

Baroness Casey of Blackstock DBE CB

Chair of the Independent Commission on Adult Social Care
1 Horse Guards Road
London
SW1A 2HQ

2nd March 2026

Dear Lady Casey,

We are writing as the Co-Chairs of the Care & Support Alliance to share our members' priorities, aspirations and insights on adult social care for phase 1 of the commission's work.

Our alliance brings together organisations representing millions of older people, disabled people and unpaid carers across England. In preparing this submission, we consulted our membership, who have contributed to and informed the attached proposal. As a broad alliance representing a diverse range of organisations and perspectives, the priorities and recommendations set out reflect the shared themes, concerns and areas of consensus that emerged through that engagement.

Among our members there is deep hope that this Commission can mark a genuine turning point for adult social care. At the same time, there is a profound sense of urgency. People are being failed by the current system in real time - stuck in hospital beds, trapped in unsuitable or unsafe housing, or pushed into crisis because basic support is delayed or denied.

For too long, adult social care has been chronically underfunded. The consequences of this legacy are now stark: unmet need is rising, services are increasingly fragile, and the workforce is exhausted and undervalued. Our members are clear that adequate, long-term, sustainable funding for social care is not optional - it is the foundation on which the National Care Service must be built. Without it, the adult social care system will remain locked in a cycle of crisis management, regardless of how well-intentioned other reforms may be.

However, our members also emphasise that the failures of the current system are not only about the overall level of funding, but also about how poorly the system is designed and run. Excessive bureaucracy, fragmentation between services, and

perverse incentives mean that existing resources are often used inefficiently, frustrating the people who rely on care and the staff who deliver it.

This creates an important opportunity for Phase 1 of your commission to identify practical changes that could be made in the short-medium term to remove barriers, speed up support and make better use of the money already in the system. Changes that could improve lives quickly, save public money, and begin to rebuild trust in a system that too often feels broken. Changes that will help stabilise the system in preparation for a long-term transformation of the adult social care system.

We hope you find the attached suggestions helpful. We would welcome the opportunity to discuss these further with you and your team at your convenience. Please contact Rhian Copple (rhian.copple@nas.org.uk).

Yours sincerely,



Caroline Abrahams CBE, Charity Director at Age UK
Emily Holzhausen CBE, Director of Policy and Public Affairs at Carers UK
Jackie O'Sullivan, Executive Director of Strategy and Influence at Mencap
Co-Chairs of the Care and Support Alliance