

The Shropshire Parent & Carer Council

Annual Report

2015/16



SEND Community Game 2016

Information Support Influence Change



SHROPSHIRE
Parent
And
Carer
Council

Charity Number 1150180

Welcome

Welcome to all Shropshire parent carers and to practitioners who work with children and young people with special educational needs or disabilities and their families.

PACC is an independent, parent carer led organisation. All our members and our management board are Shropshire parents carers who have a child with a disability or additional need, aged 0-25 years. Since 2007 we have been supporting and encouraging parent carers to be actively involved with shaping the services that their family use.

If you would like more information about PACC

Phone us on 0845 601 2205

Email enquiries@paccshropshire.org.uk

or go to our website www.paccshropshire.org.uk

If you are a parent carer then do please join PACC to receive our termly newsletter and monthly e-bulletins, and other information that might be of interest to your family. All we ask in return is that you share your experiences of being a parent carer in Shropshire with us. If you work with families then you are also very welcome to go onto our mailing list so that you can stay up to date with our work and other SEND news.

Information & Support, Influence & Change

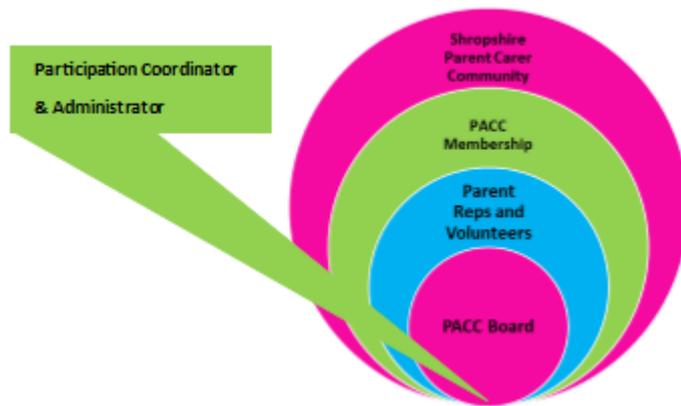
Our Aims

To create a community of Shropshire parent carers

To provide information about issues that affect them

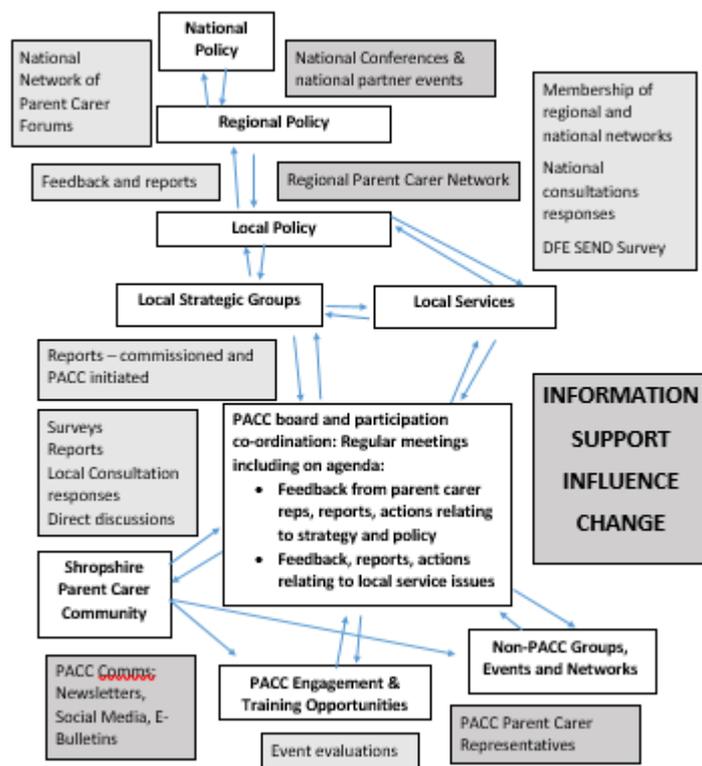
To provide opportunities for Shropshire parent carers to influence decisions that affect their families, and to contribute to developing services.

