

# Making it Real

Shropshire Adult Social Care

Local Account 2023/24

Issue twelve



**“I wonder what I would ask my younger self? “**

**“I did it! Thank you Enable”**

**Great Minds think differently**



Shropshire  
Council

<https://shropshire.gov.uk/adult-social-care/>

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## The Local Account is...

Shropshire's magazine about adult social care. We call our publication 'Making it Real - our story continues...' *as the magazine is co-produced with the Making it Real board and Shropshire council staff.* We concentrate on true stories from real people about what's worked and what hasn't, and how real experience can trigger change and improvement.

Listening to stories about daily life from the people who make use of adult social care services and support helps the council understand what really happens in people's lives. Without that understanding it's difficult to improve.

We've taken this idea from an organisation called Think Local Act Personal - their Making it Real initiative sets out what good personalised care and support should look like [www.thinklocalactpersonal.org.uk/makingitreal/](http://www.thinklocalactpersonal.org.uk/makingitreal/)



## Foreword –

*Tanya Miles, Executive Director of People*



Despite the financial challenges and increasing demand, supporting people to 'live their best lives' is our priority and focus, enabling people to receive support at home where possible.

We are doing this through transformation programmes looking at increasing reablement support, increasing choice and the use of digital and assistive technologies, and earlier help and support to prevent crisis and to keep people well and independent for as long as possible. For example, we have launched The Virtual Care project using technology to assist in the delivery of flexible care services, combining technology, data, and virtual care advisors to deliver non-intrusive care and support. As well as the Virtual Care Delivery, we have also launched the Let's Talk TEC programme within Supported Living and several domiciliary care providers. The programme focuses on delivering robust risk management strategies, improved care out-comes and diminishing dependencies on conventional forms of care and support.

We continue to develop our offer to people with the support of partners especially our voluntary and community partners and providers who deliver all kinds of community-based activity to enable people to stay well and independent.

We are growing the commissioning function to support and develop the market further, focussing on areas of demand and growth and continued high quality support being delivered across Shropshire. We are doing more work with our provider market to meet the challenges in a more creative way across Shropshire.

I remain committed with my teams and partners to be creative and strive for achieving the best outcomes for Shropshire residents.



**Tanya Miles,**  
Executive Director of People



## Views and experiences of adult social care service users 2022/24

### About the survey

**1,735 people** were invited to take part in the annual survey of adult social care in January 2023. Others participated throughout England.

**500** responded to share their **views and experiences** of care and support received in the last 12 months.

Respondents **were aged between 18 and 103**. The average age was **66**.

People receiving a range of different services provided their views including people supported at home or in the community, and people in residential care, and people receiving nursing care.

### Enhancing the quality of life for people with care and support needs.

Service users scored their quality of life **19.1 out of 24**



**62%** Feel their **quality of life** is good or very good / couldn't be better. **10%** have concerns about daily life.

Care and support services help **90%** of the people surveyed to feel they have a better quality of life.

**72%** of the people surveyed need some more help to bathe or shower and **84%** need help with finances and paperwork.



### Ensuring that people have a positive experience of care services and support



**8 out of 10** feel that the care and support services they receive help them **control** their daily lives.

**64%** have enough choice over care and support services available in Shropshire.

**86%** feel that their home meets most, or all, of their needs. **93%** feel able to keep clean and presentable.

### Ensuring that people who are vulnerable feel safe and protected from harm.



**72%** of the people surveyed feel safe both within and outside of their homes. Only a small proportion (5.9%) have some concerns such as falling or risk of physical harm in other ways.

**9 out of 10** feel that the care and support services they receive help them to feel safe and secure.

**79%** feel they have adequate social contact.



# In conversation with Tanya Miles

## Executive Director of People



### How did you get here professionally?

My first job is still my favourite even after all these years. At 18 I worked as a support worker with adults with learning difficulties who had been resettled from a long stay hospital where they spent 30 or 40 years of their adult life. I supported four amazing individuals to live their best lives through early care in the community – we would go to London to the theatre and my most memorable trip was taking Christine on her first flight and holiday to Greece.

From there I went to university to take a dual qualification to become a qualified social worker and a nurse. My first job as a social worker in Kent was followed by a move to work first in Powys, then in Shropshire where I have been for 25 years. After roles managing teams, I became Service Manager and then Assistant Director. I became Director and then Executive Director of People and hold the statutory roles of Director of Adult Social Services and Director of Children's Services.

I still love seeing people blossom. In Shropshire we have 87% of adults with learning disabilities living in their own home, which is one of the highest percentages nationally, and very few in specialist accommodation. I am proud of that.

We are constantly looking at ways to support people. You can do that making strategic decisions but I'm always interested in listening to people about their experiences. At the weekly Directors team meeting we always talk about a personal experience from somebody to keep this link alive – that is something I instigated.

### What are the key challenges and opportunities for Adult Social Care in Shropshire in the next 12 months?

We are no different from other local authorities – our biggest challenge is finances. This pressure comes from high rates of inflation over a long period and a higher demand for services that support our most vulnerable residents. As Shropshire is a very rural county, in fact it is the second largest inland county in the country, and has an older population than many others, we are particularly affected by this pressure.

But there are opportunities too and we are transforming the way we deliver Adult Social Care and supporting people to live at home. We have low use of care homes compared to other counties - our first option is not residential care but how can someone live their best life at home. Social workers have welcomed innovative and exciting solutions, such as the use of technology, which help people achieve their goals and independence.

Our mindset is that we need to grasp this chance to improve our services, become more efficient and make sure we're supporting residents in the way that is right for them.

We have been successful already in our work with learning disability services and the new Front Door project – both aimed at empowering people and supporting independence.

We are trying to support people differently. We have the START reablement service (that stands

for Short Term Assessment and Reablement Team) who work with individuals for up to six weeks after discharge from hospital or work in order to prevent admission to hospital. Most people go on to require no further support.

We are supporting people with learning disabilities in their own homes and we have a great relationship with ENABLE (service that supports people into employment) getting people back into employment.

There are opportunities in managing differently, making information accessible to people in their local communities and working together with the voluntary and community sector, health and the local community. One of the benefits of a rural county is that people are very good at supporting each other which was seen again and again throughout the covid pandemic.

### **What are Shropshire Council's strengths and weaknesses?**

We have the Shropshire Plan, which is a really strong corporate plan with a clear strategic direction, talking about people, quality and prevention as well as other strategies such as health and wellbeing in the county.

Shropshire has a stable, highly skilled and compassionate workforce, and a consistent level of strength-based practice. Our transformation programme is constantly looking at ways to improve outcomes. There is strong political support from all parties for social care, we work in partnership with the ICS (Integrated

Community Services bringing together Shropshire Community Health NHS Trust and Shropshire Council teams and including joint job roles) and the county has a strong voluntary and community sector.

Co-production is at the heart of all we do. We listen to our residents, stakeholders and workforce. Co-production is a way of working

whereby everybody works together on an equal basis to create a service or come to a decision which works for them all. It's based on the principle that those who access a service are best placed to design it.

There is close alignment with Public Health which is different from other councils and with commissioning – this is about prevention, linking into the voluntary sector and having hubs across Shropshire to access integrated health and social care.

