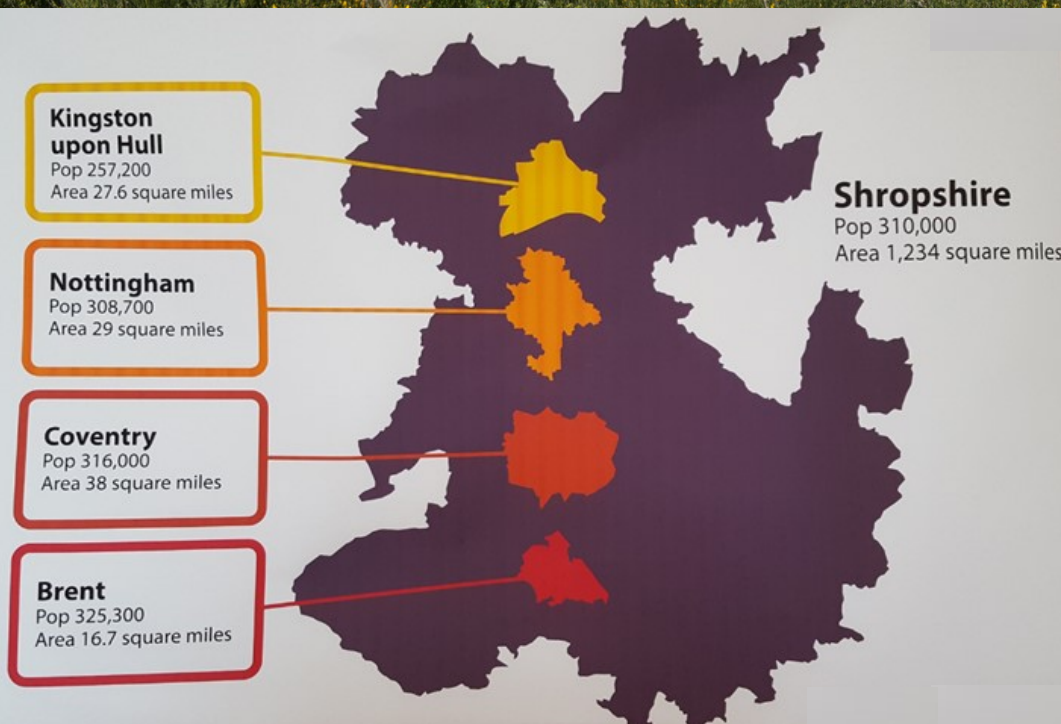


**For families who have a child with a disability or additional need
aged 0-25 years**

Participate

Information & Support, Influence & Change

The Shropshire Picture



In this issue;

**Introduction to
Adult Social Care**

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**Housing Options
for Young People
and College leavers
in Shropshire**

**Experiences of
Travel Training &
Growing Up**

'All In' Update

**News from the SEN
Team**

**Transforming
CAMHS**

**The Shropshire
Picture**

PACC Shropshire
PO Box 4774
Shrewsbury, SY1 9EX
Tel: 0845 601 2205
enquiries@paccshropshire.org.uk



**Parent
And
Carer
Council**

Welcome from PACC



Recently I joined a group of health practitioners to discuss how the experience of transition from children's health services to adult health services could be improved. The transition question has been being discussed since PACC first formed and it would be easy to feel that we are not making any progress, however that would be wrong. Change is not easy, particularly when you are dealing with something as complex as supporting children and young people with a range of additional needs. We are unpicking systems and attitudes that have developed over decades and there is no doubt that progress is slow.

When thinking about this I came across an article, reproduced here, called 'Meaningful Change Takes time and Dedicated Effort' which was accompanied by a great visual showing the different stages of accepting change and how this impacts on progress.

Stage 1 is simple; it's the old way of doing things, the status quo. Everyone is comfortable and there is predictability.

Stage 2 is when there is a realisation there is an issue and that it needs to be addressed.

Stage 3 is resistance. People like routine and predictability. As soon those things are disrupted, there will be resistance, regardless of what the change actually is or the reasoning behind it.

Stage 4 is a period of disruption. With all change there is going to be a period where things are out of whack. People may not understand what is expected of them, or may be unclear as to how their roles are changing. This is the time when everyone is breaking old habits, and earning new ones. Things may get a little messy during this transition.

Stage 5 is the turning point for those affected by the change. This stage is searching. At this point, everyone is starting to become more comfortable with the new way of doing things. Now is when individuals will begin to search internally as to how they fit into that change.