PACC Organisational Structure July 2016



Chair Person and Trustee / Board member	Anne Lanham
Trustees / Board members	Julie Davenport Kat Slade Gail Hogan Sarah Thomas
Co-opted Board Members	Zara Bowden Chris Thomas Mike Thomas Natalie Hughes
Parent reps and Volunteers	Sarah Cox
Participation Coordinator Admin Supervisor Safeguarding Advisor (Paid Role)	Sarah Thomas
Administration Officer / Secretary (Paid Role)	Natalie Hughes
Account Auditor	Community Accounting Services
Financial Signatories	Sarah Thomas Anne Lanham Julie Davenport

PACC's Model of Participation and Influence



Chair's Report

Anne Lanham



This has been another incredibly busy year for the PACCC Board, our Parent Representatives and of course our Participation Co-ordinator, Sarah Thomas. They have all worked extremely hard giving many hours of their time voluntarily to ensure that the voices of families of children with disabilities and additional needs are heard and acted on when strategic decisions are made in Shropshire. Even where some of our Board have paid roles within PACCC, they also give far more than their paid hours as volunteers, to maximise what we are able to achieve. It has also been a particularly challenging year for the PACCC Board as we were without a paid Participation Co-ordinator for a number of months after Sarah left to take up a job with Contact a Family. Our efforts to fill the role with a suitable candidate sadly came to nothing and we were extremely delighted when Sarah decided to return to the job bringing with her the vast wealth of new experience she had gained from her time with Contact a Family.

I would like to thank members of the PACCC Board who have decided to step down this year. In particular, Kat Slade has been invaluable in undertaking the research for our Healthwatch Shropshire research project which explored what it is like to be a parent carer of a young person who uses multiple services, as part of our Understanding our Lives project. She has also undertaken Sleep Tight Training run by the Children's Sleep Charity and has delivered a number of Sleep Tight Talk workshops based on this training for PACCC. She hopes to continue in her role as a Parent rep, providing ongoing input to our work with adult services in particular. I would also like to thank Annette Whittaker and Sara-Lou Holmes who stepped down earlier this year due to personal commitments. I must also thank Jill Cleveley and Alex Hiam, both of whom have done paid admin work and specific projects for PACCC for a number of years, but who have decided to 'retire' to focus on other interests.

Thanks goes to our Board Members who are standing for election. They are Julie Davenport, Gail Hogan, Sarah Thomas, Zara Bowden (who has been our Participation Forum Chair but who has agreed to stand as a full Board Member and Trustee this year) and Natalie Hughes, Mike Thomas and Chris Thomas – all of whom have been co-opted onto our Board during this year but who are now standing for election. They have all brought a variety of expertise to our Board and have shown huge commitment not only in juggling their roles as parent carers with their PACCC work, but in many cases juggling jobs or studying for degrees too. Their team work and dedication is what makes Shropshire PACCC so successful, so a huge thanks for all your hard work, and I look forward to working with you again in the coming year - assuming I'm re-elected! I also want to give a special mention to someone who is not on our Board nor our payroll but who provides invaluable support at many of our events as IT technician, photographer, gazebo putter upper and many other jobs besides. He also seems to have landed the role as our general IT advisor and support all year round and we would struggle to manage without him. So massive thanks to Steve Thomas for all the support that he gives to PACCC.

There are many professionals with whom PACCC has had a close working relationship in the last 12 months, including those from Shropshire Council, Shropshire CCG and numerous other

services too many to mention whom we have collaborated with and will continue to work with and we thank them for their support. I would particularly like to mention Julia Dean, the SEND service manager with whom PACC have worked closely around the SEND reforms and Person Centred Approaches. Also Marion Versluijs whom we are working with on the re-commissioning of assessed Short Breaks services and Sarah Wilkins and Jane Mason for our continuing work on All-In Short Breaks services. Sarah Wilkins sadly moves on to a new role in another county at the end of this month and we wish her all the best and look forward to working with her successor.

Of course none of our Board or reps could do their jobs without the valuable input we get from all our PACC members. Without your feedback on what works and what doesn't for your families, we would not have the evidence we need to help shape services so that they work effectively for everyone. We truly value the time and effort that our members give to complete surveys, take part in workshops and post about issues on our Social Media pages. So thank you all for your input and please continue to keep us informed of your opinions and experiences so that we can feed that back. As parent carers ourselves, we know your time is at a premium and yet another survey is often the last thing you need – but please continue to try and find a few minutes to complete them when asked as some of our past surveys have produced some compelling evidence for the need for improvements and have resulted in substantial pieces of work being undertaken by the Local Authority in co-production with PACC.

The coming year will be a challenging one for PACC, particularly in terms of funding, but I know the Board members are all committed to working through the challenges ahead so that they can continue to help improve the lives of all families of children with disabilities and additional needs in Shropshire.

