



# Preparation For Adulthood Navigators Quarter 1 Report

Abi Taylor  
[Abi@paccshropshire.org.uk](mailto:Abi@paccshropshire.org.uk)

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## Enquiries

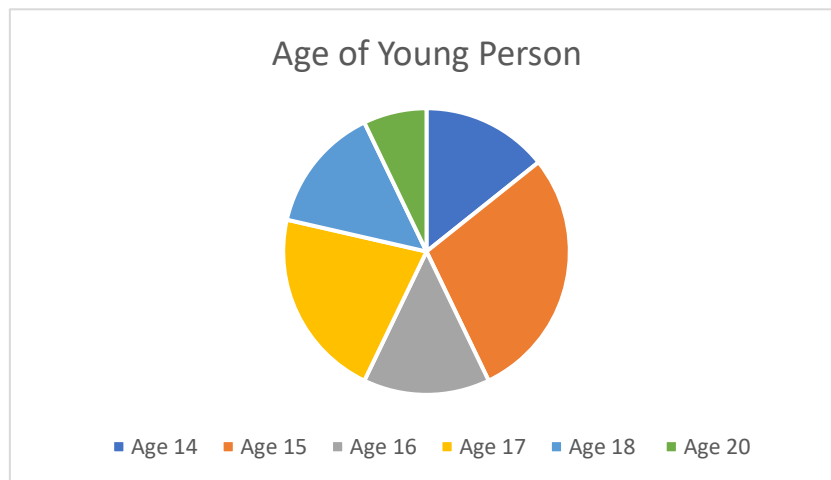
During Quarter One, Parent and Carer Council Shropshire's (PACC) Preparation for Adulthood (PFA) Navigators have had contact with 22 Parent Carers. This has included signposting on Facebook; engaging through streams on Facebook groups; responding to emails enquiring about services; Face to Face conversation at events. From these initial enquiries/ conversation 13 Parent Carers have required further information and have attended a 1:1 meeting with PACC Navigators.

This includes:

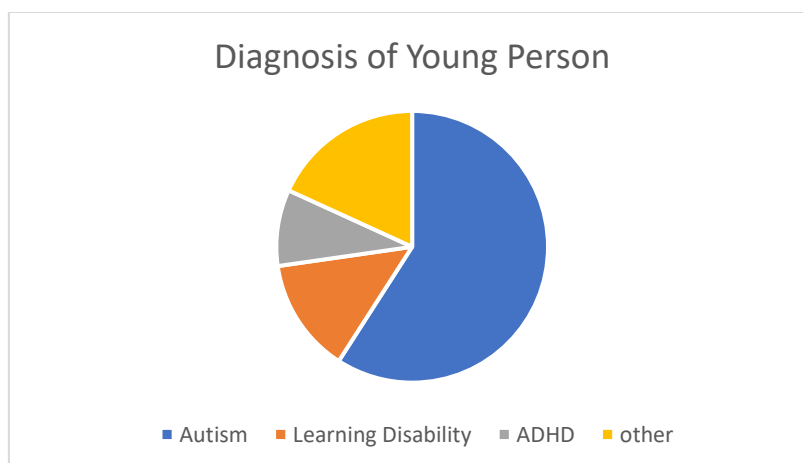
- 9 emails received which have had 1:1 Teams calls
- 2 emails received which have had 1:1 phone calls
- 2 conversations at Face-to-Face events which have had 1:1 Teams calls

There have also been 2 email enquiries which have been followed up but have had no response.

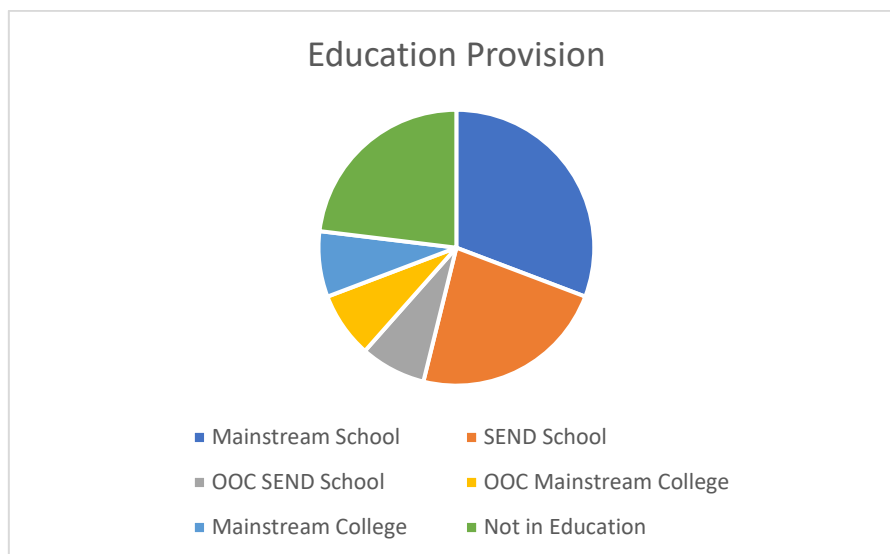
The age range of Young People that Parent Carers have contacted us regarding range from 14-20.