Stage 6 is the lightbulb moment. At Stage 6, a new

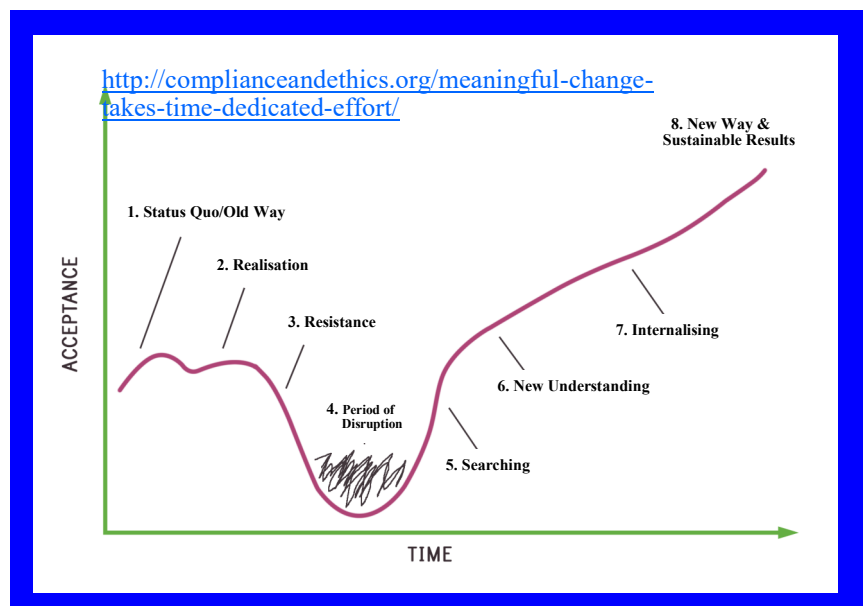
understanding has been gained. Everyone has accepted that the change has occurred, and realises the role they play within it.

Stage 7 is internalizing. Here, everyone has—whether consciously or not—made the "new" way of doing things simply the way of doing things. New habits have been formed, and a greater understanding of why the change was implemented has been reached.

Stage 8 is the final stage. At this point, the change has been accepted and become engrained at a system level. It's where you can see the lasting effects of the change, and the sustainable results.

It seems to me that with regard to transforming SEND systems, we are currently at Stage 4 and things are clearly a 'bit messy'. It is key however that we keep going and see this through to the end.

Sarah Thomas
Participation Co-ordinator



Goodbye to the Girl in Pink

The PACC Board are sorry to have to share with you the sad news that Anne Lanham's daughter Gemma, passed away just before Christmas, on the 7th December. Gemma was 22 years of age.

Gemma and the Lanham family have been part of PACC since we first came together in 2008. Gemma grew up with PACC and her life informed our work, both through her and her families' experiences and through Anne and Matthew's commitment to ensuring that Gemma led a full and active life, despite her multiple disabilities.

Gemma's life was short, but it was one which had a huge impact on many, many people. Gemma was a regular participant in PACC activities and events and will be hugely missed.



PACC Spring Conference 2017

'Supporting SEND in Schools' - 10th May 2017

Barnabas Community Church, Shrewsbury, SY3 7DN

Join us to find out more about;

- **How schools and parent carers can work in partnership**
- **How Special educational needs are identified**
- **What support is available including 'Early Help'**
- **When and how further support should be requested**

**For further details and bookings visit
<http://Bit.ly//PACCSpringConf>**

Introduction to Adult Social Care



PACC has recently been working with the Shropshire Adult Social Care Team, to develop the service for young people with disabilities and additional needs as they transition into adulthood. Feedback from families has highlighted that parent carers feel that they need more information about adult social care and what the Shropshire team can offer. The article below introduces adult social care and the development of the local service in response to the needs of disabled young adults.

This article has been provided for PACC by the Adult Social Care Team

Shropshire Council, in partnership with People2People provide adult social care and occupational therapy services in Shropshire. Our aim is to increase people's wellbeing by promoting choice and control, with a focus on developing and maintaining independence. People2People believe in giving people the right information, guidance and response, at the right time and in the right way. We encourage and enable people to look at the community around them and find out what is already available that can benefit them. We can work with people to help strengthen these networks of support and advice, as well as having professional social workers and occupational therapists for those people who need more support. We work hard to make sure



that our service is as accessible as possible so that we can address people's queries quickly and effectively. We are able to do this in a number of ways including through our dedicated online information and resource directory www.shropshirechoices.org.uk, a telephone support line, by directing people to other organisations or by arranging an appointment at one of our 'Let's Talk Local' information and advice sessions or a visit to a person's home where necessary. Working in collaboration with



our partners in education, health and children's services, we are continuously improving these relations toward supporting young people and their parent carers in preparing for adult hood.

This includes carrying out holistic assessments which help to identify how young people can be supported in preparation for when they reach 18 years of age.

