

Information & Support | Influence & Change



Influence & Change



Community Support



Information Provision

**Preparation for
Adulthood
Navigator
Report**

**Termly Report
Year 3 Term 2**



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Enquiries

This term that has been contact with 339 parent carers, this has included email contact, 1:1 teams calls, phone calls, in person events and speaking to parent carers at PACC community support activities.

This term we have had an increase in practitioners making contact to signpost families to the Navigator service, including Early Help and Autism West Midlands.

The age range of Children and Young People that Parent Carers have contacted PFA Navigators about ranges between 14 and 25 years of age. We have again seen an increase this term of families contacting PACC with children 0-14, highlighting the importance of an all-age Navigator service.

This term we have had contact with Parent Carers whose Children and Young People are in mainstream education, specialist education, compulsory school age with no education placement, and young people who have finished education.

Number of sessions delivered.

There has been Direct Contact calls (Teams/ Phone calls) with 47 Parent carers this term.

Through community Support Activities run through Buddies Social Network and The Healthy Lives Programme, 292 Children and Young People and their Parent Carers have attended activities and engaged this term.

In addition, PACC hosted a PFA conference- “planning for the future” with 51 Parent Carers attending. Draft 1 of the PFA guide was shared for feedback.

Meetings with Practitioners/ Teams

- PFA Workstream- These meetings have now drawn to a close with the Post 16 PFA SEND Commissioning Manager leaving and no identified practitioner to take over this workstream, PACC have raised their concerns about the future of this work area.
- Healthy Parent Carer network meeting
- Short Breaks
- In person Navigator session at Severndale
- Meeting with Keystone Academy
- Task and finish group: Annual review recovery
- Meeting with numerous community activity providers to plan PACC’s Healthy Lives Holiday offer for 2025.

Training

- IPSEA Law training Levels 1 and 2
- Attended IPSEA Annual Conference
- Webinar on mental capacity

Signposting

Parent Carers have been signposted to local and national support services and community activities/ support. A reoccurring theme in signposting over the previous 2 terms has been explaining the Local Authority complaints procedure to families, signposting to IASS and IPSEA for legislation support and explaining mediation and tribunal processes in Shropshire and legislation around this.

There has been an increase in families contacting after initial calls, to inform us that they have followed procedures, adhered to timelines and legislation, but the system has failed to comply.

- IPSEA
- IASS
- Local Offer
- All In
- Actio
- Action for Children
- Shared Lives
- First Point of Contact
- Buddies Social Network
- PACC Healthy Lives Programme
- Citizens Advice
- PlanIt Future
- Community Activities: i.e., Arty Party, SYA, 4all foundation, Shropshire Inclusive Dance
- Young Minds
- Kids
- Kooth
- Shropshire Youth Support Trust
- Early Help
- FPOC
- Healthier Together
- Dynamic Support Register
- PA's- Taylor Support
- Relevant Practitioners within the system
- Shropshire Council Complaints procedures
- SEND specialist solicitors
- Local Authority Complaints Procedure
- Local Authority Ombudsmen

Community Support Activities

This term, Buddies Social Network has provided peer-support opportunities for parent carers and opportunities for young people aged 14-25 during term-time, including bowling and horse riding. Through The Healthy Lives Holiday Programme PACC have provided opportunities for Children and Young People to access; Christmas Cinema, Christmas Steam Train Ride, SEND Santa Experience. 292 Young People have benefited from access to PACC Community Support activities.

Topic	% increase or decrease from previous term
EHCP-Quality	15%
EHCP- Timeliness	24%
EHCP- Application process	-100%
EHCP- Inappropriate/ no named provision	55%
EHCP- Annual review	19%
EHCP total enquiries	17%
No education provision placement	33%
Education Provisions	33%
Post-16 Education Options	31%
Social Opportunities	47%
Mental Health Support- CYP with ND	-7%
Mental Health Support- Parent Carers	50%
SEND Transport	67%
Support for CYP	31%
Accessing PA's	-37%
Communication with Practitioners	58%
Finances and Benefits	67%
Power of Attorney/ Deputyship	50%
Housing- Supported Living	50%
Housing- Independent Living	50%
Tribunal Process	100%
Complaints procedure	33%
1:1 direct contact (calls)	104%
community support engagement	61%
Total	66%

Key Issues and Themes

- EHCP's-** Parent Carers have contacted as they have not had annual reviews from year 9 with a focus on PFA. Outcomes are heavily focused on educational outcomes and parent carers have expressed that they do not have confidence that the EHCP truly reflects individual aims and aspirations. This is particularly evident with planning for the future in regard to independence and where the young wants to live.
- EHCP drafts & Annual Review-** Parent Carers have provided feedback that drafts are not being amended following annual review. This includes only updating Section I for phased transfer. Parent Carers have also informed us they have not received an updated plan in a timely manner, and despite chasing this have not received an update of when they will receive the plan.
- Communication** -We have seen an increase in contact from Parent carers who are not getting a response from practitioners. This includes Social Care, Early Help and Case Officers for EHCP updates.
- Finances and Benefits-** Parent Carers do not know who to speak to for information and support with finances and benefits. This includes the impact on their benefits when their young person reaches adulthood and what benefits their young person is able to claim.
- Mental health support for Children and Young People-** Parent Carers have contacted with concerns of significant waiting times, not meeting criteria, referrals being refused but families are not signposted to alternative support.
- Mental health support for Parent Carers-** Parent Carers have shared with us they are unable to access support for their mental health, and practitioners do not always understand the life of a Parent Carer. Parent Carers feel blamed and that their life is not understood. Many parent carers have

contacted and are very frustrated by the lack of empathy demonstrated by practitioners they are speaking to.

