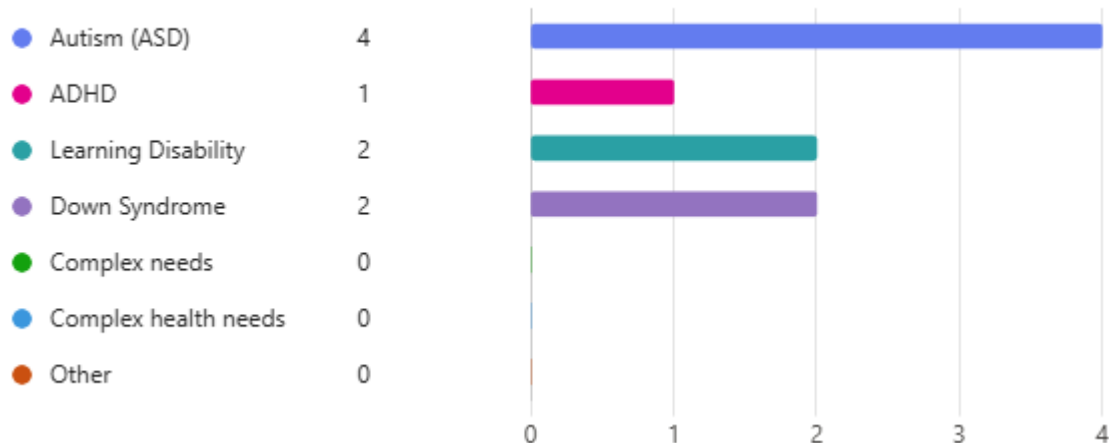
Further information from the Local Offer can be found here - [Shropshire Local Offer Supported Living](#)

Experience of Supported Living - Summary Report

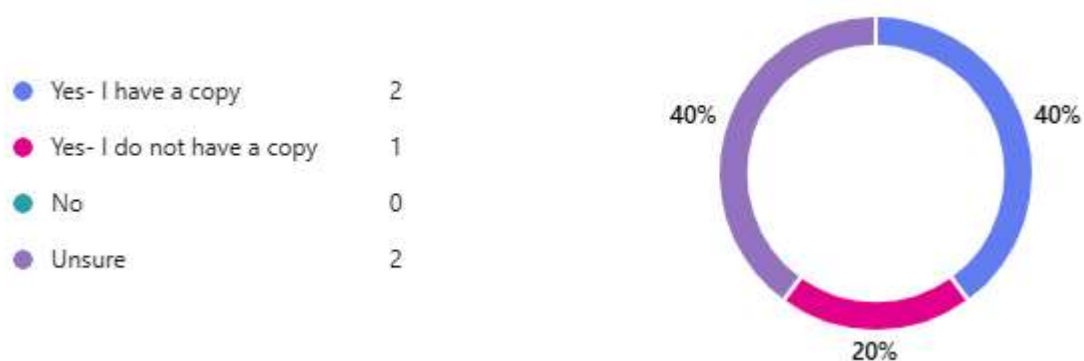
Survey Number 2 – Experience of Supported Living – Currently in Supported Living

There were 5 responses from parents to this survey.

- 1) Age of Young Person – the age range was between 19 and 28 years, with the average age being 23.4 years.
- 2) Which of the following best describes your young person/ adult's primary area of need?



- 3) Are you aware if your young person/ adult has a care plan?



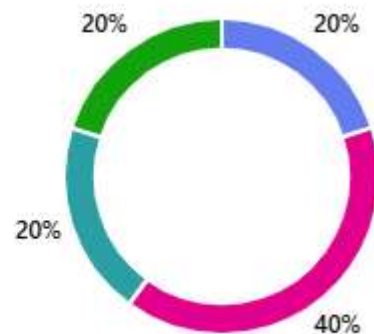
4) Which of the following best describes where your young person/ adult is in their journey?

● Young person aged 16-18 starting to plan for the future	0
● 18-35 years old planning for next steps	0
● 18-35 years old actively engaged in moving to Supported Living	0
● 18-35 years old living in Support Living	5
● 18 – 35 years old failed Supported Living experience	0



5) My young person's needs are being supported to enable them to transition into adulthood effectively

● Strongly Agree	1
● Agree	2
● Disagree	1
● Strongly disagree	0
● Unsure	1



6) Please provide any feedback on the answer you have given above

General Feedback

- My daughter is looked after extremely well
- My son still relies on me to oversee his care and to ensure he has a positive experience of care.
- He is settled in long term accommodation. He has 3 days where he attends a service. There is no other plan for him.

- lots of new activities been introduced
- Sometimes SL is good and feel our daughter is making real progress other times it feels as if we are going round in circles at worst, we feel things are going backwards!
- There is a lack of clear plan and targets to support his development into adulthood.

7) Do you feel you are informed in advance of any changes in your young person's financial situation, such as changes to contribution payments?



8) Please provide any feedback on the answer you have given above

- I need to put in place more opportunities for him. These will need to be sourced or created by me.
- We are informed but we are not clear about the financial process and would like more information. There was no information provided as part of the move into supported living, and we were very much uninformed about this aspect of SL
- No information has been received.

9) Do you feel that you are sufficiently involved in the decision-making process of your young person's social care outcomes?



10) Please provide any feedback on the answer you have given above

- Not sure what further outcomes are expected.
- Yes, we feel that as parents that we have a voice and so does our daughter. However, chats and discussions do not always translate into actions. Things seem to take quite a long time to get in place and very inconsistent in delivery.
- The care provider has been very willing to work with us as family carers, but this isn't always successfully translated into our son's everyday care.

11) Is your young person in employment/ a volunteering position?



12) Do you feel your young person is encouraged to develop the skills to get them into employment?



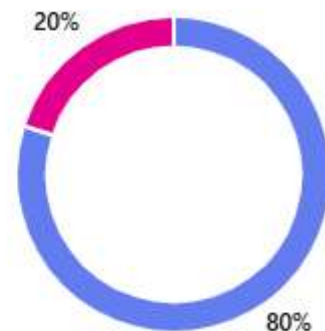
13) Please provide any feedback on the answer you have given above

- My daughter is nonverbal so wouldn't have the capacity to work.
- He volunteers in a bookshop for a couple of hours, this was found by me. He attended a pathetic work experience placement in 2024. There was no forward plan. There have been a couple of failed attempts by enable during covid but only while he was on a supported employment course that just ended with no forward plan.
- Not suitable for employment

- Not enough time and support given in supported living to give young people a structured purposeful life. No training and development plan and encouragement to keep increasing skills.
- Volunteering opportunities have been sourced by me and not the care provider or SW. I feel that if I had not been proactive in this area nothing would have happened.