Our needs assessment follows national eligibility criteria. For those people whose needs are assessed as eligible, we can start to consider services that can provide person centred support and are responsive to the assessed needs of the young person.

We have close links with further education resources and specialist colleges. Where support needs are identified we can also assist young people with housing needs and access to work opportunities.

For those people who have needs that are not assessed as eligible, we can provide information and advice and link people to other organisations that may be helpful. This assessment process also supports our learning about the general needs of local young people with a disability, to help inform the commissioning of services that are able to reacting quickly and positively to changing population needs and patterns.

We are currently reviewing the way we deliver services and as part of this are focusing on identifying and meeting the needs of younger adults with a disability.

This will involve the recruitment of new staff including a Senior Transition Worker whose role will be to act as a point of contact for young people with a disability and their carers in preparing for adulthood. They will work closely with the range of services that support this age group and give us a stronger presence with schools, colleges and employment organisations in the future.

Introduction to Adult Social Care



A dedicated Service Manager will also support this work by looking at commissioning and strategy development through linking with existing Shropshire Learning Disability Partnership Board and focus groups, to implement the updated 'Shropshire Multi Agency Transition Protocol'.

These roles will also provide additional support to staff in building their knowledge and skills around supporting disabled young people, resulting in a more focused and dedicated staff group.

Within the last 12 months staff from People2People have arranged some informal information events for young people and parent carers. At these events parents and young people had the opportunity to talk informally with our workers and with

one another. They were also able to access information about the services we provide, how to access these and what they can expect when they do, in addition to finding out more about wider support available in the community.

Feedback from young people, parents and staff attending these events has been positive and we intend to work with young people and parent carers to explore further opportunities to meet in ways that suit them in future.

For further information about support and services for young people (aged 0-25) with a special education need or a disability please visit **Shropshire Local Offer** <http://new.shropshire.gov.uk/the-send-local-offer/> or call

0345 6789021.



For information about adult social care support visit **Shropshire Choices** <http://shropshirechoices.org.uk/home/>. To request an assessment of needs call First Point of Contact on 0345 678 9044



Autism West Midlands Young People's Summer Activity Programme

Dates: Wednesday 02 Aug through to 01 Sept 2017 - 11:00 to 16.00

Location: Belle Vue Youth Club, Rocke Street, Shrewsbury

Cost: £7.50 per session

Ages: 13 - 18yrs

Arts & Crafts / Cooking & Baking / Fun Science Activities / Bowling / Day Trips
Opportunities to explore autism, Self Esteem, Anxiety & other issues

Eligibility Criteria: You must live in Shropshire. You don't need to attend all sessions but we do ask that you book a minimum of 5 sessions, You must be able to engage in activities independently.

Booking Information: Further information and an application form for the programme can be obtained by emailing Wendy Cowton:

wcowton@autismwestmidlands.org.uk or 01743 250962

These events are funded by Shropshire Council



School Funding in Shropshire

There has been a lot of discussion about school budgets recently and the challenges that schools are facing in terms of funding their services. Several factors are combining to impact on school budgets, some of which only impact on maintained schools and not on academies and some which impact on all schools.



In general, all schools are facing an increase in general running costs. Staffing costs are increasing due to things such as the increase in the national minimum wage and an increase in non-teaching staff pension costs, while at the same time the Government has said that the basic funding per pupil will not increase in line with inflation for the rest of the current Parliament.

From September 2017, the Education Services Grant, which was previously paid to Local Authorities for services offered to maintained school's services, such as human resources, school improvement and education welfare services, will be removed from the funding allocation.

In addition to this there are concerns about the impact of the proposed National Funding Formula, which if it goes

ahead will impact on school budgets from Sept 2018.

PACC has discussed the implication of these changes for Shropshire schools with Shropshire Council. Our first point of discussion was the impact of the loss of the Education Services Grant from September 2017.

This change was originally introduced as part of the Governments move towards Academisation, which removes the link between Schools and Local Authorities, since funding for Academies comes from the Education Funding Agency rather than via Local Authorities.

Funding for maintained schools, the Dedicated Schools Grant, is paid to Local Authorities and then allocated to individual schools via the local 'Schools Forum'. Schools forums are statutory bodies that must have representatives from schools and the Local Authority, and can also have other members.

In Shropshire, the School Forum has agreed that from September 2017 part of the Dedicated Schools Grant paid to Shropshire Council, will be used to cover the services previously funded via the Education Services Grant. This will result in a reduction of the funding available for each individual pupil but will mean that statutory services that contribute to the quality of education received will be maintained.

This will not impact on the 2017/18 funding for academies since they get their funding directly from

the Government.