PACC Spring Conference 2016 'Understanding Our Lives'



"Mike Thomas's presentation was really good and made an impression on both parents and particularly professionals"

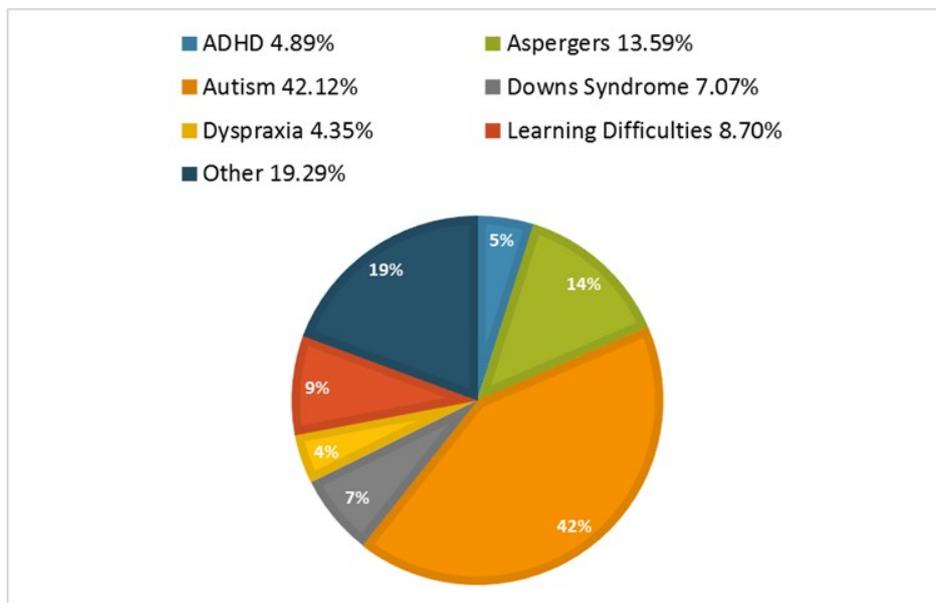
"Excellent Day - difficult to improve"



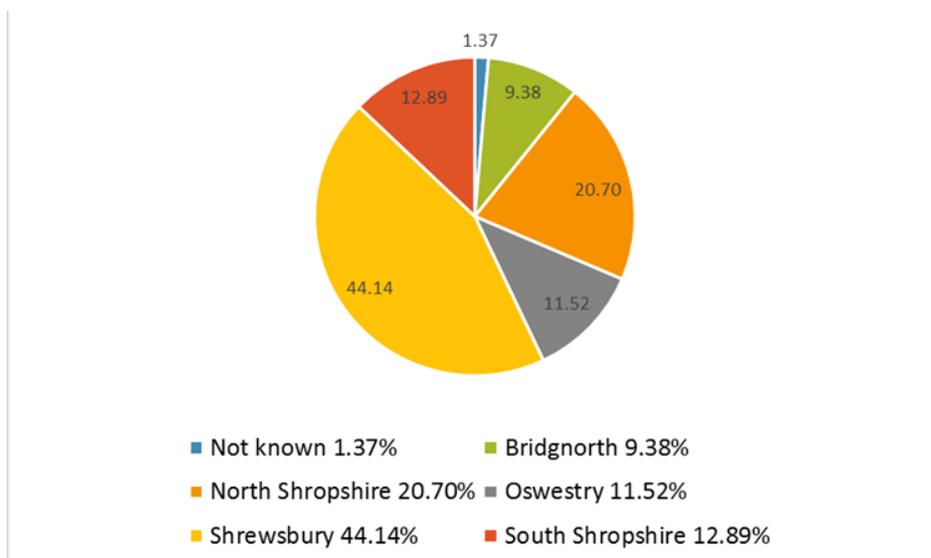
PACC membership

PACC now has 512 parent carer members , and in the period covered by this report we attracted 23 new members. The breakdown of parent carer members at 30 September 2016 follows.