The Council has invested a lot in leadership programmes and innovations in technology supporting people in their own homes. Shropshire also has a good quality health and social care market with more than 80% of care homes rated good or outstanding by the CQC. Our own START programme and the Council's Four Rivers nursing home in Church Stretton are rated as good.

This summer Shropshire adult social care services were inspected by CQC. The CQC have new inspection powers that relate to how local authorities like Shropshire Council provide care and support to adults and carers with social care needs. CQC, both for adult social care and health, are vital for safety and quality as they are part of the eyes and ears of the local care system. At the time of publishing this local account Shropshire is awaiting the final report from CQC.



### **How will Shropshire Council keep delivering adult social care services with so many people being made redundant and so many savings having to be made?**

We know there will be difficult times ahead and we are committed to prioritising services to those who need us most and delivering those services as efficiently as we can. The long-term strategic vision is to overcome our immediate

financial challenge and become a modern, efficient council delivering the Shropshire Plan for residents.

Through our service reviews we can ensure resources are aligned to key priorities to deliver on our transformation plans. We do acknowledge that this will be a time of great change and challenge for the organisation. But we also want to stop 'doing things we have always done', we are rethinking – for example could we use Artificial Intelligence in a positive way? How can we make sure information is more accessible? We will have a new looking website coming soon.

### **How has Shropshire's People Directorate restructured and how will Shropshire Council work more co-productively and differently?**

We have streamlined our infrastructure support and now have an all age commissioning team, a business team, and contract management support.

Our Co-production Lead is co-producing a new toolkit for staff to help them on their

co-production journey, providing access to examples, literature and exercises to get them co-producing where they can.

The new Co-production Champions will embed co-production within their teams - not doing the work for everyone but advising and assisting where needed. Champions will have dedicated slots at their team meetings to push co-production and where colleagues can use it within their day-to-day work.

We are planning an Experts by Experience pool. This will be a wider pool of individuals, inviting experts from all the partnership boards to join and recruit further experts who may not have worked with Shropshire Council before. We are developing a process for staff to request Experts to co-produce work alongside them, matching an Expert who has experience or interest in the field or service involved.

### **The voluntary and community sector (VCS) is under increasing pressure with rising demand, more complex support needs and the constant search to find funding. What more can be done to support and resource VCS in Shropshire – especially as prevention and self-care are central to the Shropshire Plan?**

Shropshire has a thriving voluntary and community sector with a quality and depth of knowledge that is an asset to the diverse communities we serve. We recognise the invaluable role this represents and want to build on local offers and hubs.

This is about more than just buildings, it's bringing services, health and communities together. Our commissioners are looking at how to streamline services and how to handle contracts, especially the length of contracts to create greater security of funding. We see this as an opportunity to bring services and people together, targeting the needs of local communities based on our own data.

I very much want VCS to have a chair at the table because they are a provider like any other and hopefully they feel that when we talk about Shropshire and the future. We recognise the invaluable role this plays in helping with prevention which is integral to our plans for the future.

**How are Shropshire’s partnership boards and the Making it Real board working collaboratively together to prevent silos - how do we ensure information is shared and their work is linked up to create improvements in services?**

All our partnership boards are under review and we are gathering feedback about their purpose and function. Our plan is to create a bigger pool of experts who are members of the public with experience to help to dissolve working in silos – departments and organisations working separately instead of together. These experts will be given the opportunity to work with groups in areas they may not have been aware of or involved in before, giving the Council fresh eyes and input.

We want people to share their experiences with us.

**What mandatory training is in place to embed co-production across all council teams and how will staff be assessed (using KPIs or Key Performance Indicators) to show what and how this has been achieved? Mandatory training and assessments would remove the woolly nature of coproduction and drive the need for evidence.**

A Leap into Learning course will be developed in the Council’s online training platform. This will be mandatory for all staff in the People Directorate. So far this is still a seed of an idea that will be developed over the next six months alongside

our new process of requesting co-produced work, matching our public experts’ skills and

interests. This will be monitored at all stages of the work timeline, evidenced and evaluated by both the staff and experts involved.

There is also a new process for requiring co-production work, matching Experts with the work, so for any new projects and policies the key question is ‘How are we involving people with lived experience in producing this?’. The most recent example is our learning disability review which involved colleagues working with Taking Part, an independent advocacy and support organisation for adults with learning disabilities.

When we are looking at a new initiative, we are talking to people who use those services, working ‘bottom up’ through assessments that are about the person and created with the person. We do specific audits about assessments and care planning where we make sure the voice of that person is clearly heard.

**How will Shropshire council ensure that co-production is more than a word – so when it is used management and staff can be held to account and good practice and improvements are shared and embedded?**

This is a challenging time for the Council with the restructure and the need to let some staff go. We have prioritised a lot of co-production and that demonstrates our obvious commitment to good practice.



We have a Co-Production Lead within our People Directorate who will be integral in demonstrating the outcomes, service development and good practice that happens when we co-produce. This will be done by having Co-Production Champions in place to advise teams and share studies of how co-production has been successful - or not - showing learning and improvements. All co-production work will be continuously monitored and lessons will be taken from each project.

Co-production should be applied universally. Strategically it's about the decisions we're taking, that there's good, strong evidence of people of all ages being heard in a balanced way. Today the voice of carers is strong in Shropshire, but not the voices of young people. We need to listen to a wider range of voices.



### **Why do you think the numbers of adults being diagnosed with autism is rising and what impact will this have on Shropshire Council?**

Nationally there is a rise and it is difficult to know why this is the case. It could be due to an increased awareness of autism with people having a better understanding of it and wanting support early on. Not everyone with Autism will have care and support needs.

We are seeing a rise in the number of children being assessed as well. We are working with partners to look at pathways for children and

adults, diagnosed with autism, as well as looking at our own LDA (Learning Disability & Autism) model to ensure earlier intervention both in children and adult services

We now have an Autism Lead commissioner (Pip Long) who is now in post, and our training team deliver the Oliver McGowan training for health and care in Shropshire. This is mandatory training on learning disability and autism aiming to save lives by ensuring the health and social care workforce have the right skills and knowledge to provide safe, compassionate and informed care to people with autism and people with a learning disability.

### **Shropshire's Winter Support Service has helped many people over the last four years – will it be repeated for Winter 2024-25 and will the withdrawal of the Winter Fuel Payment increase demand for this and other Council services and initiatives like warm hubs?**

We have prevention contracts that will support people (Our wellbeing support service is provided by the VSCE ) including a lot of support on the websites for people struggling financially. We have prevention contracts that will support people including a lot of support on the websites for people struggling financially. Cost of living help | Shropshire Council

It's difficult to know the potential impact on services at this stage but ensuring people can access information and advice will be a key priority as always for the Council, it is difficult to know the potential impact on services at this stage but ensuring people can access information and advice will be a key priority as always for the Council.

#### **FOOTNOTE:**

*This interview was completed in November 2024 before the CQC report on Shropshire Council was published. Comment on the findings of this report will be included in the Local Account for 2024-25.*



# Hannah's story

Hannah Burton, student social worker, with Adult Social Care Central at Shropshire Council. She is working with people who have needs for care and support due to an illness, disability

I first came into contact with social services when I was 14 years old. I came from what you would call a 'normal' family, until my younger brother was diagnosed with a brain tumour. The impact of attempting to manage daily life alongside long hospital stays, caring for my brother's high level of need and coping emotionally became unmanageable and the family became very disjointed.