The Schools Forum also set the level for the Notional SEN Budget, which is the part of a school's overall budget that should be used to contribute to special educational provision.

The Shropshire Schools Forum has decided to maintain this at the existing level for 2017 /18 with no reduction.

It is from 2018 that we will see the biggest impact on individual school budgets, with the proposed introduction of a National Funding Formula.

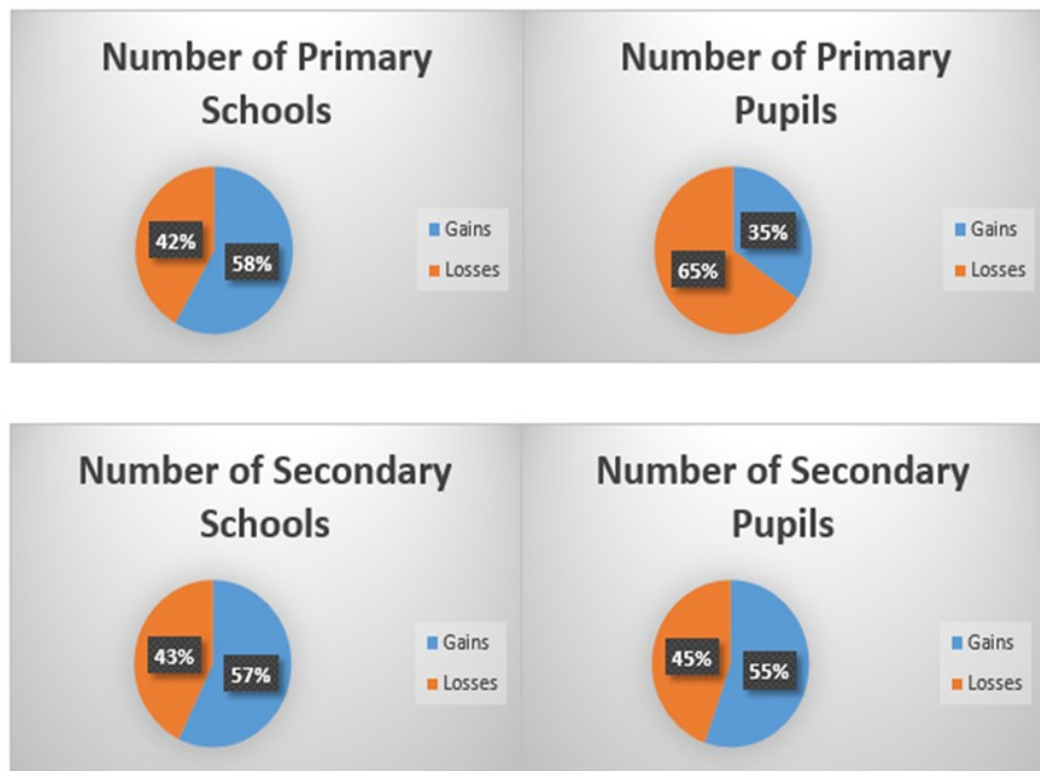
Currently the average amount of per pupil school funding individual Local Authorities in England receive from the Government varies considerably. Funding is distributed onwards to schools using local funding formulas, which give different weights to different factors, meaning that different schools, even within the same area, receive different levels of per pupil funding.

In general, most people welcome the principle of creating a fairer more transparent funding formula for schools but there is concern about how the Government is proposing to do this.

A second consultation has recently just been completed on the proposals and we are waiting for the Governments response to the feedback received.

Historically Shropshire has had one of the lowest funding levels per individual pupil in the country and have

School Funding in Shropshire



Gains and Losses in Shropshire

Impact of proposed National Funding Formula on Shropshire Schools and pupils.

campaigned for a change in the funding formula, however the proposed changes do not deliver the improvements hoped for.

Some schools in Shropshire will benefit from the National Funding Formula if it is introduced as proposed, but many will see their budgets significantly reduced. Even those that do receive an increase in funding, will not receive enough to offset the increase in other cost.

There is also no new money available via the National Funding Formula and so for any schools that does receive an increase in funding, there will be schools who are faced with a corresponding decrease in funding. In the current context of increasing costs for all schools in general, this approach is clearly not sustainable.

Currently how the additional funding from the High Needs Funding Block, received by both maintained schools and academies for those children or young people with an EHCP, remains unchanged.

There has however recently been a consultation open on a High Needs National Funding Formula and further information on the outcome of these discussions is awaited.

It is important that parent carers understand that while the current funding issues are challenging for schools, children and young people with SEN must still receive the support that they require to access education fully and successfully.