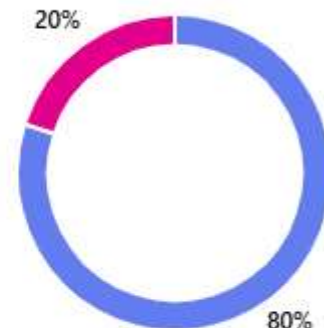
14) Do you feel that your young person is provided with support that enables them to live a safe, happy and healthy lifestyle?

● Yes 4
 ● No 1



15) Does your young person engage in their local community? e.g. events/ activities

● Yes 4
 ● No 1



16) If no, do you feel this is because of lack of transport to social events, where priority is given to routine or medical appointments and not to social opportunities?

● Yes 0
 ● No 1



17) Does your young person engage in leisure activities that they are interested in?



18) Does your young person have a friendship group they can enjoy activities with?

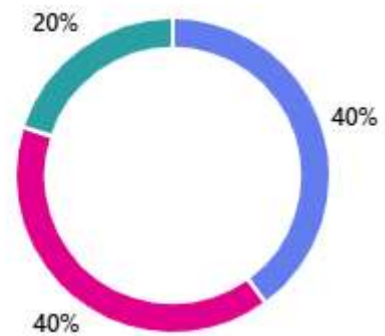


19) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Since he enjoys making stories and animations this is an individual activity so few opportunities for undertaking in a social setting. He would like friends, but his interests are quite niche. Rural area few opportunities to act on this.
- Again, this is variable sometimes it is yes other times a definite no. Lack of drivers means social opportunities are restricted. Shift patterns too have an impact on this. As do the needs of other young people in supported living have priority.
- Again, I have had to lead on this this and if it had been left to the care provider community engagement and time with friends would be much reduced.

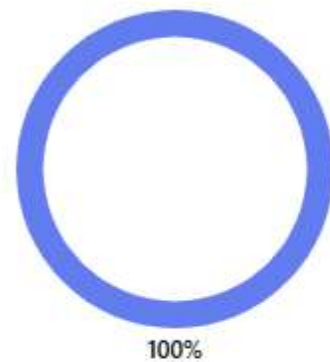
20) My young person lives in a suitable and safe environment that meets their needs

Strongly Agree	2
Agree	2
Neutral	1
Disagree	0
Strongly Disagree	0



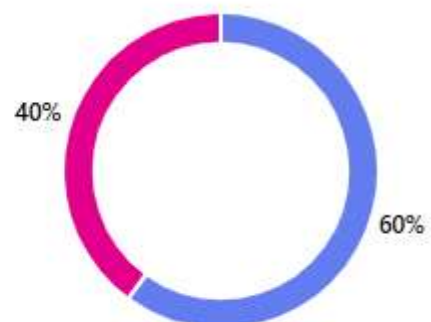
21) Do you feel your young person's accommodation has the appropriate adaptations to meet their specific needs?

Yes	5
No	0



22) Was your young person given a choice as to where they live within their community?

Yes	3
No	2



23) Was your young person given a choice as to whom they live with?



24) How long did your young person have to wait until they were provided with suitable accommodation?

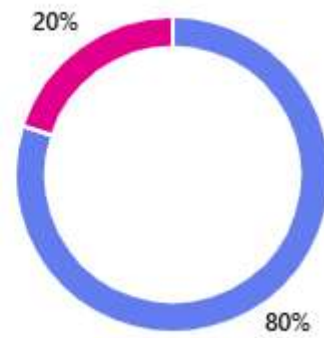
- He is in a shared lives placement with his former support worker from school. We set this up and presented this to the authority.
- 1 year
- 1 year
- Accommodation was identified fairly quickly but that was because of a failed placement had resulted in availability.

25) Were you kept updated whilst waiting for accommodation to be allocated?



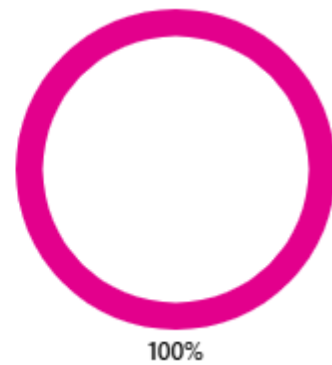
26) Does your young person live near the family home?

● Yes	4
● No	1



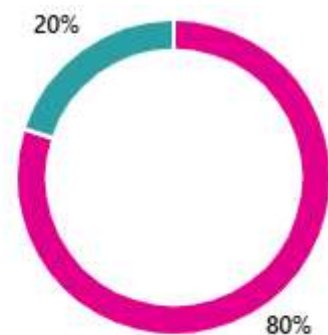
27) If not, do you feel there is adequate support for them to transition closer to the family home if this would be a positive change for them?

● Yes	0
● No	1



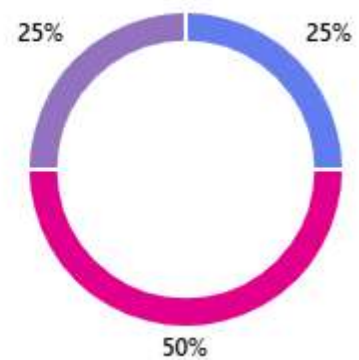
28) Do you feel that there are a sufficient number of supported living properties in Shropshire?

● Yes	0
● No	4
● Maybe	1



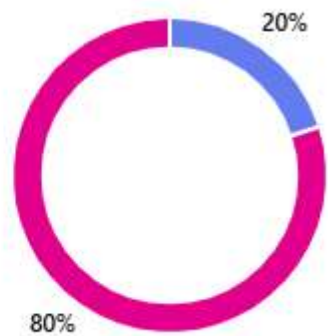
29) We were involved with decision making regarding the supported living accommodation both on an individual and strategic level.

Strongly Agree	1
Agree	2
Disagree	0
Strongly Disagree	1



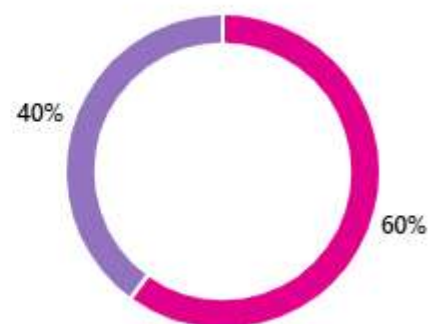
30) Did you find the process of finding suitable accommodation for your young person easy?

Yes	1
No	4

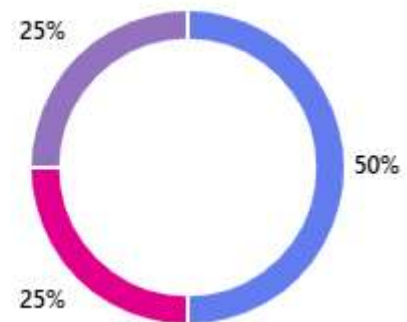
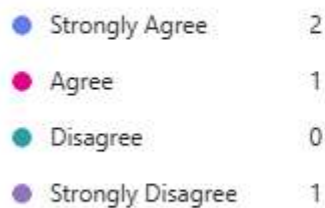


31) Has there been an accommodation-based review conducted recently?