I became a young carer within a year due to my brother becoming progressively paralyzed from his neck down, so I would assist with administering his medication, getting him dressed, and supporting transfers to and from his

bed. Most importantly, my younger sister and I would ensure that he had the love and entertainment needed to keep his spirits high. My parents needed some of this too!

We started receiving support from a children's social worker and it felt a massive relief to have someone on our side, who we felt understood the impact on our family as a whole. My memories of this time are flawed - but I can still think back to the joy we experienced when we were provided with some equipment, including a wheelchair, which meant that we could take my brother out and spend time as a family. I will value that time forever, as two years into this long and hard battle, my brother passed away aged 11.

I have since learned from my parents the extent to which our social worker supported us, in a way that did not take over but allowed my parents to remain in control of their family, rather than pushing them in a certain direction or taking away that control.

My experiences as a child led me to rapidly - and unintentionally - pick up the skills to help others. At 15, I managed to leave school with enough GCSEs to pursue college but struggled massively in this new environment, and in the absence of support and understanding of my situation I failed several subjects. Despite this, I still knew that I wanted a career that would involve helping others and found a university which would accept me - and successfully

completed a psychology degree. After graduating I entered into support work, my most recent role being within the child exploitation social care team TREES - Together Reducing and Ending Exploitation in Shropshire. The team there helped me build on my existing skills and gave me the confidence to train to be a social worker via the Step Up to Social Work course.

I am now enjoying my first placement as a student social worker in an adult social care team. It is fair to say that I have seen both sides of social services - and I remember from the past what it feels like each time I step into somebody's home. Seeing the austerity that social services face has opened my eyes to the gap between what we trainee social workers are taught as best practice and the reality of working in today's challenging conditions. However, I do feel these challenges can be mitigated by communicative and transparent relationships between those working within social services and those accessing support.

Now, as a student social worker, **I wonder what I would ask my younger self?** Today I would ask what she felt was needed in terms of support for her brother. This was because my voice wasn't often heard. Yes, I was young, but I was actively involved in my brother's care every day and knew him better than any professional. I had lots to say and wanted the best care for him and would often speak up when I didn't feel this was happening. I was his advocate and carer, and I would think "You can't expect me to act like an adult but treat me as a child!"

That experience as a child, my support work, and then social work training has made me very conscious that people's voices need to be heard and notice when they are not being heard. I want as a professional to support people in these situations ensure a shared power. I think it is crucial that everyone involved with a person is included in their support planning to help to build a full picture of the situation - this is something as a student I now know to be 'co-production'. Whilst not everything is possible in terms of support options, I think it's about coming together to share thoughts and agree on the most workable solution.



## Great minds think differently. DWP 2019

Autism is a life-long condition that affects people in different ways, importantly it is an invisible difference that requires understanding to recognise the different presentations, I particularly love this quote:

### **'Great minds think differently' - DWP 2019**

My commissioning role will be focussed on an all-age approach, recognising that autism is life-long and that early intervention and prevention is critical to making lasting positive impact.

To undertake this work in Shropshire we have now launched the Autism Strategy Reference Group. This group will lead the co-production and review of key priorities, informing strategy, working with autistic people and professionals, and those with lived experience, to facilitate a new all-approach to ensure that autistic people, of all ages, have equal access to health, education, employment and community/ society opportunities.

We have some fantastic projects in Shropshire currently working in 30% our primary and secondary schools to help autistic children, at any stage of diagnosis, by working on a one-to-one basis with the child, providing additional specialist support for teaching staff, and parents, supporting the transition from primary to secondary and advising on school environments to ensure schools are safe and happy places for all children.

We recognise the support needed for autistic adults seeking employment. National employability rates of 21.7% have a huge negative impact on wellbeing and quality of life. Working with Enable we share ambitions to improve employment opportunities in Shropshire and strive towards meeting national targets to double this by 2030, creating neurodiversity-friendly workplaces and positive work outcomes.

There is a lot to do against a backdrop of increasing autism assessment referrals and long waiting times for diagnosis across all assessment pathways representing all-ages. If you have lived or professional experience in autism & would like to be involved in shaping autism support in Shropshire, please get in touch.



**Commissioning Officer Autism**  
**[Pip.long@shropshire.gov.uk](mailto:Pip.long@shropshire.gov.uk)**

#### **“What one small thing would make a big difference to you and your family?”**

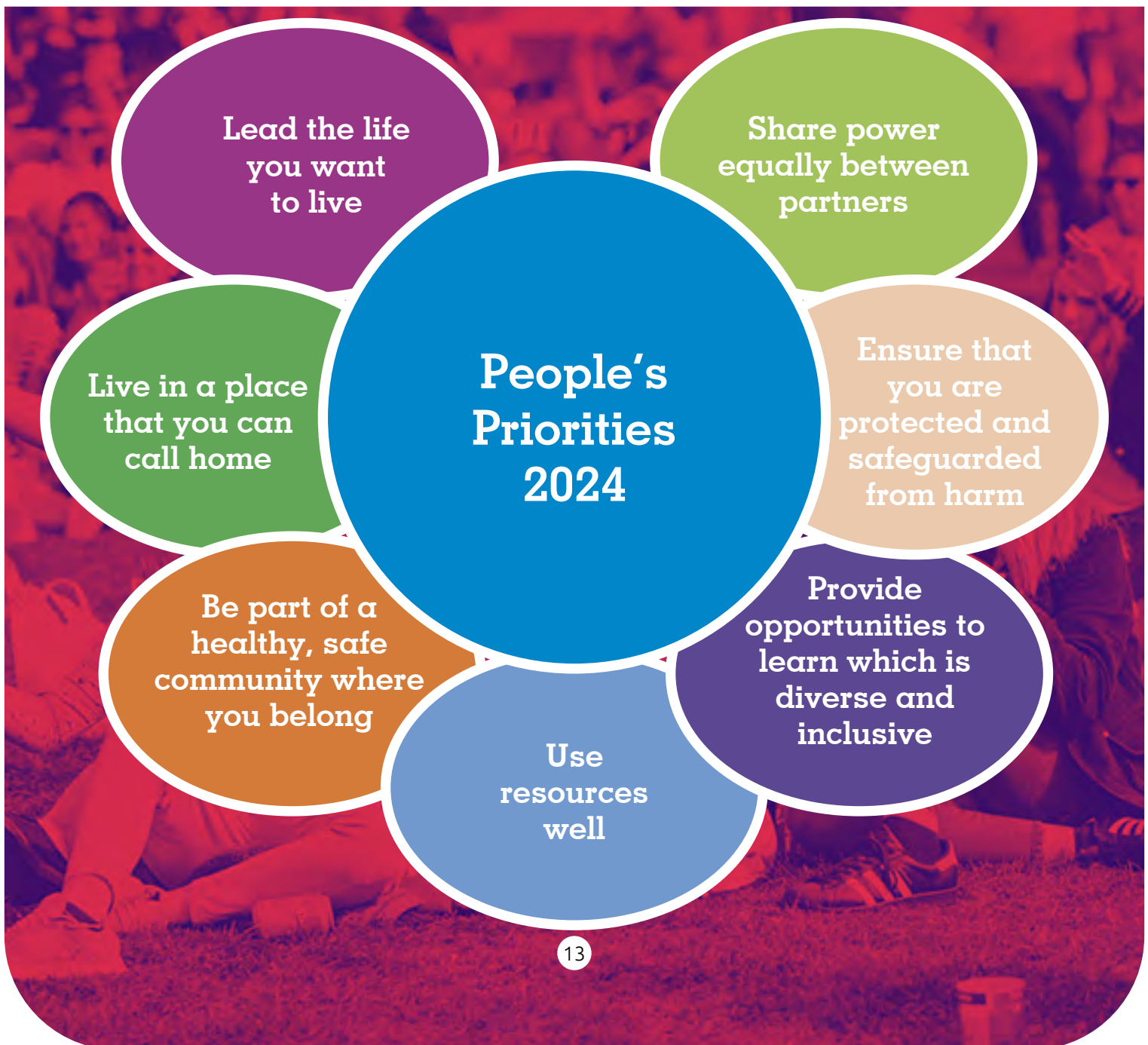
“An Autism Strategy for Shropshire to ensure that both my son and those that care for him have services for as long as they need it ... Life”