If you experience a reduction in support for your child that

you think is inappropriate and which you are concerned about you can contact Shropshire IASS for advice and support on 01743 280019 <https://www.cabshropshire.org.uk/shropshire-iass/>



Travel Training - Ellie's Journey



It all started late August last year. Ellie, 16, after 5 years at Severndale at Mary Webb was off to college – North Shropshire College at Walford.

A big decision and a big transition!

Don't panic – what's the new routine – we were in free fall.....so take comfort in the practicalities – how is she going to get there? We'd made the referral to the SEN transport team in July – filled out the forms and waited.

It will be a taxi – we're used to taxis and taxi drivers. I phoned and impatiently asked "what's happening?" the week before the new term started. "We've made a referral to Enable and will chase it up" we were told.

Next day, Tracy arrived from Enable for a chat with Ellie and us. She simply asked "Could Ellie get the bus down to the bus station and the coach to Walford, both ways?" No, of course not! What, by herself – the woman must be mad!

Rapid images of dim-lit bus stations, people lurking on street corners, erratic drivers, offers of lifts, chocolate bars. Long-held thoughts of vulnerability, at risk, safe-guarding – warning lights start flashing - again. Ellie has Down Syndrome, learning difficulties, talks to herself a lot, can't handle money, has no concept of time and..... She's never been allowed to go out unsupervised!

Tracy, meanwhile, is still waiting for her reply..... Gulp.....My husband says lightly ""Shall we give it a go

Ellie?" "Right" says Tracy "I'll allocate Ellie some travel trainers."

Two days later, Dave and Helen turn up at the appointed time. After a quick "hello" Dave says "Come on then Ellie, get your coat and shoes on and we'll walk down to the bus station." What, now? Do we trust these people walking off with our daughter???? She was off – like a shot!

Then the journey really began.....

Every day, morning and night, Dave (and sometimes Helen) were there on the doorstep. Very slowly and carefully Dave supported Ellie to walk down to the bus station and find the college bus. At first, college made sure that Ellie was met on arrival each morning and put on the bus at the end of the day. Dave was there each night waiting for her at the bus station to support her to walk home again.

Gradually and patiently together they progressed to catching not just one bus but two each way, morning and night. No time for cosy chats. Scenario building all the time, Dave gradually built up Ellie's confidence. He was always on time, undaunted by the weather, feeding back continually so that we could reinforce the training.

Before we knew it, Dave suggested that Ellie was ready..... Going solo was a big day. Dave, like the invisible MI5 agent, followed her at a distance and assessed and fed back that all was well. Soon, after a week or so, Ellie and Dave agreed she really was ready to go it alone.

Of course she had mishaps: the day she forgot her bus pass; when the college bus left without her at night; when her rucksack broke..... But she does it! She sets off at 7.50 each college morning with her backpack on and often with her breakfast toast in hand.

Our hearts still lurch every time we watch her go, and from 4.30 we wait anxiously until we hear her cheery shout as she enters the house at 5.10.

Travel training has given Ellie her very first taste of that freedom every child/young person wants...To do and be just who you are. We can't deny her that chance to have a go – despite the many "what ifs".....We are so very proud of her.

Letting go is so hard to do, but life is for living and there's a world out there that Ellie wants to live in. So, if you as other parents / carers see her stamping down the road in her Paedro boots, or on the bus talking to her imaginary friends.....please smile, help us gently guide and protect her on her way if need be, as we will for yours.

Thankyou Dave, from Ellie. We strongly recommend Enable – Give it a go.

Enable, Shropshire Council, Ptarmigan, Sitka Drive, Shrewsbury Business Park, Shrewsbury SY2 6LG
<http://shropshire.gov.uk/enable/our-services/>
enable@shropshire.gov.uk
Tel: 01743 276900

Growing Up - Alison's Story

Alison's shares her and daughter's experience of shopping for a first bra. Initially I was unsure with my daughter; who has Autism, learning difficulties and delayed receptive and expressive language, walking into a changing room with a complete stranger to be measured for her first bra.

My daughter had mixed emotion about what to expect, as it was a new experience for her. Having made the appointment with Marks and Spencer's the day before, we arrived at the store for our appointment at 10am. The lady approached and introduced herself as Catherine in a friendly, yet professional manner. She asked my daughter what her name was and showed her to the changing room. There she explained what she was going to do, how she was going to do it and asked if my daughter was ok with that. My daughter was then measured and Catherine brought a variety of styles for

her to try on.

Throughout the time Catherine asked if my daughter was happy with what was going on. Catherine asked if she had any questions, to which my daughter replied 'How do I fasten it around my back?' With a lot of patience, Catherine explained and showed my daughter, that with more practice it would get easier. It wasn't until the end that I was asked for my opinion of the bra.