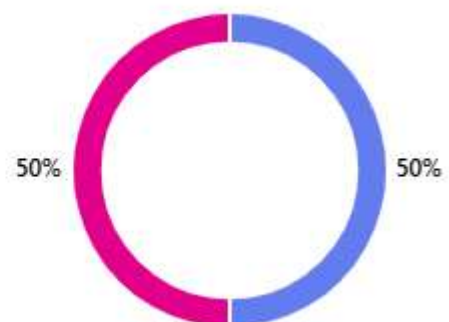
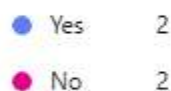
Yes	0
No there has not been a review	3
The review is currently in process	0
Unsure	2



32) My young person's supported living environment reflects them as a person



33) Do you feel your young person was given the opportunity for their personality to be reflected in the decor of the accommodation?

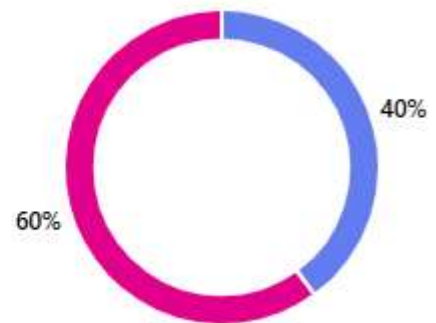


34) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Because he has moved in with people we already knew and are like extended family this was an easy fix for us. However, the authority did their best to make it difficult by delays in decision making, social workers moving on and not being replaced and incorrect information. This was a little unique. Since this is not supported living there is less expectation/funding for his host family to set up or take him to social situations.
- New Build
- There was no opportunity to consider alternative accommodation we were basically offered the one he moved into or nothing. The suggestion was if we didn't take this one it could be a long time before another was available. There was no discussion about us being able to look at the open rental market - nobody made us aware that this was an option. the house is lovely, but it isn't a home. The only personalisation is in his room - the rest of the house could be anyone's. His brothers don't feel comfortable visiting.

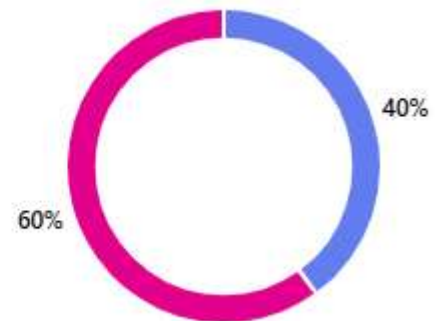
35) Does your young person/ adult still have a named social worker?

● Yes	2
● No	3



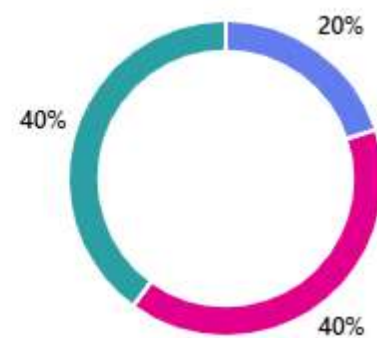
36) Do you feel your young person is supported to achieve their fullest potential?

● Yes	2
● No	3



37) Since being in supported living, my young person has been supported to upskill and learn to move towards further independence

● Strongly Agree	1
● Agree	2
● Neutral	2
● Disagree	0
● Strongly disagree	0



38) Since being in supported living, my young person has received good quality support from the earliest opportunity



39) Do you feel the supervision given understands the needs of your young person?



40) Do you feel your young person has a good quality of relationship with the support staff?



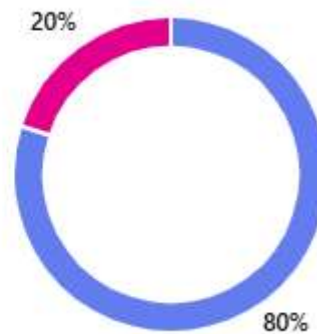
41) Do you feel there is a consistency in the support of your young person?

● Yes 3
● No 2



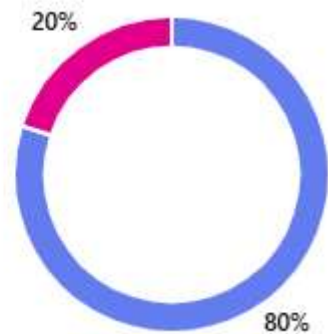
42) Do you feel the support staff know how to effectively communicate with your young person?

● Yes 4
● No 1



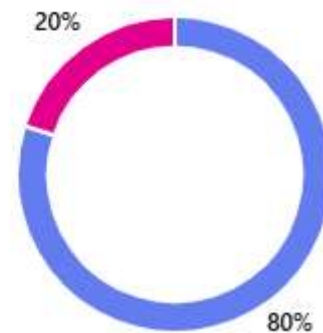
43) Do you feel your family has a good relationship with the support workers of your young person, where effective communication can take place?

● Yes 4
● No 1



44) Do you feel that you are regularly updated by the support workers, telling you of any concerns or issues?

Yes	4
No	1



45) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Not much communication
- This was really difficult to answer - the team is so big and changes so often and there are a few support workers who do a really good job and work well with us and our son but there are others who don't. There is also a significant use of agency staff who don't know him or us at all. the lack of consistency in support is a real issue.

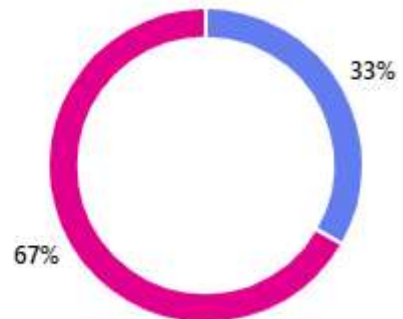
46) Since being in supported living, my young person has been supported to demonstrate strengths practices and pathways to independence.

Strongly Agree	0
Agree	2
Neutral	2
Disagree	0
Strongly disagree	0



47) Do you feel your family have a good relationship with the social worker where effective and open communication can take place?

● Yes 1
● No 2



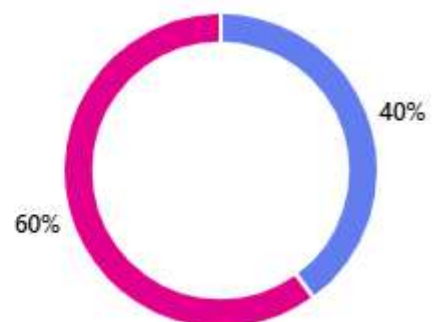
48) Do you feel that you are sufficiently involved in the decision-making process of your young person's social care outcomes?

● Yes 3
● No 2



49) Do you feel they have the correct level of transport support for their needs / accessing the local community?