# Our Priorities

Every five years Shropshire Council People's Directorate produces a Vision Strategy and Plan. Following extensive consultation with people to whom we provide a service, our staff and our partners have agreed seven principles and vision statements.

The purpose of these is to describe and share how we will work with children, young people, families, carers and adults living in Shropshire who look to our teams for advice, information and support. It also gives Shropshire Council Workers the principles and values which should underpin and direct their work.

This years Local Account is inline with the new Priorities.



## Share power equally between partners

# Every little helps

Community-based activities and groups are vitally important to us in maintaining our well-being and independence and creating strong and resilient communities.

The Adult Social Care Small Grants Programme by Shropshire Council is designed for voluntary groups and community organizations in Shropshire. It supports activities that promote physical and mental health, encourage living independently, and reduce unnecessary hospital stays.

These grants will aid in expanding current projects or launching new concepts and startup efforts to enhance the welfare of residents in Shropshire.

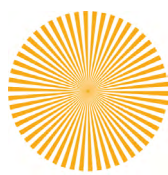
**Below are a few of the organisation that have been awarded grants in 2024.**

Omega is a registered charity dedicated to reducing social isolation and loneliness.



*"Thank you for your very excellent service at Omega. As a 91 year old who has been a GP all her working life and worked with many charities, I am truly appreciative of all you do."*

[www.omega.uk.net](http://www.omega.uk.net) email [info@omega.uk.net](mailto:info@omega.uk.net), telephone 01743 245 088.



**4 All**  
FOUNDATION

The 4 All Foundation provide sports and wellness activities. This initiative encourages local participants to explore community spaces like parks and landmarks while fostering open discussions about mental health concerns. The sessions are open to all residents throughout the Ditherington area of Shrewsbury, catering specifically to individuals aged 50yrs and above.

[www.4all.foundation](http://www.4all.foundation) Email: [info@4all.foundation](mailto:info@4all.foundation), Tel: 0800 321 3617

**Diversity Club** – Diversity meets on a Wednesday evening once a fortnight and is a social club, providing our members with the opportunity to engage in positive activities in a safe environment. Working together with our members we offer an exciting programme that appeals in a wide variety of ways.

*"I like coming to Diversity as it gets me out at night, it's a change of scenery and I love to catch up with my mates. I like the quizzes and bingo."* **Diversity club member**



For more information: Tel: 01584 318925 [admin@workingtogetherludlow.co.uk](mailto:admin@workingtogetherludlow.co.uk)



## Tea with a Pony

The Cavalier Centre received a Small Grant to provide Tea with a Pony or Quiet Time with a Pony. These sessions are suitable for people who have suffered with trauma or anxiety, for people with dementia and respite for carers amongst others.



*"We had a wonderful time. It was so lovely to see the expressions of happiness on everyone's faces. We were so fortunate to have such good weather as the sensory garden was also a 'big hit'. The cakes were delicious and your volunteers so welcoming – what more can I say, it was a superb afternoon."*

- Participant at Tea With a Pony



For more information:

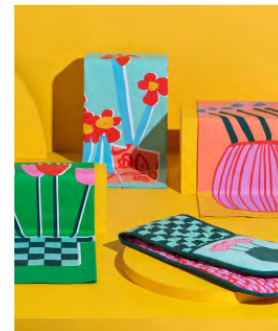
<https://cavaliercentre.org/activities/tea-with-a-pony/>

<https://cavaliercentre.org/activities/quiet-time-with-a-pony/>

**Designs in Mind** is a not for profit design studio that works with adults with mental health challenges. Our Members create art and design that is developed into public art commissions, art for public spaces, and commercial design collaborations. We received funding from Shropshire Council's Small Grants scheme this year, which was focused on supporting our Listen and Connect staff and those members who come to us with a dual diagnosis.

The Small Grant Funding from Shropshire Council has enabled design in mind to:

- 14 Members have contributed to workshop facilitation, with the support of Listen and Connect. This has enabled them to develop transferrable skills as well as taking steps to manage issues that they may face, including anxiety.
- Listen and Connect have referred our Members onto 13 different organisations including Psychosis Pathway West, Food Bank, Home Point, ACCESS to MH Services, Enable and Social Care.
- A total of 30 referrals has been made to partner organisations since receiving our funding from Shropshire Council's Small Grants Programme.
- Listen and Connect staff have provided a total of 348 hours of support face to face at our studio.
- Listen and Connect have also provided 21 hours of telephone support in this period.



## Share power equally between partners “The little things that make me so happy”.

Open Harmony is a locally rooted and community-led music group that meets in person and online and was a recipient of a Small Grant from Shropshire Council. The purpose of the group is to provide inclusive social spaces – in-person and online – for adults (particularly those aged 30+) with little access to other meaningful sources of support, to meet on a regular, non-time limited basis, to enjoy, play, and learn about music. The hope is that by providing early intervention, they can prevent or lessen the impact of mental health issues.

The group is open to adults of all abilities who are into any kind of music. Some people even write their own music, that the group plays. Whether you are a virtuoso cello player or someone who doesn't play an instrument at all, you will be welcomed warmly to the group and soon involved in making music.

Underpinning the group is the belief that music supports the whole person – emotionally, socially, physically, and spiritually.

Music is what brings the group together, but it is the friendships that are made that hold the group together.



Open Harmony is a music group made special, by the individuals who gather to create something beautiful and unique and we are not talking just about the music. The support and respect the group have for each other is very special. In a song they often sing together there is reminder to keep going because there will be

*“... better days that are yet to come”*

– Song Bird Oasis.

We all need friends to help us remember that!

Carl who has been attending for over three years, says that the group is very important to him. He looks forward to coming every time. Through the group he has come to realise that, as his favourite group Oasis say in their song- It's Good To Be Free, it's “The little things that make me so happy”.

*“Coming to the group doesn't make the bad days go away, but for those few hours when I am there the outside world disappears for a bit” and that can make all the difference in being able to cope.”*

He is passionate about music, but the group is more than just an opportunity for him to play his beloved guitar. It is somewhere that has helped him to grow in confidence and given him a place where he belongs and feels that he can be himself. It has also taught him the importance of keeping on going even when things don't go right at first - a helpful life skill.