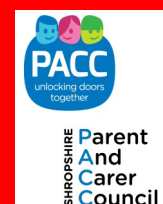
Overall, I was very pleased with the experience and was pleasantly surprised with the way that Catherine had treated my daughter, reassuring her and making her feel comfortable in a potentially embarrassing situation. I was happy that Catherine had spoken to my daughter instead of myself as this was her experience and not mine. It was great that Catherine had ignored the difference between my daughter and a young person without a disability.



Carers Week 2017 **Parent Carers 'All About Me' Workshop** **14th June 2017** **Carers Trust For All Offices, Sutton Farm, SY2 6HW**

Parent carers often don't take time to think about their own needs and how they can be best supported to be involved in discussions about the support they or their child needs. This workshop will be based around practical exercises that will help you to identify how services can best work in partnership with you. All those who attend will produce their own one-page profile, which they can use to inform future discussions with SEND practitioners.

To book your place please use the contact details below;
Email enquiries@paccshropshire.org.uk or ring Sarah on 0845 601 2205



Housing Options

For Young People and College Leavers in Shropshire

In response to feedback from Parent carers PACC requested information about local housing options for young people with additional support needs, from Shropshire Adult Social Care. The information below was provided in response to this request.

Shropshire Council are committed to working with individuals and their families and carers to identify accommodation and support that promotes independence and social inclusion.

To ensure we deliver this, we will meet with individuals to assess their needs from a strengths based approach and from that work with the individual and appropriate housing and care and support providers (if required), to ensure individuals remain living in their own community accessing informal and universal services wherever possible.

There are a range of housing options available for individuals to consider.

New Supported Living Housing Schemes

Shropshire Council Adult Services currently have 12 new supported living schemes, offering shared living options to young people who are unable to return to their family home after college. We are currently working with ensuring appropriate accommodation and support is in place to support 8 younger adults to live more independently following their time at Derwen

College, Oswestry. Adult Services have appropriate processes in place to ensure effective communication with these young adults and their families, to support effective transition from college. There is also ongoing development work identifying future supported living properties for young people.



Commissioned Supported Living Housing Schemes

Adult Services have a further 70 commissioned 'Supported Housing Schemes' across the county providing homes for people with additional needs, including younger adults with learning disabilities who have moved on from educational placements.

The care and support provided in these homes promotes independence and often results in enabling individuals to move onto other forms of independent accommodation increasing their social inclusion in the community.

When properties have vacancies the information is disseminated to social care teams who will identify young people that would benefit from this form of accommodation and support. Social care staff will then look at the needs of the other people living in the property and from this, work with all the relevant parties to support positive outcomes for all.

Information regarding these options can be discussed with our Supported Living Accommodation Officer Vivienne Hawkey on 01743 255817 or by email vivienne.hawkey@shropshire.gov.uk.

Vivienne can also provide printed information on Supported Living illustrating what a tenancy would mean to young people which includes Easy to Read documents.

Registered Social Landlords

Adult Services have a Protocol in place with Registered Housing Providers that enable nominations to be made for appropriate properties in county that will support independent living.

This Protocol aims to deliver the following outcomes:

- The number of younger Service Users in residential care can be reduced where appropriate
- Adult Services and the Housing Provider working together utilising a person centred approach to ensure the focus is on supporting the Service User to be as independent as possible promoting sustainable tenancies

Housing Options

For Young People and College Leavers in Shropshire

Positive Steps Shropshire Limited

Positive Steps Shropshire Limited (PSSL) Shared Lives Services provides an individualised service for adults who require accommodation, care and support within a family environment.

There are currently 11 vacancies across Shropshire and further information can be provided by contacting: Diane Phillips at office@positive-steps-shropshire.co.uk or by

telephoning 01743 251568 or you can contact by writing to Positive Steps Shropshire Limited, Louise House, Roman Road, Shrewsbury, Shropshire, SY3 9JN

Sustain

Sustain Housing Support, includes supporting and sourcing accommodation for young Service Users. The Housing Support Services aim to help people with additional needs to develop the skills and experience needed to be able

to maintain their own accommodation and live more independently in the community.

Support services are given through individual and group support aimed helping people to develop their own networks and friendships. Group activities and training are also hosted in local areas covering a wide range of topics with the aim of increasing skills.

<http://www.shropshirehousing.org.uk/sustain>

Short Breaks - 'All In' Commissioning

PACC has had Parent Carer representatives on the Short Breaks Commissioning Group for a number of years. The group oversees the Shropshire Council non-assessed Short Breaks programme known as All In. Each year the Council tenders for applications for organisations to provide opportunities for leisure activities for children and young people with disabilities or additional needs who would find it difficult to participate in mainstream activities.