● Yes 2
● No 3



50) Does your young person have opportunities to go on short breaks/holidays?



51) Please use the text box below to give any further information you feel would be helpful about the questions above.

- This doesn't really reflect his situation in shared lives. He lives with a family who encourage him but there is little expectation and no funding for the host family to provide transport or take and support him in activities in the community. The host family do this but in excess of requirement.
- We have had 3 social workers in 2.5 years. Transport is a massive issue, and our son would have a much more restricted life if we were not able to step into the frequent gaps where transport is not available.

Summary

- The most common area of need for YP is **autism**.
- Regarding **care plans**, **40%** of parents **knew** that their YP has a care plan and **40%** were **unsure**.
- **40%** of parents felt their YP's **needs were being supported** to enable them to transition into adulthood effectively.
- Common themes reported included **a lack of clear plans and targets** to support development into adulthood. Care experiences generally seem to be good, but it is felt that this is due to **parents overseeing the care**.
- **80%** of parents feel **informed** about their YP's **financial situation**.
- Although parents feel informed about finances, they feel that more information is needed as part of the move into supported living. Parents appear also to be sourcing and organising opportunities for their YP.
- **80%** feel involved in the **decision making** process regarding social care outcomes.
- Parents feel listened to by the care agencies but don't always see the conversations translating into actions.

- **60%** of YP are in either **employment or a voluntary position**.
- **100%** of parents feel their YP **are not encouraged to develop skills** needed to get into employment.
- Of those parents who feel their YP have capacity to work/volunteer, opportunities are being sourced and set up by parents. Parents feel there isn't enough support or time within supported living to give YP a structured and purposeful life.
- **80%** of parents feel their YP are provided with the **support** to live a safe, healthy and happy lifestyle.
- **80%** of YP are **engaging in their local community**
- **80%** of YP are **engaging in leisure activities** they are interested in.
- **80%** of YP have a **friendship group** to enjoy activities with.
- Parents feel this level of participation is due to **parents organising** and taking the lead. There is also an issue with **lack of drivers** and shift patterns affecting social opportunities.
- **80%** of parents feel their YP live in a **suitable and safe environment**. **100%** agree **that suitable adaptations** have been made.
- **60%** of YP were given a **choice of where they lived**.
- **80%** of YP were given a **choice of whom they lived with**.
- Most people had to wait a **year** for accommodation to be allocated, but **100%** were kept **updated** during the process.
- **80%** are **living near the family home**.
- **80%** of parents feel there are **not enough supported living properties** in Shropshire.
- **50%** of parents feel they were **involved in the decision making** process regarding supported living accommodation. **80%** **did not** find the process of finding suitable accommodation easy.
- **60%** of YP have **not had** an **accommodation-based review** recently.
- Parents generally feel that the accommodation reflects their YP and that their personalities.
- Parents feel that they didn't have choice about the actual accommodation offered and weren't offered alternative options eg the rental market.
- **60%** of YP do not have a **named social worker**. Of those that do have a social worker, **67%** feel they **do not have a good relationship** with the social worker.
- **60%** of parents feel their YP **is not supported to achieve their full potential**.
- **40%** of parents feel their YP has received **good quality support** from the earliest opportunity. **100%** feel their YP have **a good relationship with support staff**.
- **75%** feel the **needs of their YP are understood**.

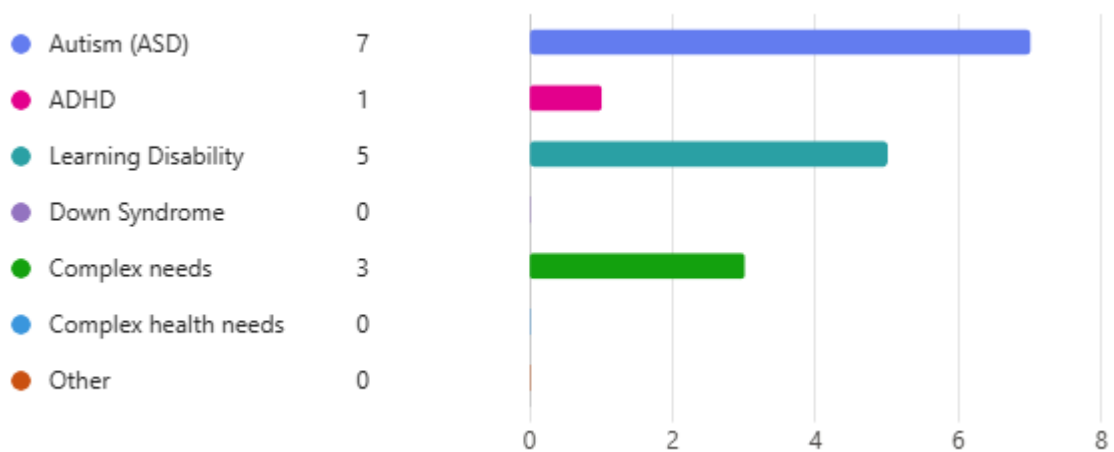
- **60%** of parents feel there is a **consistency in the support** of their YP.
- **80%** feel care staff know how to **communicate** with their YP.
- **80%** of parents have a **good relationship with support workers** and feel they receive regular updates.
- There is a feeling that there are some really good support workers supporting the YP, but consistency can be an issue, and the use of **agency staff** is a problem as they don't know the YP or the families.
- Regarding social care outcomes, 60% of parents feel they are involved in the decision-making process.
- **60%** of parents **do not** feel they have the correct level of **transport support**.
- **100%** of YP have opportunities to go on **short breaks/holidays**.
- Parents report lack of consistency with social workers. Parents are playing a significant role in transporting their YP to access social opportunities.

Experience of Supported Living – Summary Report

Survey Number 3 – Planning for the future/considering supported living

There were 7 responses from parents to this survey.

- 1) Age of Young person – the age range was between 20 and 35, with the average age being 24.4 years.
- 2) Which of the following best describes your young person/ adult's primary area of need

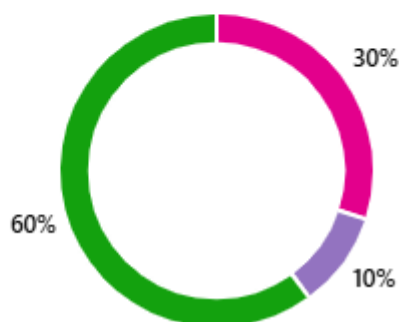


- 3) Are you aware if your young person/ adult has a care plan?



