



**Integrated
Care System**
Shropshire, Telford and Wrekin



**Shropshire, Telford
and Wrekin**

Autism & ADHD All-age Services Review Public Engagement Summary Report

2025

About the all-age review

The review was led by NHS Shropshire, Telford and Wrekin.

We worked with local councils, schools, community groups and people with lived experience.

To hear about people's experiences of Autism and ADHD services.

To know what is working well and what needs to change.

To make things better for children, young people, adults, and families.

To make services fair, work together, and provide help when it is needed.



About this report

This is a short summary of the longer engagement report. The longer report is part of the all-age Autism and ADHD services in Shropshire, Telford and Wrekin review.

This summary can be read by anyone. It makes sure people who spoke to us keep their privacy.

NHS leaders in Shropshire, Telford and Wrekin, are using the full report to help plan and shape future All-age Autism and ADHD services.



How and who we engaged with



How people were involved



From September to November 2025, we:

- Ran an online survey that was easy for everyone to use
- Visited communities across Shropshire, Telford and Wrekin
- Talked with groups and local organisations that already meet
- Spoke with people we don't often hear from
- Provided help and small grants for communities to run their own activities.



Who we heard from

- We heard from over 1,000 people across Shropshire and Telford & Wrekin, including:
 - Parents
 - Carers
 - Children and young people
 - Adults with Autism and ADHD
 - People from different ethnic groups
 - People living in communities facing greater disadvantage



About the 1,000 people who took part



What we heard



What people told us – the overall messages

Services are slow, not joined-up, and hard to navigate

People feel unheard, dismissed, or unsupported

Support often comes too late or only at crisis point

Families want clear information, compassion, and practical help



People want:

- Shorter waits for Autism and ADHD assessments
- Joined-up assessments (Autism, ADHD, mental and physical health)
- A clear step between diagnosis and getting help
- Better teamwork between health, schools and social care
- Regular updates while waiting



People want:

- One clear place to find information about services and what people can get
- The same advice from health, schools or colleges, and social care
- Clearer directions to local and national support
- Help with forms
- A helper (navigator or advocate) to guide families and adults



People want:

- All staff must have special training
- Better understanding of Autism, ADHD, and when people have both
- Make helpful changes to appointments (reasonable adjustments)
- Staff to listen, believe, and act sooner
- Work closely with people with lived experience to improve services



People want:

- Mental health help that knows about Autism and ADHD
- Support that understands trauma and sensory needs
- Help earlier so the problem doesn't become a crisis
- Ongoing help for everyone, parents, carers and others
- Support that lasts as long as it is needed



People want:

- Help with daily life (appointments, budgeting, housing, benefits)
- Local autism and ADHD-friendly community groups
- Evening and weekend support
- Help from peers and professionals
- Help to be independent and safe



Across all ages and backgrounds, people said services must be:

- Faster
- Clearer
- Kinder and more compassionate
- Joined-up across systems
- Practical, preventative, and inclusive



Recommendations



Recommendations for the wider health and care system

- Faster, fairer and more joined-up services offering practical support
- Services that are easier for people to find their way around
- Clear reasons why decisions and plans are made
- Improved professional understanding, communication, and trust
- Strengthened emotional, mental health and family well-being support
- Neurodiversity-friendly communities



Recommendations for services providing Neurodiverse support

- Faster, joined-up neurodevelopmental assessments
- Make ADHD/Autism help clearer, easier to get help, and easier to find out about
- Professionals to be neurodiversity friendly with a good understanding of how to help
- Provide neurodiversity-friendly mental health and emotional support
- Build a practical, local, neurodiversity-friendly community and daily living support
- Bring together physical and mental health care for neurodivergent people



Recommendations from community partners

- Ensure professional knowledge is broad and consistent
- Strengthen community-based support

The community leaders working with people from different ethnic backgrounds said we should:

- Help services understand different cultures better
- Stop unfair judging (stigma)
- Give information that is easy to read and use in the right language
- Support refugee families and newly arrived families
- Make it clear how services work that are provided by the NHS, councils and education
- Make sure everyone can get support fairly

Next steps



What happens next

- Findings will inform recommendations for future service redesign and commissioning
- Continued co-design with people with lived experience
- Ongoing partnership working across health, education, and community services
- Commitment to improving outcomes for neurodivergent people and families



We will use what we heard to:

- Help make plans for the future
- Design services together with people with lived experience
- Work together across health, local councils, schools/colleges, and community groups
- Work to improve the lives of people with Autism and ADHD, and their families



Thank you



Acknowledgements and special thanks

NHS Shropshire, Telford and Wrekin would like to thank everyone who engaged with the review and all partners who contributed to the engagement activity.

Your support has enabled us to hear the experiences and views of more than 1,000 people.

It means that we have been able to hear from a diverse range of people, resulting in an incredibly insightful and rich engagement report.

Thank you all for your support.