Carl has become a member of the steering committee, something he could never have imagined himself doing when he first joined Open Harmony.

Over the years he has attended the group Carl has made many friends. One of the things that he loves is the change he sees in people. At first people are often shy and nervous but overtime they grow in confidence and start to come out of themselves.



**Open Harmony CIC**  
Strength and community through music

For information go to their website:

[www.openharmony.co.uk/contact](http://www.openharmony.co.uk/contact)

## Ensure that you are protected and safeguarded from harm

# Domestic Violence in Shropshire

According to the Office for National Statistics census data provided in 2021, there was a total of 323,619 people in Shropshire, with 163,927 being female and 159,692 male.

If we look at the nationally recognised statistic that 1 in 3 females experience domestic abuse in their lifetime and 1 in 6 men, we can assume the following:

**54,000 women** in Shropshire experience domestic abuse in their lifetime

**27,000 males** in Shropshire experience domestic abuse in their lifetime

Violence against women and girls (this includes domestic abuse) has now been declared a national threat in the UK. Strategic Threat Risk Assessment 2023.

Although, the national threat is focused on violence against women and girls, we believe that domestic abuse can happen to anyone, regardless of gender, age, or sexual orientation. We are dedicated to improving services for all who are impacted by this in Shropshire.

We have a duty to work towards improving and creating services that effectively respond to both victims and perpetrators. Services that support and empower victims/survivors and hold the perpetrator accountable but also work with them to understand and support them to change (not excuse) their harmful behaviours.

The Domestic Abuse Prevention Team collaborates with various teams and projects to enhance the response to domestic abuse within services in Shropshire Council and beyond.

Our Lived Experience Officer frequently encounters individuals who have either been let down by the system or well-supported by it. This just shows that the response varies so much dependent on the person and the services supporting.

[1. Office for National Statistics \(ONS\) 2021 Census](#)

## Meet the Domestic Violence Prevention Team

Wendy Bulman, the Strategic Lead for Domestic Abuse, raises awareness at strategic levels, encourages services to evaluate their responses, leads the partnership board, and more.

Charlotte Howell, our Project Officer, has just completed the domestic abuse needs assessment for the county to identify strengths and gaps in provision or knowledge. She also manages accreditations such as the Domestic Abuse Housing Alliance and White Ribbon (The White Ribbon Campaign (WRC) is a global movement of men and boys working to end male violence against women and girls.). There will be an event in November to promote White Ribbon and raise awareness of the local services here to support those who have or are being subjected to abuse.

Steve Loveridge, our Sanctuary Scheme Assessor, evaluates homes of individuals at risk of further abuse. He assesses security needs, liaises with landlords, and ensures necessary fixes are made.

The rest of the team supports and manages referrals, passing them on to Steve. Clients find this service very reassuring, and it assists them to feel safer in their homes.

*"I am really pleased with the security assessment and felt very reassured and more able to stay where I am."*



*"This scheme is fantastic as was everyone I spoke to since being referred, I am so very grateful to you."*

Harriet McInnes, our Training Lead, develops both bespoke and generic training for Shropshire Council services, including Adult Social Care, the First Point of Contact team, Housing department, and more, to improve knowledge, understanding, and responses.

Participants who have attended training have found the course informative and helpful to their practice

*"It has given me more confidence to challenge decisions that are made around families experiencing abuse and to explore more with families using professional curiosity."*

**Course participant**

*"The session was really informative and gave me knowledge and confidence around domestic abuse that I will use in practice."*

**Course participant**



Kate Connor, our Lived Experience project officer, and a survivor herself, works to bring the voices of those affected by domestic abuse into service processes and procedures. She leads a group of Experts by Experience, gathering feedback on responses to aid in improving services in Shropshire.

Kate also writes a blog which can be found here: [Blog: Kate Connor's story, and domestic abuse prevention services - Shropshire Council Newsroom](#)

Our team is keen to continue working on improving responses, supporting teams and services to change processes where possible, and training teams to improve their knowledge and understanding of domestic abuse.



*"This group is a place which enables us to use our lived experience as domestic abuse survivors to improve services for those yet to go through it."*

**Expert by Experience**

*"I too feel heard and seen...being able to relate to others who truly understand is priceless."*

**Expert by Experience**

For more information or if you need to speak to someone about issues you may be facing regarding domestic abuse and violence please contact:

Kate.Connor@shropshire.gov.uk  
Telephone - 07977577674

# Provide opportunities to learn which is diverse and inclusive

## Supported Internships

Supported Internships are for young people who want to take their first steps into employment.

This is fulltime college course, which provides the opportunity for the young person to learn vital skills in a work placement. As well as attending college, 70% of the interns' course takes place within a local business. Enable offers tailored guidance and support throughout the placement.

### Kian's story

Kian is a Shrewsbury College student on the Supported Internship programme.

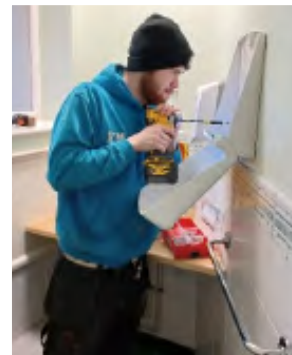
Kian loves being practical and wanted to gain experience in a manual role. He has some experience in plumbing but wanted to use his time to gain as many different skills as he could. He was offered a work experience placement with the maintenance team at a popular tourist spot - Shrewsbury Prison.

Kian was able to work alongside the maintenance team and had the opportunity to learn some DIY skills, electrical work, and painting. He has learned what areas he liked, what he was good at and can use these skills moving forward.

He enjoyed working alongside his colleague and being trusted to carry out many tasks independently.

Kian hopes to start an apprenticeship in gas engineering soon. His time at the prison has given him the confidence to pursue what he is passionate about... if they ever let him out of the cell!

To watch Kian catch up please click here:  
<https://orlo.uk/4Z7M2>



For more information about Supported Internships and enable please visit:  
[www.enableservices.co.uk](http://www.enableservices.co.uk)

Phone: 01743 276 900

Email: [enable@shropshire.gov.uk](mailto:enable@shropshire.gov.uk)



## Use resources well

# Sport For All

The Sports Village, in Sundorne, Shrewsbury, has a real buzz about it on a Tuesday as this is when the first Inclusive Sports Session of the week takes place. There are about 30 adults with a Learning Disability who attend on a Tuesday to play bowls, ride bikes, use the gym, have a go in the spinning studio and taking part in games and activities in the Sports Hall. There are also sessions on a Wednesday and Thursday which are usually quieter.

The sessions have been running since 2018 and are open to anyone above the age of 18 who has a Learning Disability. The aim of the session is to encourage people to be active; to strengthen links with the leisure centre; to build friendships and to have fun. The sessions are supervised, well-structured and there are lots of people about to help.



People clearly love coming to the Inclusive Sessions. Everyone gets involved in whatever way they feel comfortable to. The staff are there to make sure that people get the most out of their time at the sessions.

A real sense of community has developed over time. People look out for each other. Clearly it is not just the activity that is important but the friendships that are made and strengthened through the fun that is had.