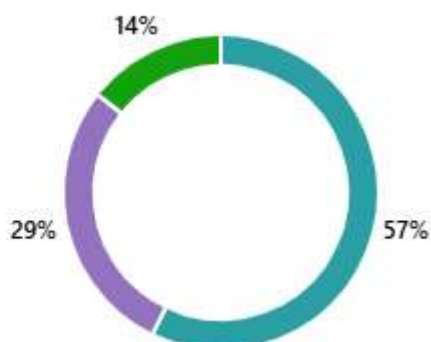
- 4) Which of the following best describes where your young person/ adult is in their journey

● Young person aged 16-18 starting to plan for the future	0
● 18-35 years old planning for next steps	3
● 18-35 years old actively engaged in moving to Supported Living	0
● 18-35 years old living in Supported Living	1
● 18 – 35 years old failed Supported Living experience	6



5) My young person's needs are being supported to enable them to transition into adulthood effectively (this could include education/ health/ social care)?

● Strongly Agree	0
● Agree	0
● Disagree	4
● Strongly disagree	2
● Unsure	1

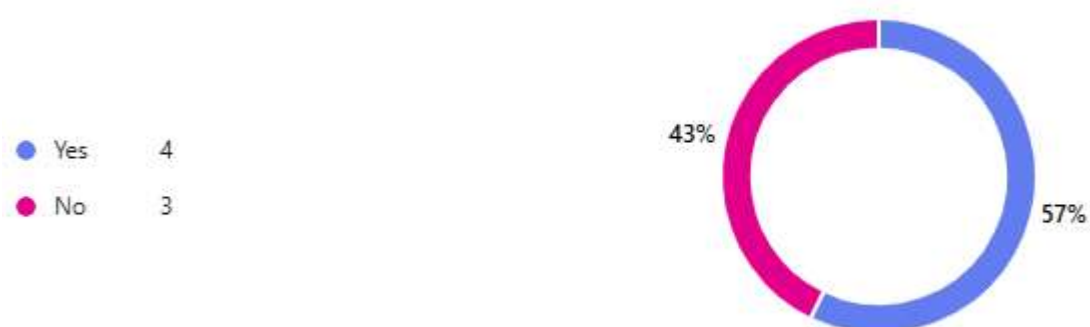


6) Please provide any feedback on the answer you have given above -

- Not enough information, little support poor services, low funding for up-to-date information.
- She was in supported living and this worked amazingly for her, as soon as she turned 18 she was turfed out into a self-sufficient property, I argued this and it was ignored, she lasted 1 year, turned to drink and drugs - we are now 3 years on and she lives with her nan but that's not working but we have no choice - we need supported living for her - she was completely failed. Her original support worker agrees.
- We don't hear from our social worker for Months at a time
- There is no transition into adulthood. Nothing is consistent, information accuracy varies from person to person and there doesn't seem to be a plan.

- My son went away to residential secondary school. He wasn't allocated a social worker until a few months before he left there. Meaning no plan was in place. He didn't want to live at home after 6 years away but was given no choice due to no plan. He then had to wait 4 years at home to be placed. We were given one option and told that was all there would ever be so we should take it.

7) Do you feel that you are sufficiently involved in the decision-making process for your young person/adult?



8) Please provide any feedback on the answer you have given above –

- Not given a choice, no provision, no suitable services or care provider in Shropshire.
- Shropshire Council failed my daughter and failed us as a family. She needs supported living. No one wants to help her.
- We are the only people who know our son and his needs so we are determined that we will be involved with the whole decision making process to ensure that his needs are properly understood and met.
- I do feel I made decisions, but I feel I was very poorly supported to make those decisions and was basically left to deal with any issues that arose.

9) Do you know who you can speak to if you have any concerns/ issues with understanding options available for your young person/ adult regarding....

Responses

Education (including options and next steps etc.)	Employment (including volunteering/ paid employment/ support etc.)	Social Care (Social workers/ Personal budget etc.)	Social opportunities (accessing the community/ having an activity plan etc.)	Financial support (Benefits/ managing finances etc.)	Health (transition to adult services/ mental health support etc.)	Housing Options (independent living, supported living etc.)
Yes	Yes	Yes	Yes	Yes	Unsure	Yes
Unsure	Unsure	Yes	No	No	Yes	Unsure
No	No	No	No	No	No	No
Yes	Yes	Yes	Yes	Yes	Yes	Yes
Yes	Unsure	Yes	Yes	Yes	Unsure	Yes
Yes	Yes	Yes	Yes	Yes	No	Yes
No	No	Yes	No	No	No	No

10) Is your young person in employment/ a volunteering position?



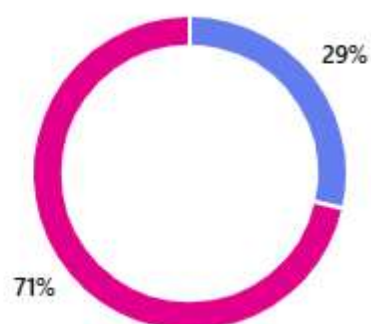
11) Please use the text box below to give any further information you feel would be helpful about the questions above.

- I have no confidence in Shropshire adult services, poor uncaring social worker, more support needed for parents and carers. Advice on guardianship, so family voices will be listened to.
- The only help we had was from a counsellor who helped her with trying to put her in touch with the Reach programme.
- About to start a work experience voluntary placement as part of the college timetable.

- My son was in a very good supported internship that was found for him by enable. He did that for 2 years. There was never an opportunity for paid work even though the boss said he was amazing. Her business could not afford to employ him. Anything my son has needed sorting out has always been left to me. I was promised a PA for him years ago to ease my mental load, that never happened. I have even ended up going to our local MP who was amazing as the stress caused over his benefits was so extreme it made me very unwell. All I kept being told was well you're his appointee, so you need to deal with it. Ultimately, I am just his mum!

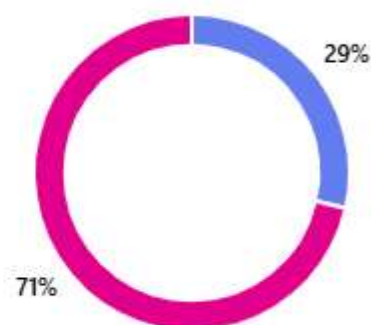
12) Do you feel that your young person is provided with support that enables them to live a safe, happy and healthy lifestyle?

● Yes 2
● No 5



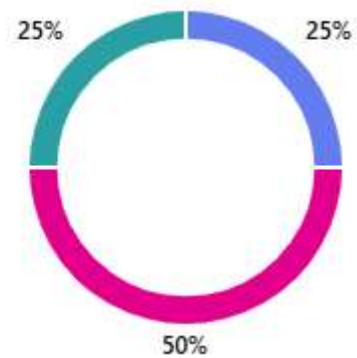
13) Does your young person engage in their local community? e.g. events/ activities

● Yes 2
● No 5



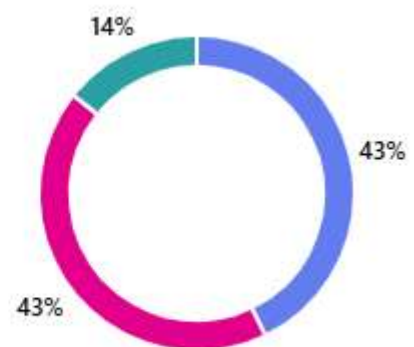
14) If no, do you feel this is as a result of lack of transport to social events, where priority is given to routine or medical appointments and not to social opportunities?