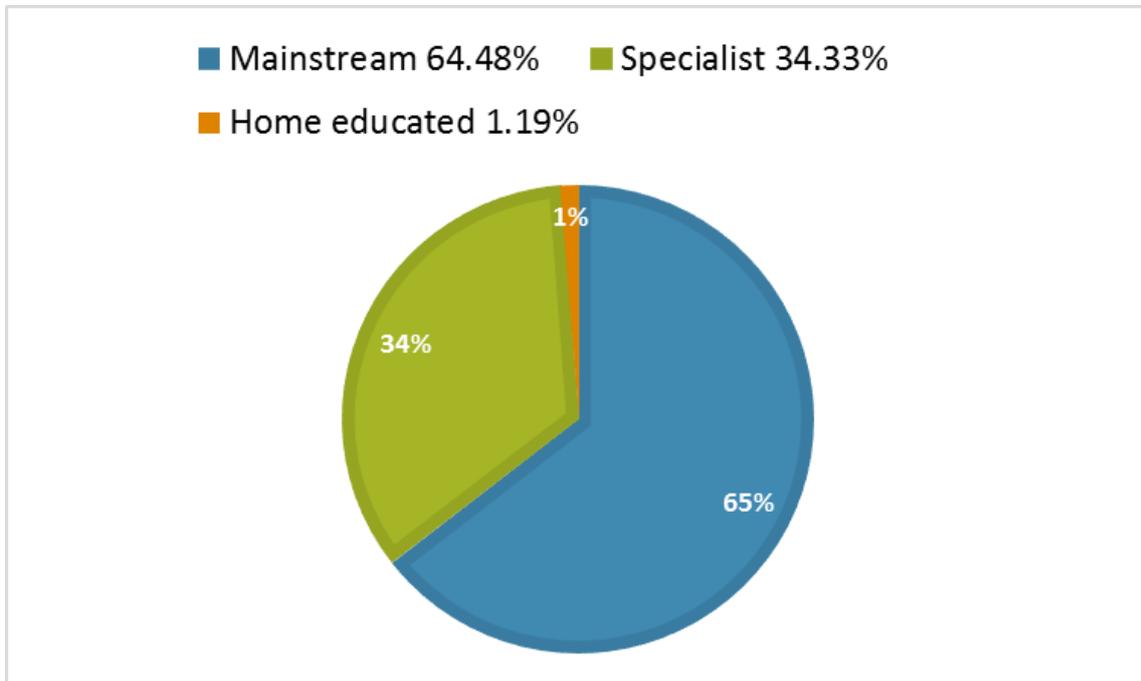
Disability or additional need of eldest child; We do not have information about 143 members. The following figures are given as % of those for whom we do have information.



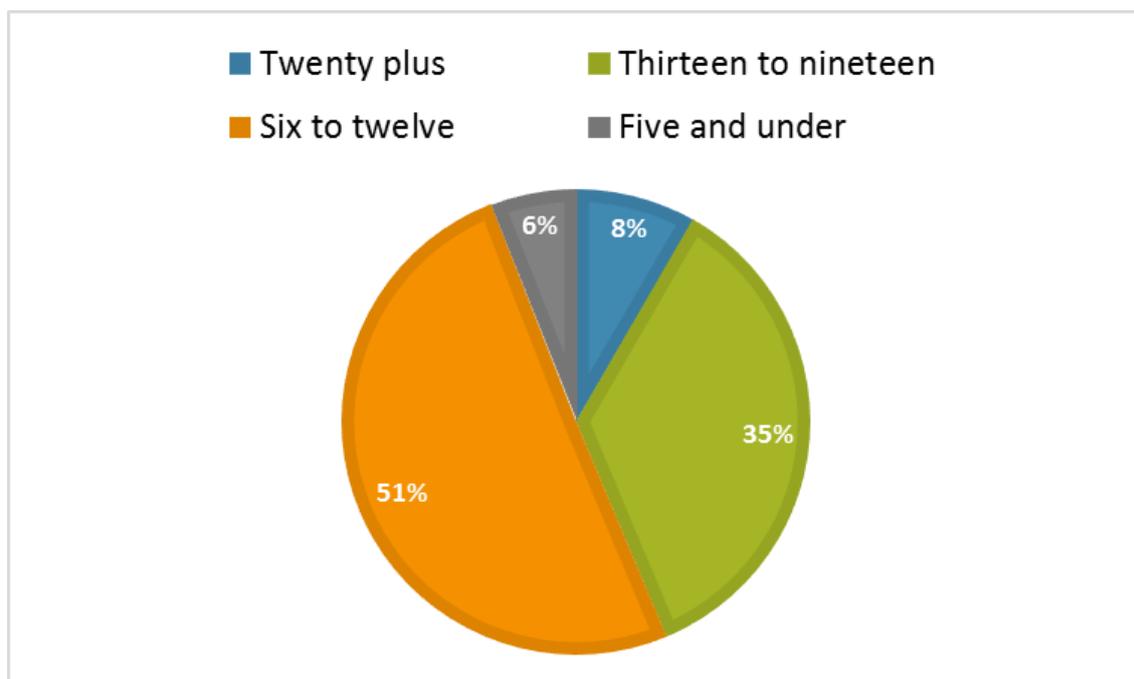
Geographical area breakdown



Type of education of eldest child; We do not have information about 176 members. The following figures are given as % of those for whom we do have information.