*"The club leader and all staff share the same belief in real inclusivity, treating everyone in the same friendly, respectful manner. They see everyone as people first and build on their strengths rather than focusing on their disability."*

*"I have seen Michael grow in confidence over the time I have been volunteering at the Inclusive Club. I have been supporting him to access activities and make new friends. Michael now contributes to conversations, has made new friends who he can talk to about football - one of his big interests. Coming to the Club has helped to reduce his isolation as he receives a lot of support and companionship."*

**Michelle, a volunteer who works with Michael**

"This club has made a huge difference to the life of our adult son, Ted. He has always struggled to meet and mix with other people. After 15 months, his confidence has increased dramatically, and he now has a small circle of friends at the club. He has also developed a keen interest in keeping healthy and fit.  
**Parents of an individual who attends the Inclusive Sessions**

### The sessions run on:

Tuesday from 10-12 and from 1-3.

Wednesday 10-12 and 1-3

Thursday morning 10.45 – 12.45.

The cost is £4.95 a session. Booking is advisable

"I enjoy the Club, I enjoy the people and the activities, I would really miss it if it wasn't here."

**Michael a group member**



**For more information contact the Sports Village on 03450007002. Or contact Wendy Marston, at [Wendy.Marston@serco.com](mailto:Wendy.Marston@serco.com)**

Be part of a healthy, safe community where you belong

# Day Opportunities

## Abbots Wood Day Opportunities

Abbots Wood in Shrewsbury provides day services for adults who have learning disabilities, aged from 18 to 70+



Back in March the centre worked to make warm blankets ingeniously created from recycling crisp packets. These were provided to The Ark to help homeless people stay warm.

The Helping Hands gardening group is a long-established work based activity which manages a vegetable allotment plot at Monkmoor and the garden on site Abbots Wood. This year it hasn't all been about planting, the group also like cooking and made some lemon balm tea. Recently they went to visit the Shrewsbury Dana Prison-luckily everyone escaped!



Every Wednesday Abbots Wood and Albert Road join the Council's Wild Teams and go out on countryside adventures. The group do anything from conservation work to kite flying on the Long Mynd!



## Albert Road Day Opportunities

Albert Road Day Opportunity in Shrewsbury provides a traditional service that caters for 33 Adults with learning disabilities with a range of needs; some may challenge services, some are independent managing their own personal care while at the day service and some live within a supported environment either from parents or carers.

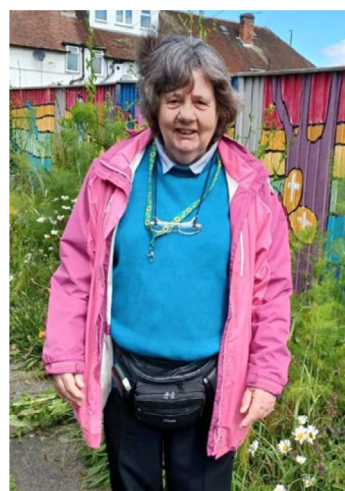
### Meet Lynn...

*My name is Lynn. I have been coming to Albert Road Day Opportunities for over a year.*

*Today I am going to Morrisons to do some shopping and join the others to have a coffee in Morrisons Cafe. I have stopped to admire the mural and the wildflowers and of course have my picture taken.*

*I enjoy my day at Albert Road. My usual day consists of doing the register at Albert Road, collecting money for the bingo session and doing some shredding. I also go out to do a bit of shopping, go to places of interest.*

*I enjoy visiting garden centres to look at the collection of colourful flowers. No need to say I usually end up buying a plant or two.*



## Aquamira Day Opportunities

Aquamira is situated in Shrewsbury and provides day opportunities for people aged 19+ who have multiple and profound learning disabilities.

People attending Aquamira, the Aquamira team and a pug took part in a 1 mile sponsored walk around the local area.

It was a great way of being together, having fun and meeting up with people in our local vicinity. Some completed it in one session and others over a period of four sessions. Everyone taking part collected a trophy and certificate.

Our hope was to be able to raise some money for the Aquamira comfort fund and through peoples generosity and support we raised a grand total of £448.69p.

We may not be ready for the London Marathon yet, but as the old saying goes 'Mighty oaks grow from little acorns'.

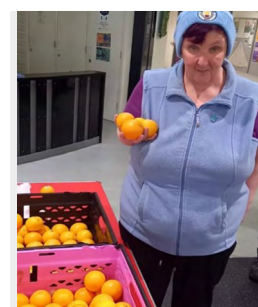


## Avalon Day Opportunities

Avalon Day Opportunities is located close to Oswestry town centre. And offers a service to 38 adults who have learning disabilities and profound and multiple needs.

Avalon Day centre have been helping out at OsNosh, by working on the Share Table, helping out in the store room and with the composting. OsNosh is a local community group where food is donated from local supermarkets that is close to end of date or out of date but still very much useable. The idea is to reduce food waste. Local chefs cook a meal twice weekly and these are available to the public to come and join them.

We volunteer to help on the Share the Table, also in the store room and composting .



## Live in a place that you can call home

# Living as someone with a disability in Shropshire

Hi, we are Jess and Jo and we have been asked to tell you a bit about life as someone living with a disability and a parent carer living in Shropshire, especially assessments. But first a bit about us.

**I am Jess,** I have Learning Disabilities, Autism and some physical disabilities. I am 40 years old and live independently with support. Having lived in Redditch all my life three years ago I decided I wanted to move to Shropshire to be nearer my mum and brother and his family.

I am supported by Macintyre who are amazing! I do some work for them, I lead training Zooms with a team and we have just won two national awards. I teach sign language to staff on Zoom as well. I have won gold, silver and bronze medals with the Special Olympics. I love dance, I love going to the theatre but most of all I love my family.

My turn, **I am Jo,** and hit 70 last year! I have had a bit of an eclectic life starting out as a ballet dancer having gone to the Royal Ballet School and graduated at Covent Garden. Injury cut my career short. Since then I have done a variety of jobs, but nothing prepares you for caring for a disabled child. It is not the caring that is the difficulty but the battles with the system that surrounds them that is the issue.



Jess and I chatted about the assessments and how they affected us and here are our thoughts

**"I am disabled why do I do I keep having to have these assessments?"**

**Jess** - Assessments scare me and mum gets nervous as well.

I need someone with me, especially mum and my support as I get confused and might say the wrong thing if I don't understand what I am asked. Even though I sometimes ask for help from mum in meetings, workers still need to listen to me and talk to me not just ignore me.

I get scared I might lose my support as some of my friends have lost theirs and I need my support.

**Jo** — In the 35 years we have been having assessments I can honestly say that about four have been okay. Our last one in Shropshire in April this year was possibly the best, but that doesn't take away the stress and anxiety it causes for me and Jess.

Here are a few examples of things that have been said or done by workers over the years.

*"Has Jess's disability improved?"*

*"Don't you feel guilty not living with Jess?"*

We even had one lady get to Jess's flat then get back in her car and drive off, when I called the office I was told that the lady had never met someone with a disability and was scared!

We have also been told when I questioned that Jess didn't fit any of the tick boxes that if we didn't tick a box she wouldn't get her benefit.

I have been called a pushy mum but I have learnt over the years it is the only way to get things done.