Yes	1
No	2
Other	1



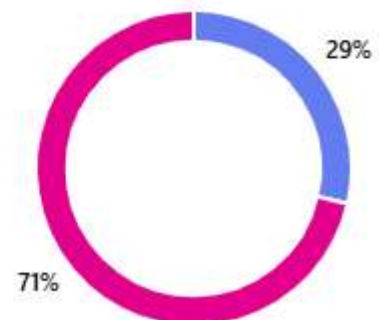
15) Does your young person engage in leisure activities that they are interested in?

Regularly	3
Sometimes	3
Rarely	1
Never	0



16) Does your young person have a friendship group they can enjoy activities with?

Yes	2
No	5



17) Please use the text box below to give any further information you feel would be helpful about the questions above.

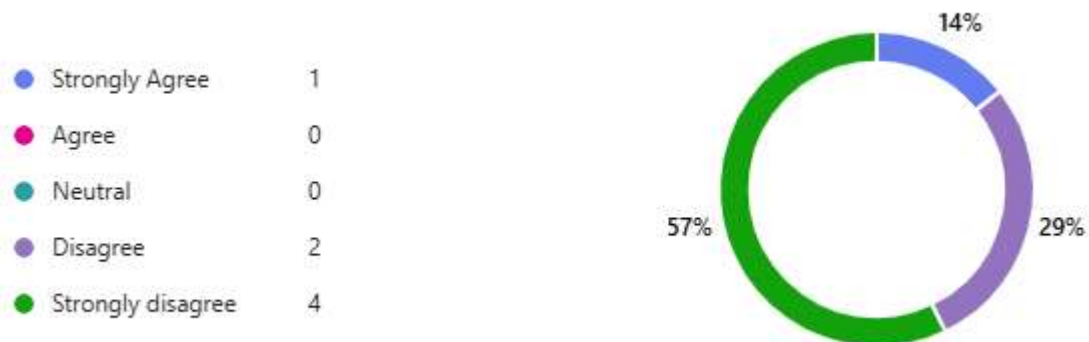
- Information and lack of activities available to access.
- This is down to Buddies and the friendships he has made through the HLP and Buddies activities, plus Identity and SID
- The support my son was given was a massive part of why the placement failed. The staff had no understanding of how an adult autistic man needs to be supported who has a life and friends. They wanted to treat him like a

young child and would often patronise him. This was overheard by myself and the social worker.

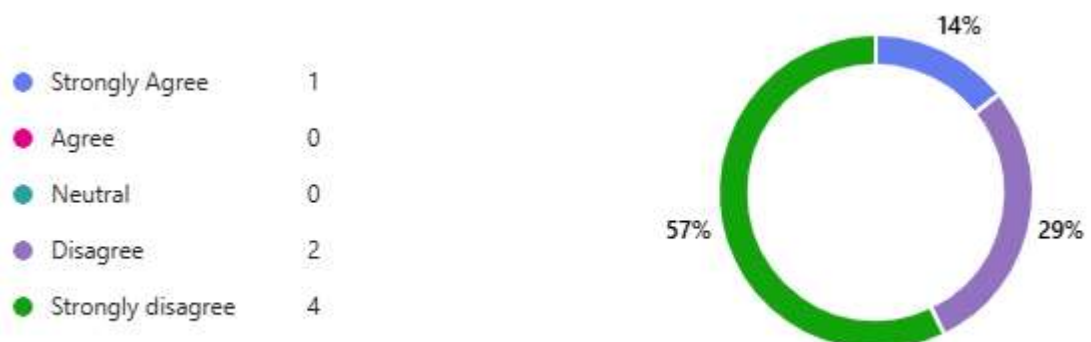
18) Do you feel your young person is supported to achieve their fullest potential?



19) When they were in supported living, my young person was supported to upskill and learn to move towards further independence.



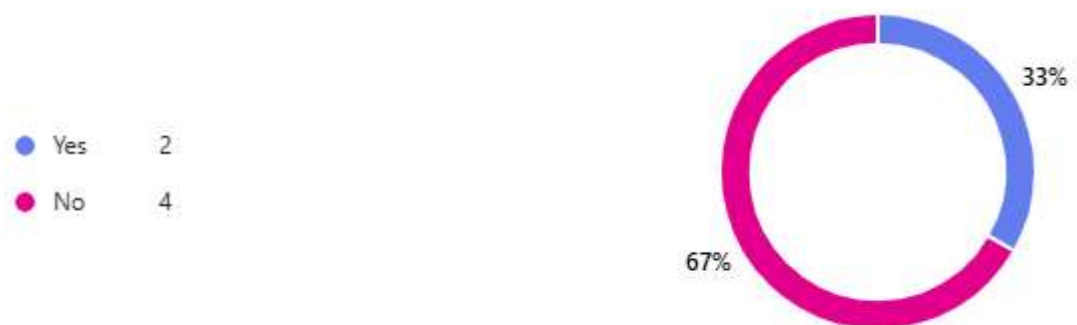
20) When they were in supported living, my young person received good quality support from the earliest opportunity



21) Did Support staff understand the needs of your young person/ adult?



22) Did your young person have a good quality of relationship with the support staff?

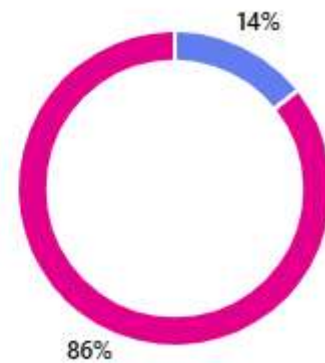


23) Was there a consistency in the support staff of your young person?



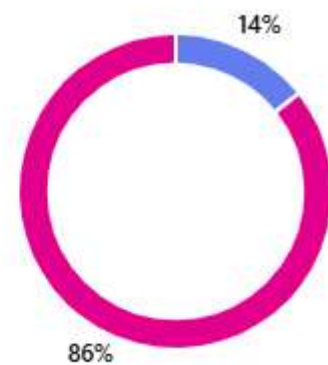
24) Did you feel the support staff knew how to effectively communicate with your young person?

● Yes 1
● No 6



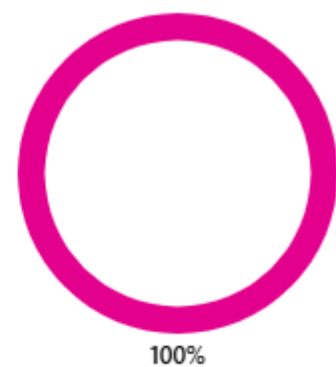
25) Did you feel your family had a good relationship with the support workers of your young person/ adult, where effective communication could take place?