As part of the group, PACC inputs into the wording and requirements of the tender, which specifies the type of activities that the Council is looking to commission. This is based on feedback received from PACC members who have told us what sort of activities they would like for their children.

After the closing date, a panel meets to evaluate the applications. The panel is made up of staff from the

Short Breaks team and the Disabled Children's Team, the Local Offer Co-ordinator, a representative from Citizens Advice Shropshire - who have the IASS contract, and a PACC parent rep.

The panel reads and assesses all the applications that are received. They are scored in a number of areas, including the type of activity and whether there is a need for it, the location the activity is to take place in, the age group it is aimed at and the type of disabilities they can meet the needs of. We also look at the staffing ratios and qualifications of the staff (specialist disability related skills and experience of working with children with disabilities, as well as qualifications relating to the activity itself). The applicants are also required to state how they will ensure there is a fair booking system in place and what outcomes will be achieved for the children and their families. Statutory requirements such as

Safeguarding, Insurance and First aid qualifications are also looked at. Of course, the cost of the activity and the amount of funding being requested is also a consideration as well as whether or not the activity would be sustainable if Council funding was not available in future years.

Once the applications have been assessed the results are brought back to the full Short Breaks Commissioning group for further discussion before the final decisions can be made about what will be funded. So far in Shropshire, we have been fortunate in maintaining a good programme of All-In activities in spite of the pressure on the Council's ever diminishing budget.

Being part of the Short Breaks Commissioning group and the evaluation panel is an interesting and valuable experience. If any parent carer would like to become involved please contact PACC.

News From the Shropshire SEN Team



All children and young people will be happy, healthy, safe and reach their full potential, supported by their families, friends and the wider community

Welcome to Shropshire SEN News

Updates

In the previous newsletter we reported on a number of projects that we are supporting to provide additional specialist provision for children and young people across Shropshire.

Following the success of Acorns Centre in Oswestry, Woodlands School are looking to develop a similar provision in the south of the county. A number of potential sites have

been identified and are currently being investigated with a final decision expected shortly.

You can find out more about this provision at www.woodlandscentre.org

It was also reported that Shropshire Council were supportive of a Free School bid being submitted by Shrewsbury Academy Trust to create a school for children with moderate learning difficulties (MLD) who are

unable to access their education within a mainstream environment. The provision is intended for children from key-stages 2 to 4. Unfortunately the initial bid was unsuccessful with the Department for Education requesting additional clarification around a number of points. A core group of representatives have met to discuss the options and will be resubmitting the bid shortly.

Person Centred Approaches in Shropshire

Following the introduction of the Children and Families Act 2014 Shropshire schools were introduced to the concepts of person centred approaches and how these can be implemented in schools. Shropshire SEN team have encouraged and reinforced the implementation of person centred reviews across all settings within Shropshire through SENCo network meetings and other correspondence.

Whilst there is evidence of much good practice across Shropshire, we believe that there is a need to develop greater consistency in the approach and encourage schools to embed person centred approaches into their practice.

Schools and colleges have been offered free one day training with 80 settings attending so far. Feedback states that 50% of delegates rated the training 'Very Good', 47% 'Good' and 3% 'Satisfactory.' In summary the elements of the training that were most valued were the:

Resources and tools
Networking opportunities
Re-affirming of best practice

Knowing what to expect from schools as practitioners/parents
An overview of person centred approaches

Evaluation comments made about the training were that it offered:

"An excellent overview of person centred approaches."

"Improved my knowledge – first time I'd heard of it."

"Feeling more confident about what we are doing."

"I like the person centred review idea and will be trying this in the next review meeting."

"Just knowing support is available by email."

"The importance of One Page Profiles and the impact that person centred approaches can have for all children."

To help us monitor the impact that the training has had, parents and carers have been requested to complete a short questionnaire following the annual review of their child, which is to be returned to the SEN Team in the pre-paid envelope provided.

News From the Shropshire SEN Team

How well are we doing?

In order to inform our processes and enable us to further improve the service that we offer, we are requesting that parent/carers complete a simple questionnaire at the end of the education, health and care needs assessment process. The questionnaire is distributed along with the draft EHC plan and will provide valuable feedback to enable us to develop our practice to best

support the needs of children and young people with SEN and their families.

In the short period of time that we have been circulating these questionnaires we have received 14 returns.

The questions are scored on the following scale;

Strongly agree = 5
Agree = 4
Neither agree or disagree = 3
Disagree = 2
Strongly disagree = 1



Our findings, so far, are presented in the table below;

Questions	Average Score
Staff from the SEN Team kept you sufficiently informed during the assessment process.	4.4
Is the paperwork clear and easy to complete?	4.5
The local authority strives to be person-centred. How well do you feel we achieved this?	4.6
If you used the Local Offer, did you find the information regarding the EHCP assessment process useful?	4.6 (5 returns)
Overall, were you pleased with the service and support you received?	4.5
Do you think that your views and aspirations are appropriately reflected in the proposed plan?	4.6

There is also a chance to add additional comments.....