Diagnosis of Young People include Autism; Learning Disability; ADHD; Down Syndrome and Chromosome Duplication.



Education Provision of Young people include Mainstream school; SEND school; Out of County SEND school; Mainstream college; Out of County College; Not in education.



### Number of Sessions delivered

Initial emails of enquiry are followed up with an email and an invite to a Teams meeting/ phone call, the total initial teams calls delivered this quarter is 13. Following this meeting, an email is sent signposting to all services/ activities discussed with the Parent Carer. Depending on the outcome of the call, Parent Carers are either made aware to contact us if they require any further assistance or follow up calls are arranged.

Out of the 13 families there have been contact with, there is ongoing sessions being delivered to 3 of the families who require further signposted or further information of services.

### Meetings with Practitioners/ Teams

Navigators have arranged monthly meetings with PFA Lead at Shropshire Council on a monthly basis; Designated Social Care Officer for SEND at Shropshire Council on a monthly basis; and are currently identifying a key contact within the SEND Team at Shropshire Council.

Contact has also been made with Day Centres in Shropshire- to further understand the provision and how users can access. Navigators have also been in contact with Derwen College to arrange visiting all of their campuses to further understand provision.

### Promotional Activity

PACC's PFA Navigators were introduced at PACC's AGM, where they shared a presentation and more information on their work: [PowerPoint Presentation \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

Promotional material has been made outlining what is available through contacting PACC's PFA Navigators. This has been sent by email to all Parent Carers of 14-25 year olds on our database; has been shared over relevant PACC Facebook groups; has been emailed to all Secondary Schools and Colleges and asked to be forwarded to relevant families. Information has also been shared on 2 PACC Monthly Newsletters.

## PREPARING FOR ADULTHOOD

- ★ Do you know what Further Education Options are available?
- ★ Are you aware of Activities and Provisions they can access?
- ★ Do you know what benefits are available?
- ★ Have you explored Employment or Volunteering Opportunities?
- ★ Is your young person having Annual Health checks?
- ★ Does your young person know how to stay healthy?
- ★ Is your young person part of the local community?


Our Preparation for Adulthood Navigators can help you to understand what options are available and where to access provisions and support.



Please contact our PFA Navigators:  
Email:  
Abi@paccshropshire.org.uk  
Denise@paccshropshire.org.uk

Or call our PFA Helpline:  
(01743) 622 055  
Our phonenumber is open 9:30-2:30  
Monday to Friday

**Preparation for Adulthood  
How can I contact PACC?**

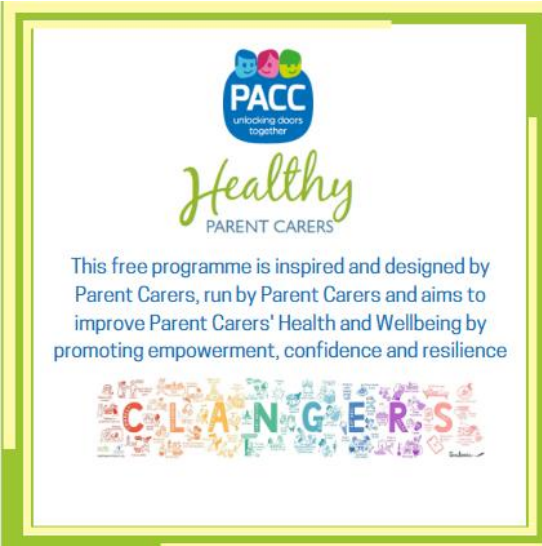


**PFA Navigator Role**

**Email:**  
 Abi@paccshropshire.org.uk  
 Denise@paccshropshire.org.uk

**Or call our PFA Helpline:**  
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The Healthy Parent Carer Programme has also been promoted via Social Media and Newsletters aimed at Parent Carers of 14-25 year olds: [Home – Healthy Parent Carers](#)




### Training undertaken by Navigators

- Healthy Parent Carer Programme Facilitator Training
- National Development Team for Inclusion- Next steps: Preparation for Adulthood
- IPSEA- Post 16 Training
- Parent Carer Alliance- Continuing Healthcare
- Pavilion Training- Making a difference in the lives of people with severe Learning Difficulties