- **Accessing PA's-** Families of children and young people under 18 are not able to access PA's and there is limited signposting and support available for this. A barrier to this is that the PA noticeboard is only available for Adults Social Care. CYP with more complex needs are most affected by this.
- **Lack of information available on Power Of Attorney/ Deputyship and processes-** Parent Carers are unsure of the process and what they need to do and when. There are limited signposting opportunities in Shropshire that are not paid services. The process is unclear around mental capacity when YP turns 16.
- **Mental Capacity-** Parent Carers do not feel that the process/ legislation around mental capacity is clear.
- **Adult Social Care-** There is frustration of the lack of information available on supported living and housing options. Parent Carers are informed to plan with their young person from Year 9 and ensure this is included in their EHCP, however nothing is actioned from this, conversations with social workers are limited. The Local Offer information is extremely limited- this has been raised internally.
- There has been a high increase this term in Parent Carers contacting for information to better understand the Local Authority complaints procedure and tribunal process.

Plans for next quarter

- PFA Guide: The final guide will be published by the end of contract (September)
- Social Care Training Event for Parent Carers- hosting an event to inform parent carers around processes and legislation relating to social care. (Mental Capacity, deputyship, power of attorney, social care legislation).
- Ensure up to date and accurate information is available for Parent Carers to continue to access information once the PFA Navigator contract ends.

Termly Reflection

This term we have again seen an increase in Parent Carers contacting us in crisis. From a PACC perspective the mental health of Parent Carers and the support available continues to be at an all-time low.

Through feedback each term, resources and comms are developed and shared with families, this is to increase awareness in the local SEND community about what is available to them as a family, services and support that are available to their child/ young person and the wider family, legislation and processes within the system.

For Year 3 of this project, it is disappointing to see the lack of improvement that families are experiencing from the system, despite themes and issues being raised in appropriate meetings by PACC reps.

Topic	Y1 T1	Y1 T2	Y1 T3	Total Y1	Y2 T1	Y2 T2	Y2 T3	Total Y2	Y3T1	Y3T2
EHCP-Quality	6	12	13	31	21	42	53	116	27	31
EHCP- Timeliness	2	5	6	13	0	15	24	39	34	42
EHCP- Application process	1	0	4	5	0	0	0	5	2	0
EHCP- Inappropriate/ no named provision	0	2	2	4	0	5	12	17	11	17
EHCP- Annual review	10	14	18	42	27	0	26	53	16	19
EHCP total enquiries	19	33	43	95	48	62	115	225	90	109
No education provision placement	0	0	0	0	0	0	4	4	9	12
Education Provisions	0	2	6	8	15	26	14	55	6	8
Post-16 Education Options	0	10	11	21	11	16	27	54	13	17
Social Opportunities	0	6	32	38	33	35	89	157	32	47
Mental Health Support- CYP with ND	4	13	19	36	20	26	40	86	28	26
Mental Health Support- Parent Carers	2	5	12	19	13	14	14	41	32	48
SEND Transport	0	4	0	4	3	6	11	20	3	5
Support for CYP	0	3	15	18	16	16	18	50	13	9
Accessing PA's	1	5	19	25	26	34	20	80	19	12
Communication with Practitioners	6	10	12	28	12	26	41	78	24	38
Finances and Benefits	4	5	9		11	12	12	35	3	5
Power of Attorney/ Deputyship	0	3	1	4	2	3	8	13	2	1
Housing- Supported Living	0	4	8	12	9	11	11	31	8	12
Housing- Independent Living	1	2	1	4	2	3	3	8	2	3
Tribunal Process	0	0	0	0	3	4	6	13	1	2
Complaints procedure	0	2	0	2	5	4	5	14	18	24
1:1 direct contact (calls)	22	19	84	125	26	32	110	142	23	47
community support engagement		27	27	54	124	168	208	500	181	292
Total	22	46	111	179	150	200	318	642	204	339

PACC Update for Parent Carers

Our PFA Navigator Service has been funded for the last 3 years as part of a fixed term project from Shropshire, Telford and Wrekin Integrated Care System. This comes to an end in September 2025. We are pleased to see how much of a positive impact this has had for families in Shropshire.

Due to its success, we are pleased to share that PACC will be continuing to offer a Navigator service- expanding to offer an all age navigator service as part of our community support offer, with more information coming soon.