Age of Eldest Child; We do not have information about 138 members. The following figures are given as % of those for whom we do have information.



PACC ACTIVITY 2015/16



Staffing

- Recruited Project Co-ordinator and new administrator April 2016
- Recruited new administrator

Events

- AGM and Open Meeting – ‘Are EHCP’s Working for Shropshire?’
- Spring conference - shared findings from research into impact on parent carers of supporting a child who is a multiple service user and exploring issues identified for 'Understanding our Lives' project (transition, isolation, lack of positive role models) and Local Offer treasure hunt - 27 parent carers and 12 professionals attended.
- Disabled Children's Register and Assessed Social Care recommissioning Workshop - consultation workshop to inform work on disabled Children's Register and developing business case for recommissioning of assessed social care services - 10 parent carers attended
- Shropshire SEND Community Games and information event in partnership with Derwen College - 52 families attended
- Jointly hosted 5x Monthly Oasis Support Groups with Autism West Midlands
- 10 PACC Management Board Meetings followed by open participation meetings.

Survey's

- Accessing Social Care for disabled children in Shropshire – 79 responses
- Co-produced survey re disabled children's register - 52 responses
- Developed survey re assessed social care services - 26 responses
- PACC annual survey - 38 responses
- Issued Understanding our Lives survey - 49 responses



Reports

- Annual Report 2015/16
- Accessing Social Care Support for Disabled Children in Shropshire
- Open Meeting Conference report
- Healthwatch Shropshire research – Impact on parent carers of supporting a child who is a multiple service user
- Evidence submitted to All Party Parliamentary Group on children's social care
- Submission to Shropshire Carers Strategy Consultation

Communication

- Issued 3 hard copy newsletters – Oct, May & Sept 16
- 15 e-bulletins to PACC members
- Coproduced SEN Team Newsletter
- Social media activity;
Facebook likes increased to 404
Twitter follows increased to 651



Provide representation on;

- SEND 0-25 Strategic Board
- Joint Assessment, Implementation and Review Group
- SEND Local Area Inspection Work Group
- Short Breaks Commissioning Work Group
- Learning Disability Partnership Group
- Shrops Information, Advice & Support Service Contract Management Group
- Personal Budgets Work group
- Quarterly meetings with Director of Children's Services
- Review of Overnight Short Break Service at The Willows

Started providing representation on;

- Transforming Care Partnership - Integrated Clinical Care Work stream
- Carers Strategy Work Group
- SEND Early Years Working Group

Outcomes

Results from Annual Survey 2016

Informing Parent Carers :

PACC has an important role in making sure that parent carers know where to go for information and advice, and know about developments and changes that are going to affect their families.

We asked our members, "Has information provided by PACC from the newsletter, updates or events improved your knowledge of services or legislation?"

96% of respondents told us YES!

"Really enjoyed reading 'Participate' this weekend, especially Charlotte's story, what an inspiring young lady and family. We are lucky to have PACC in Shropshire and should do all we can to support the brilliant team who run things. Many thanks to you all."

Increasing opportunities to Participate :

Services may consult with parents on existing services, seek their opinions on how services can be improved or how good practice could be replicated elsewhere.

We asked our members, "Do you feel that PACC provides you with the opportunity to participate in joint decision making in relation to service provision?"

89% of respondents told us YES!



Creating a community of Shropshire Parent Carers :

SEND Community GAMES

“It was a lovely atmosphere, and being at Derwen we could relax and not feel on show. It was great to see our kids, and their parents letting their hair down.”

“It was so nice for us to be given the opportunity to go out as a family as finding activities for us all to enjoy with no worrying about how my son reacts or the worry of getting judged was a nice change.”



Face 2 Face Befriending

6 further parent carers trained as Befrienders this year, developing confidence and resilience within the local parent carer community.