● Yes 1
● No 6



26) Were you regularly updated by the support workers (i.e., changes to plans/ updates etc.)?

● Yes 0
● No 7

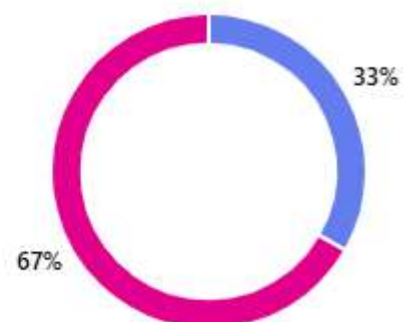


27) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Training needed to communicate, better pay for support workers, build a listening and supportive relationship with parents and carers.
- She was 16 when she went into supported living and didn't want me to be a part of it, we respected that.
- Supported Living was a complete failure, with inexperienced support staff and a bad mix of young people. However, we are trying it again as there's no alternative
- Dreadful care provider & yet Shropshire are still using them?
- wow - where to start! There was a very poor understanding of his needs, despite a support plan and regular conversations with us and his social worker and what he needed help with and what he really did not need help with. To start with he didn't know which staff were working which was incredibly difficult. There was also no communication between home and supported living. We repeatedly asked to know who was working so he knew in advance (very important with autism) but this was not organised until he had been there a few months. A work mobile was eventually bought which helped with the communication, but this should have been there from the beginning. Our son tried to establish good relationships with support staff and those who did understand him (there were a few great members of staff) he felt he could talk to and turn to for support. The only real consistency in staff was the night staff, often our son would wake up in the morning and there would be a member of agency staff there who he had never met before assigned to be with him for the day, this is not something he could cope with.
- As a family we have always supported him. He does need a lot of support. Unfortunately, because he didn't fit the narrative of a young disabled adult it was made very clear that the placement would fail.

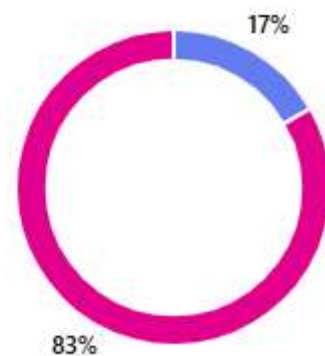
28) Do you feel that you are sufficiently involved in the decision-making process of your young person's social care outcomes?

● Yes 2
● No 4



29) When in supported living, was there the correct level of transport support for their needs / accessing the local community?

● Yes 1
● No 5



30) Does your young person have opportunities to go on short breaks/holidays?

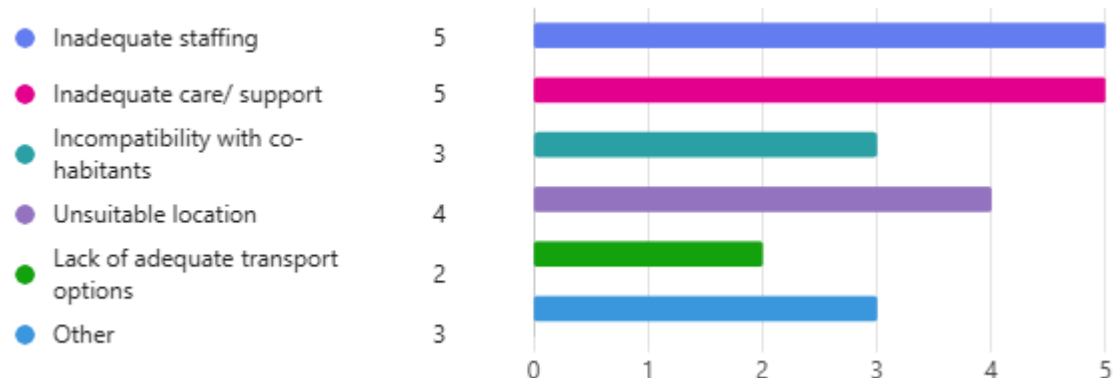
● Yes 0
● No 6



31) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Not encouraged to build skill, and 2-1 support, so support staff did everything for my son which has help improve his skills. over medicated in support living, parent fought for years to have the medication reduced!
- We do have a very approachable social worker, so I do feel we have good communication and involvement in social care outcomes. In terms of transport in supported living, this was a real problem. Staff often didn't have business insurance so couldn't use their own cars. Some just did not want to drive full stop.
- He had asked for helped to go food shopping. Sometimes he would go and Aldi would be quieter so would ask if he could go in alone. He was then told these trips would stop as they were not a taxi service.

32) Select from the following list why you feel supported living was not successful for your young person

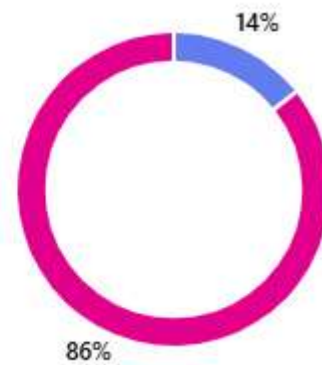


33) If other, please provide more information below

- Incompetent social worker
- Out of county, isolated from family and friends.
- Despite his sensitivity to noise being very well documented his entire life, they housed him in the middle of a very noisy Building development and refused OT recommendations for secondary glazing in his bedroom and adapted alarm system
- Social worker who enabled our young person's poor decision making without having any in depth knowledge of them. No acceptance of our vast lived experience.
- The pairing did not work from the start, he had lived on his own for a year and really did not cope with our son moving in. He wanted very different things, a different living environment and didn't seem to want to live with anyone. The care side of things was not right, they didn't seem to know how to do the things that help was required with eg cooking, shopping, managing money, accessing the community. They just used to sit and watch TV or sat on their phones rather than engage.
- The staff changed every day so he couldn't build a relationship. Even though we had stressed how this was probably the most vital thing. Staff clearly didn't know how to support ASD adults. Staff would make complaints about him playing his music as neighbours didn't like it, basically making him feel uncomfortable in his own home. He never played it late in the day. In hindsight he should never have been placed there, and it's had a very negative impact on his mental health.

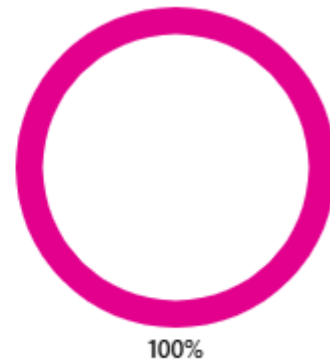
34) Was your young person/ adult given a choice of who they lived with?

● Yes 1
● No 6



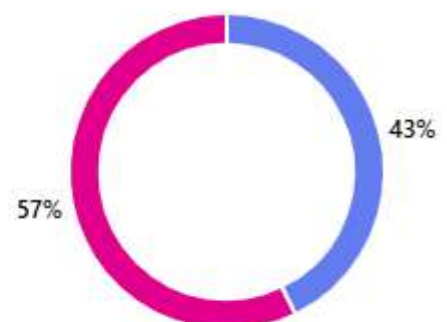
35) Was your young person/ adult given a choice of where they lived?