When Jess decided to move to Shropshire we were thrilled that she would be near us but little did I know how difficult it would be. I was first told that Jess couldn't move and if she did it would take at least two years! So the shoulder pads came out, the boxing gloves went on and battle com-menced. Nine months later after many phone calls, and emails between Worcester and Shropshire this was achieved.

The worst thing was being told that Jess couldn't receive funding for support unless she had an address and vice versa. Then we had to go through the bidding for properties and no help was offered until I was given the name of an amazing lady who helped. Once we got the address we had to get the funding so was in touch with First Point of Contact at the council and I have to say they were so helpful and because Jess was so happy with her support provider this was taken into consideration. So Jess moved in May 2022 and after a few ups and downs is now very happy.



The last assessment we had was so different. Tammie Doyle who was assessing Jess went out of her way to listen to Jess first then if needed one of us would help. She was made aware that if Jess didn't have the support she was getting she wouldn't be achieving the amazing things she does but, she also realised that Jess was a very vulnerable lady who needed the support she has if not more. Something that took me by surprise was that she asked me about myself and what support I was getting.

After the assessment we all came away feeling positive for a change. Despite this I still can't help worrying about the next ones especially when I am not around.

We are lucky as I know my son, daughter in law and niece will be there but it doesn't stop the anxiety. I love my daughter, am so proud of her and enjoy spending time with her but I know the battles will never stop and others in the same boat know this too.



## Supported Living – The Challenges for Young People and Their Families

### What is supported living?

The Social Care Institute for Excellence (SCIE) describes Supported Living as:

Supported living enables adults with support needs to live in their own home with the help they need to be independent. It allows them to choose:

- where they want to live
- who with
- how they want to be supported
- what happens in their own home

The move out of a family home into your own home is a big step for any young person but is particularly challenging if you have additional support needs and your family have been your main source of support to this point. Suddenly you find yourself supported by a team of new people, while adjusting to a new environment and taking on a new level of responsibility for your life. PACC (Parent and Carer Council) Shropshire has spoken to a number of families who have explored Supported Living over the last 12 months and have shared a range of feedback on the experience.

One of the challenges that families shared was that it was very difficult to get clear information about Supported Living and how it works, particularly relating to finances. For many moving into Supported Living is the first time they will have had to contribute to care costs and claim Housing Benefit. Families can find themselves overwhelmed with forms.

The question PACC gets asked most frequently about Supported Living is 'what will they do during the day?' as often the young person will have left education and have lost the structure that this brings to their lives. Where the transition has worked best is when the young person has an existing activity timetable that is taken with them into Supported Living. This provides a level of continuity that is reassuring and provides opportunities for the young person to build relationships with new support staff, when doing activities with which they are familiar

What we have learned is that a move into Supported Living from a family home takes time if we want to get it right and early planning is essential. Working closely with family carers and the young people themselves, to understand what works or doesn't work for them is key to this process. Families will have years of experience to share, much of which will be impossible to capture on a form. People, support staff, families and young people need opportunities to get to know each other and build relationships, with an understanding that sometimes things might not go as we hoped. The important thing is that everyone understands why things sometimes don't work and have opportunities to consider what could be done differently and better.

Supported Living is a key part of delivering positive outcomes for adults with additional support needs in Shropshire, we hope that the conversation about how we deliver this effectively continues.

*PACC Shropshire is a local charity lead by Parent Carers of children and young people with Special Educational Needs or Disabilities (SEND) 0-25 years. We provide information, support and opportunities for SEND families to use their experience to improve the SEND system. To find out more visit [www.paccshropshire.org.uk](http://www.paccshropshire.org.uk)*



## Lead the life you want to live **I did it! Thank you, Enable**

### **We support people into employment, training and education.**

Enable work directly with both job seekers and employers to find the right job for the right person. With over 20 years' experience, we have a proven track record of ensuring that our clients find the right careers path that suits their interests and skills, leading to sustainable employment, ultimately providing employers with suitable candidates for the job.

#### **Neil's Story**

Hi my name is Neil, and I am one of the newest members of Enable's Individual Placement Support (IPS) Team. I am 39 years old and have a history of drugs and alcohol. I was out of work and on benefits and felt separated from society, couldn't see a way back in – then I found Enable.

I was assigned Jayne as my IPS (Individual Placement Support) employment specialist. On my initial meeting I was incredibly anxious, shortness of breath, cold sweats, clammy palms, you name it, I had it! Jayne did a great job of calming me down and went on to explain who Enable are and what they do.

I'd never heard of Enable before and it was all new to me. After the meeting I went home with thoughts running round and round in my mind.

Two weeks went by, and I contacted Jayne and said, "I'm ready!"

Jayne wrote me an outstanding CV and I started to apply for jobs that I wanted to do, a job which involved helping others.

I quickly landed a job at my local Morrisons. It was only 15 hours a week, but this job meant so much to me, it got me back into the swing of working life.

I have to say the staff at Morrisons are committed to employee health and well-being and it is a fantastic company to work for. I told Jayne that my long-term ambition was to obtain a full time job, and continued job hunting between shifts at Morrisons.

Jayne found a job vacancy working at Enable and I was pumped up about it, but again thought that it was beyond my grasp, with Jayne's support I applied for the role, I am now a full-time employee with Enable at Shropshire Council.

With a lot of support, I did it! Thank you, Enable.

Here you can listen to Neil reflecting on the support he has received to get him where he is today.

<https://www.youtube.com/watch?v=6AAOP29LNNg>

Check their [Services Directory](#) to find out the range of provision available across Enable.

Please visit the website for more details about the services Enable offer: [Enable \(enableservices.co.uk\)](https://enableservices.co.uk)



# Update on...

## Key priorities for Adult Social Care 2022/23

### Transformation

The council is investing in areas of transformation to design services differently to reduce demand and offer choice for support. This includes redesigning the reablement pathway to ensure people have access to reablement after a period of recovery which will enable them to live as independent as possible. We are also redesigning the care at home offer to ensure the model meets demands and supports peoples independence and wellbeing including engaging people into their local communities and developing technology solutions to support wellbeing.

### Update 2024

#### Hospital discharge and reablement pathway:

Shropshire Council is involved in a system wide transformational program, with specific workstreams related to discharge. Through the System Discharge Alliance we are co-developing a Care Transfer Hub (CTH) which will manage discharge with a priority of 'Home First'. The work being undertaken is based upon a culture of integrated decision making earlier in the patients journey to deliver discharge plans that build on the strengths of individuals and their support networks to promote positive risk management earlier.

Further workstreams include reducing the overall length of stay for people who are BCTR, the main opportunity here is to link into the processes within the Care Transfer Hubs and commence the multidisciplinary teams working earlier in the person's journey. The discharge pathway profile is included in the transformation, the aim to bring the profile more in line with John Bolton's recommendations. The pathway definitions have been agreed and criteria is being developed, there is work to improve the decision-making culture and standardising the language around discharge to that local colloquialisms are not used.

#### Community reablement pathway.

We have tested the community reablement pathway and identified positive results, however, more investment in capacity and therapy would be required to maximise this and have a county wide offer.

- Explore activity bed-based model
- Enhance partnership working with Integrated Care Board
- Increased therapy involvement at point of assessment
- Increased number of people that go through this pathway

# Update on...

## Key priorities for Adult Social Care 2022/23

### UPDATE 2024

The council now have a co-production lead in post that will be working in an all-age approach, concentrating on embedding co-production within the commissioning cycle. Creating a pool of people with lived experience to call upon to work on various projects, as well as raising the awareness of co-production within the council.