## Outcomes/ Referrals/ Outputs

1. 6 Young People have now started making activity plans and have signed up for new activities such as Buddies and Identity Dance.
2. Parent Carer (PC) contacted us concerned that their needs were not being met and their Young Person's EHCP had not been updated sufficiently at Year 9 review. Following PACC signposting and giving PC the correct information, it has now been agreed that YP is in the wrong education provision and the process has started to move to a different provision.
3. PC's of 18-year-olds or those approaching 18 were not aware of needs assessments through PFA Team, following signposting and providing information they have now applied for these.
4. PC had Year 9 annual review and was not made aware of PFA or next steps. PC has since requested another review be conducted to include targets and next steps for PFA Journey.
5. A family who were struggling to support a young person with Down's Syndrome who's behaviour was very challenging, was signposted for a social care reassessment (DCT) and a carer assessment. The young person now attends girls club with 2:1 support and referred for an Autism Assessment and has been escalated as a priority. PACC felt that this family should have been recorded on the Dynamic Support Register due to them being at risk of family breakdown but due to the eligibility criteria focusing on presentation at A&E, contact with the youth justice system etc the family did not meet the criteria. This means that the family will not be eligible for Keyworker Support, once that service is in place despite. This highlights a support gap in the system for families supporting those with a learning disability and/or autism and experiencing crisis.
6. Since contacting Navigators, A Parent Carer was made aware of the PFA Team and has contacted them and is awaiting an assessment.
7. Since contacting Navigators, a Parent Carer is actively exploring securing a suitable college placement for their young person.
8. Following mail-outs directed to Secondary Schools in Shropshire, contact was made by a Parent Carer who was hosting a Ukrainian family. The mail out had been forwarded to the family she was hosting as her Young Person attends an education provision Out of County.

## Compliments/ Complaints

- *Thank you for your prompt response following our very positive meeting today. It was very helpful talking to you and Denise and we felt so much better informed as a result.*
- *Thank you so much! I'll keep fingers crossed we get a call very soon and we can start to move forwards.*
- *Your help and advice has been a great help to us, and we feel we are moving forward now so thank you very much.*

- *Feedback from Parent Carer: Since joining a signposted activity, he said “it’s great to feel part of a community”*

### Key Themes and Issues

All Parent Carers that have contacted us have had no clear information given them previously around PFA options and Pathways. Key topics that we have covered include:

- Activity Plans- suitable activity provisions that can meet the needs of their young person.
- Social interaction and opportunities for young people to socialise outside of their educational setting/ without parent carer organising
- EHCP information- specifically around transition and what PFA actually is and how it is incorporated in the EHCP
- Financial support and benefits
- Next steps- when young people are approaching the end of Secondary School- further education or training options

Parent Carers have expressed their frustrations about accessing services and the provisions available to them. This has been an ongoing issue, and not new in the last 12-18 months. As data and feedback are collected regularly and the situation has not been resolved, Parent Carers are questioning whether this information is effectively being used to inform commissioning. Key areas of concern include:

- Respite opportunities
- 2:1 support
- PMLD Support/ provision
- BeeU
- CAMHS
- Reasonable adjustments with routine tests- i.e., blood tests
- Mental Health support- specifically around self-harm

This feedback includes access, support and waiting times.

Although the current wait for an assessment on the Neuro Development Pathway has been suggested to be 40 weeks, we have spoken to a number of families that have been waiting over 18 months for an assessment. It has also been made clear that Parent Carers do not find the lack of communication around waiting times and where their young person is in the system and when they will be assessed. Key issues in this area include:

- Referrals being denied/ not considered when correct information is supplied at point of referral
- Parent Carers waiting over 18 months for assessment



- Having to do 2 separate pathways for diagnosis when young person is displaying behaviours associated with both ASD and ADHD
- Communication from services to update on progress

We are regularly informed that there is inconsistency in the information being given to Parent Carers regarding EHCP's. Key areas that have been highlighted include:

- Appropriate representatives not attending EHCP reviews
- Parent carers not being informed who should attend meetings/ reviews
- Health- Discharging prematurely from services/ not consulting PC before decision made
- SEN Team- not consistent communication
- Poor communication- cancellations of meetings, not being informed representatives are unable to attend
- Not adhering to set timescales- drafts, final copies and reviews
- Transition reviews not clear
  - PFA Pathway not outlined or considered in EHCP's
- Not sharing relevant information from EHCP's with professionals (i.e., TA/ 1:1)
- Education being main focus- targets only education based
- Updates after annual reviews are not being implemented in time
- EHCP does not reflect CYP

Parent Carers have expressed their frustration about the inadequate support CYP are receiving. CYP who are not having their needs met in their education provision are regularly being excluded and the causes of this are not being addressed or resolved. Key issues Parent Carers have shared with us include:

- Mental Health support is non- existent, CYP self-harming are not being appropriately supported
- Not adhering to EHCP
- Staff not aware CYP has SEND
- Appropriate support not available
- Training for staff is insufficient

### Plans for Next Quarter

1. To deliver the first Healthy Parent Carer Programme.
2. To engage further with Secondary Schools and Colleges in Shropshire
3. To deliver an EHCP workshop for Parent Carers of 14–25-year-olds
4. To increase awareness of PFA Navigators through promotional material and direct mail outs