● Yes 0
● No 7



36) Since leaving supported living accommodation, has your young person had the opportunity to access local community events?

● No 3
● Yes 4



37) Please use the text box below to give any further information you feel would be helpful about the questions above.

- Living out of county, one parent has been fighting to have son returned to his home county, Shropshire LA have failed my son and family. My son has communicated verbally, written his wishes to come home, but has been ignored. Social worker has been incompetent, made unforgivable information, cruelty to family. Totally let down by social services.
- We are continually told that there are no supported living opportunities in Shropshire and there is a huge waiting list for accommodation. The placement that failed was not in Shrewsbury, so I presume was not a popular choice. The person he was matched with was a similar age, but I don't feel like either social worker really understood him and the incompatibility of the pairing. There were no other options offered to us.
- He is still in his accommodation. He is waiting for a move. All support has been removed as it was making him very unwell, and I am his sole carer. He hates where he lives and feels very uncomfortable there.

38) Please indicate how much you agree with the following statements

1) Our young person was given time to think about where they would like to live.

Strongly disagree – 14.3%

Disagree – 28.6%

Neutral – 57.1%

2) As a family we were given enough information to support our young person to make the decision.

Strongly disagree – 42.9%

Disagree – 42.9%

Neutral – 14.2%

3) We were given enough information about other young people who would be living in the property.

Strongly disagree – 33.3%

Disagree – 16.7%

Neutral – 50%

4) Friendships were considered when looking at who else would live in the property.

Strongly disagree – 33.3%

Disagree – 16.7%

Neutral – 50%

5) Our young person was given the opportunity to meet and get to know the other tenants.

Strongly disagree – 16.7%

Disagree – 33.3%

Neutral – 50%

6) Adaptions were made to the property to ensure our young person's safety.

Strongly disagree – 33.3%

Disagree – 33.3%

Neutral – 33.3%

7) We were able to meet support staff prior to them moving in.

Strongly disagree – 57.1%

Disagree – 14.3%

Neutral – 14.3%

Agree – 14.3%

8) We felt all support staff had a clear understanding of our young person's needs.

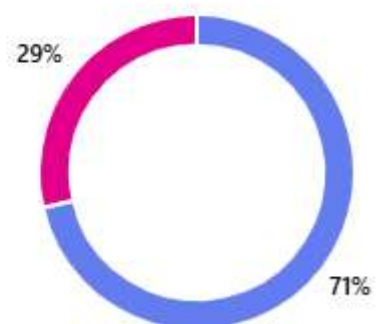
Strongly disagree – 71.4%

Disagree – 14.3%

Strongly Agree – 14.3%

39) Are you currently looking at other options for your young person/ adult to live independently from the family home

● Yes	5
● No	2



40) Have you been provided with what options are available for your young person/ adult regarding housing?



41) Is there anything else you would like to tell us?

- Shropshire is unable to provide appropriate supported living placements for some young people with complex needs.
- Our young person has had his name put forward for a new house sharing with one of the young men he shared with before. But there's definitely a lack of information about what's happening or even if it is still happening. And I fear it could be a repeat of what happened in his previous placement where he moved in without having met any of the other young people or care providers.
- No care provider commissioned by Shropshire who can successfully provide a supported living placement to a young person with complex needs like our young person. No other options seem available.
- He lives in a one bedroom property in a group of supportive living homes. He doesn't know anyone around him or speak to anyone. The staff don't engage with him at all if they see him. If he was to come home, we have been told he could be waiting years for a move. He doesn't want to come home, he wants to live independently.

Summary

- The most common areas of need for the YP are **autism** and **learning disability**.
- **57%** of parents have a copy of their **YP's care plan**
- **60%** of responses were **18-35 year olds** who have experienced a failed supported living experience.
- **57%** of responses **disagree** that their YP's **needs are being met effectively** to enable them to transition into adulthood effectively.
- Parents report a lack of social workers and a lack of plans to facilitate a transition into adulthood. Information provided is not sufficient or consistent.

- **57%** of parents feel they are **involved in the decision making** process for their YP.
- Parents feel **failed by social workers** and **Shropshire Council**. They feel they are not being given **choices** and don't feel there are **suitable care providers or supported living services** in Shropshire.
- Regarding knowing who to speak to with concerns and understanding options available, parents know who to speak to about education, employment, social care, social opportunities, financial support and housing options. They don't know who to speak to regarding health and mental health services.
- **86%** of respondents are **not in employment or a voluntary position**.
- **71%** of parents **do not** feel their YP is provided with **support** to live a happy, safe and healthy life.
- **71%** of YP are **not engaging in their local community**.
- **71%** **do not have a friendship group** they can enjoy activities with.
- Parents feel that **the lack of understanding** of their YP is key to understanding why placements are failing. Friendships and social activities are being found through Buddies and the Healthy Lives Programme.
- **83%** feel their YP is **not being supported to achieve their full potential**.
- **57%** **strongly disagree** that whilst in supported living their YP was supported work towards **further independence**.
- **57%** **strongly disagree** that whilst in supported living, their YP received **good quality care** from the earliest opportunity.
- **86%** of parents felt that support staff **did not understand the needs** of their YP.
- **67%** felt there was **not a good relationship** between their YP and the support staff.
- **86%** reported there was **no consistency** in the support staff of their YP
- **86%** said that support staff **did not know how to communicate effectively** with their YP.
- **86%** said that there was **not a good relationship** between the family and the support workers.
- **100%** of respondents said that they were **not updated** regularly by support staff
- Parents mention that better understanding by the support staff of the YP's needs is essential. They say that staff were inexperienced, inconsistent and relationships between them and the families was poor. There is also concern over how the YP people are matched to supported living properties.
- **67%** of parents were **not involved in the decision making** process of their YP's social care outcomes.
- When in supported living, **83%** of respondents stated that there was not the correct level of **transport support** needed to access the community.
- **100%** of YP **do not** have the opportunity to go on **short breaks/holidays**.

- Parents say that **transport** is consistently a problem, often support staff do not have business insurance so couldn't use their own cars.
- When identifying why supported living was not successful, **inadequate staffing, care and support, and an unsuitable location** were all highlighted.
- Parents note that staff changed every day, they don't know how to properly support the YP, particularly those with autism. Not enough care is being given to matching the YP to other housemates.
- **86%** of YP were not given a choice **who they lived with** and **100%** were not given a choice **where they lived**.
- Since leaving supported living, **57%** are no longer accessing their **local community**.
- The **lack of supported living options in Shropshire are obvious to parents**.
- **71%** are currently looking for other options for their YP, **71%** have not been given any more information on options available.