“I’ve learnt a lot about myself, it’s given me more confidence”

“It’s been a great opportunity to reflect on all of the different emotions and experiences we have faced as a family”

Parent carer participation and awareness of the issues that impact the lives of families of children and young people with SEND continues to grow in Shropshire. An ‘All Age’ Carers Strategy is being developed for the first time, in which the needs of all carers are considered equally and the focus on improving the experiences and outcomes for children and young people with SEND is a strategic priority for Shropshire Children’s Services. One of the decisions that is particularly welcomed is the creation of a transition worker post in adult social care, to specifically support young people with SEND to move positively into adulthood.

Annual Accounts & Funding Report

PACC's full annual accounts are available on the Charity Commission's website ;

<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/registerhomepage.aspx>

PACC's core funding continues to come from the Department For Education and is administered by Contact A Family. PACC makes an application for this funding of £15,000 each year, providing a detailed budget of intended spend, proposed activity and the outcomes we aim to achieved. A monitoring report is completed annually for Contact A Family on the previous years spend and PACC is only able to access further DFE funding once this monitoring has been approved. The DFE has to date committed to making continue making this funding available until March 2018.

2015/16 was the last year of our Family Voice project, which was jointly delivered with the Telford Parent Carer Forum, PODs and which was funded by the Big Lottery Reaching Communities funding stream. This funding enabled PACC to employ a Participation Co-ordinator for 25 hours per week and an administrator for 12 hours per week. It also funded a Co-ordinator for the Face 2 face Befriending Scheme across Telford and Shropshire.

Since there was a period of time when PACC was without a Participation Co-ordinator this year we secured agreement from the Big Lottery to use the underspend on this post to employ a design company to review our website, to make it easier to use and maintain and therefore more sustainable. We were also able to use Lottery funding to host Shropshire first SEND Community Games, in partnership with Derwen College and to invest in the creation of new training to support the development of parent carer resilience. PACC's new 'Knowing Me, Knowing Us' course is based on our learning from delivering the Face 2 Face Befriending Service and will replace the individual befriending service which has not proved to be sustainable in Shropshire.

Additional funding has also been secured during this year from Healthwatch Shropshire, to fund research carried out by PACC on the impact on parent carers of supporting children and young people who are multiple service users.

PACC Board members would like to thank all our funders for their support over the past 12 months. We would also like to thank Community Accounting Services who support our financial management and provide valuable advice and guidance, that enables PACC to successfully meet expected standards in terms of financial management.



The Future and What's next For PACC?

Following the end of our Big Lottery project PACC is currently using our financial reserves to maintain our staffing levels and capacity. We can do this until March 2017, while we explore other funding opportunities.

We have worked with Shropshire parent carers to develop our 'Understanding Our Lives' work theme, which reflects feedback from families identifying key issues for them as;

- planning for the future
- the need for greater understanding of the lives of families of children and young people with SEND and
- The need for a more positive approach to disability



We are using this feedback to develop a more sustainable model of funding that includes PACC delivering some activities that will self generate funding, particularly offering practitioner training to strengthen relationships with SEND families.

PACC is continuing to work closely with Shropshire Council to embed person centered approaches in Shropshire SEND systems. With the support of the Shropshire SEN Team PACC will be offering sessions introducing parent carers to how they can use person centered planning tools to support their contribution to assessments and reviews. These will be offered throughout Shropshire, between January and March 2017.

We will continue to provide parent carer representation on strategic groups as our core work, ensuring that the parent carer voice influences SEND decision making in Shropshire. We are receiving an increasing number of requests for our involvement in service development and commissioning and so we would like to develop our parent carer representative team. As part of this work we are hoping to work with other SEND family led groups, to develop a Shropshire SEND Participation Network, to increase capacity and the number of parent carers we reach.

Our new 'Knowing Me, Knowing Us' course will be offered to parent carers from early 2017. This course offers parent carers the opportunity to explore how they feel about taking on this role and to consider how this has impacted on them as individuals. The aim of the course is to build resilience and to find ways of living positively with disability. The course will also provide an opportunity to build local support networks since it will be delivered in local community venues throughout Shropshire.

Shropshire parent carers will always be at the heart of what we do and we hope that you will continue to support us. PACC relies on your participation and you sharing your experiences of life as a parent carer in Shropshire, to inform our work. We are excited about what we have the potential to achieve together and hope you will continue to join us on our journey

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