### Collaboration

The council is continuing its work with partners to develop a co-production model across all ages. This is to ensure that people's voices and experiences are heard and helps inform decision making and service development.

## What's Next?

### Key priorities for Adult Social Care 2023/24

#### Early Help and Prevention

Increasing the 'Home First' offer with reablement to support people to improve individuals' health and wellbeing.

#### Transformation

Develop the digital and technology offer and supporting more people to live independent and well

#### Collaboration

Develop place based support and increase access to information and advice.

Develop a Co-production Framework across social care.

# How to get involved and help make a difference

Shropshire Council has a number of Partnership Boards.

Each Partnership board has a number of Shropshire Experts by Experience (Experts by Experience are people with lived experience of accessing services as either a service user or a carer) along with Council officers and third party organisations. The boards discuss and tackle any issues and topics that affect the services offered through Adult Social Care.

The Partnership Boards welcome new experts by Experience to join their boards and mailing lists, and listen to people's comments. Details of the Partnership Boards and how to get involved are below.

**Autism Partnership Board** ensure a personalised approach, improve access to services and support. Ensures effective training for staff.

Email: [autismpartnershipboard@shropshire.gov.uk](mailto:autismpartnershipboard@shropshire.gov.uk)

**Learning Disability Partnership Board** overseeing quality, planning and development of services for people with Learning Disabilities and their family carers.

Email: [ldpartnershipboard@shropshire.gov.uk](mailto:ldpartnershipboard@shropshire.gov.uk)



**Direct Payments Partnership Board** helps to improve the Direct Payment offer across Shropshire, by co-producing and being open and honest, flexible, creative, clear and simple.

For more information please visit: <https://www.shropshire.gov.uk/direct-payments-in-adult-social-care/>

Email: [direct.payments@shropshire.gov.uk](mailto:direct.payments@shropshire.gov.uk)



**Shropshire Carers Partnership Board** overseeing the development, commissioning, and implementation of services for unpaid carers in Shropshire, whatever their age, to ensure carers are supported.

For more information please email: [shropshire.carers@shropshire.gov.uk](mailto:shropshire.carers@shropshire.gov.uk)



## Support to live the best life and confidence to care

The **Shropshire Carer Support Team** offers support to all adult family or unpaid carers caring for adults. The team takes a co-productive approach to empower carers to live their best lives and to access support and services. Carers contact the team via:

- the carer support line 01743 341 995
- by registering themselves on the Shropshire Carer Register <https://next.shropshire.gov.uk/adult-services/shropshire-carers/adult-carers/shropshire-carers-register/>
- or by being referred by other professionals or organisations using the referral form. Other people can also put the carer's details on the Shropshire Carer Register with their consent.

Any adult carer can contact the team at any time, whether they are on the register or not, to access support from the team:

- calling 01743 341995 (Mon, Wed to Fri 9am-5pm, Tues 9am-7.30pm, Sat 9.30am-2 noon)
- or emailing [shropshire.carers@shropshire.gov.uk](mailto:shropshire.carers@shropshire.gov.uk) anytime

**Let's Talk Local** offers residents the opportunity to have a conversation with a Social Care Practitioner in a convenient community-based location, or virtually over the phone or via video call. The aim of this service is to ensure that residents can gain easy access to support from Adult Social Care and focuses on working together to identify activities or organisations in the community that can assist with social care-related issues.

For more information about Let's Talk Local visit [www.shropshire.gov.uk/lets-talk-local](http://www.shropshire.gov.uk/lets-talk-local)  
Or call: First Point of Contact on 0345 678 9044



## Online Financial Assessment

### Calculate your contribution

The online contribution calculator is a free, confidential and easy-to-use online tool that helps you find out if you will need to pay towards the cost of your care and support.

It uses the same details and method that Shropshire Council would use to calculate your contribution.

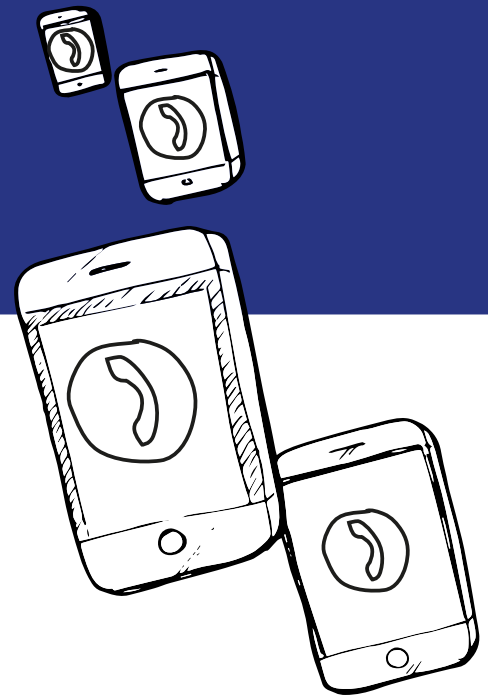
The online contribution calculator is for people who want to know more about the possible cost of receiving care, either at home or in a residential home, for themselves or a relative.

Click the link below for more information:

**Calculate my contribution** <https://shropshire.mycostofcare.com>

# Useful contacts

Referred to in this Local Account



**First Point of Contact (FPOC) – 0345 678 9044**

**Adult Safeguarding – 0345 678 9044**

(If you have urgent adult safeguarding concerns outside of these hours, please phone the Emergency Social Work Duty Team on 0345 678 9040)

**Adult Mental Health Services – 0300 1240365**

**Shropshire Carer Support Line – 0333 3231990**

**Shropshire Youth Hub – 01743 252456**

**Citizens Advice Consumer Service Helpline – 03454 040506**

**Housing Services – 0345 6789005**

**Enable – 01743 276900**

**Domestic Violence Team: 07977577674**

**Shropshire Council – [www.shropshire.gov.uk](http://www.shropshire.gov.uk)**

**Qube Shropshire Community Directory – [www.shropshire-directory.co.uk](http://www.shropshire-directory.co.uk)**

**Co-production at Shropshire Council – [co-production@shropshire.gov.uk](mailto:co-production@shropshire.gov.uk)**

**Day Opportunities – [www.shropshire.gov.uk/day-opportunities-centres/](http://www.shropshire.gov.uk/day-opportunities-centres/)**

**Parent and Carer Council (PACC) – [www.paccshropshire.org.uk](http://www.paccshropshire.org.uk)**

# Making it Real

Shropshire Adult Social Care

Local Account 2023 to 24



Dedicated to the support offered by family, friends, neighbours and local residents in all Shropshire communities.

Thank you for your courage and commitment.

## Passionate about adult social care?



Join the conversation. Have your say and make a positive difference. If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then please get in touch. Your own experience can help change things for the better. If you'd like to discuss concerns, experiences or wish to contribute ideas then get in touch email us at [co-production@shropshire.gov.uk](mailto:co-production@shropshire.gov.uk)

### What do you think about this publication?

If you have any feedback about the Local Account email us at [co-production@shropshire.gov.uk](mailto:co-production@shropshire.gov.uk).

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044



Shropshire  
Council