"We are really grateful for the opportunity to have our voices heard in the new EHCP, however we found quite a crossover in some of the questions and not much space to write (about a very complex character!)... We do find all the jargon baffling ...! We have very little personal contact with the SEN team, although on the occasions when we do make contact folk are lovely :)..."

The number of new EHCPs issued within a 20 week timescale – latest figures

The SEN Team work hard to achieve the 20 week timescale for issuing an EHC plan from the point at which the request to assess is received by the Local Authority. During 2016 82.6% of all EHC plans were issued within 20 weeks and this increases to 96.6% with exceptions (exceptions apply when the local authority are waiting for information from another agency such as health or where schools are closed during the summer holidays which means that the LA are unable to gather further information from the school in order to inform the plan).

Emotional Health and Wellbeing Service

Transforming CAMHS

The Emotional Health & Wellbeing Service is a newly commissioned model across Shropshire, Telford & Wrekin (T&W) to deliver services to young people to support their emotional health and their well-being.

The contract for the delivery of this new service has been awarded to South Staffordshire and Shropshire Foundation Trust (SSSFT) in partnership with The Children's Society, Kooth, Healios and the Shropshire Community Health NHS Trust (Shrops Comm).

Both Kooth and Healios offer online support to supplement local services, more information about these organisations can be found at; <https://kooth.com/> <https://www.healios.org.uk/about/>

The Children's Society support vulnerable young people across the country with mental health issues <http://www.childrenssociety.org.uk/our-work-to-help-young-people-with-mental-health-problems>

Both the SSSFT and 'Shrop Comm' already deliver mental health and learning disability services in Shropshire across for both children and adults; <http://www.sssft.nhs.uk/about/who-we-are> <http://www.shropscommunityhealth.nhs.uk/>

Improving access to the right service, in a timely way is a key delivery priority for the Partnership and the new service will commence on the 1st May 2017.

The new service is expected to;

- Promote resilience, prevention and early intervention
- Improve access to effective support – a system without tiers
- Care for the most vulnerable
- Be accountable and transparent
- Develop the local workforce

and to deliver the outcomes identified in the table below;



Element of Service Model	Outcome
Early Identification	Professionals and others who know me notice when I need help and offer me advice and support when they think I need it.
	I get the support I need when I ask for help and it makes me feel better.
Targeted Prevention	People understand me and my situation and provide me with the support I need to manage/improve my emotional health.
	I know that people are looking out for me and will provide me with the support I need even if I don't ask for help.
Treatment	I am given a choice about the treatment/support I receive.
Stabilise and step down	Once I have completed my support, I am confident in my plan of recovery and what to do if things go wrong.
Crisis Resolution	I feel supported during times of crisis.
Quality Assessment and Practice	I don't have to tell my story more than I need to. My experience is well understood and information is shared with those who need it.
	I understand about the support I'm receiving and what it aims to achieve.
	The support I receive enables me to achieve my goals.
	The support I receive enables me to better manage my emotional health and wellbeing by myself.
Access	I get support when I need it.
	I am given a choice about how, where and when I receive the support/treatment I need.
	I can access support in places I often go and feel comfortable with.
	Me, my family and the professionals who know me, know how to make the first point of contact to get information and advice around emotional health and wellbeing for children and young people.
	I have access to information, tools and techniques to improve/manage my own emotional wellbeing.
Universal Services	Those working with children and young people feel confident and able to promote emotional health and wellbeing.
	Those working with children and young people are able to identify needs around emotional health and wellbeing.
	Those working with children and young people have the skills and the tools to provide support where appropriate.
Child, young person and family centered	My parents, family and network feel supported.

Emotional Health and Wellbeing Service

These outcomes have been developed in partnership with children and young people and their families.

The service will offer a range of support including; early support and interventions for children and young people including those aged between 0-5 years, a crisis service for young people in the community, a specialist community eating disorder services for children and young people, a specialist mental health and challenging behaviour service for those with a learning disability and a specialist multi-disciplinary autism and ADHD assessment pathway.

Currently the way the service will finally look is still being developed. PACC attends the service's Implementation and Assurance Group, which includes representatives from the Shropshire and Telford and Wrekin Clinical Commissioning Groups and Local Authorities. There is also work being done with the provider partnership,

on how the services will be delivered on the ground. Both commissioners and the providers are committed to working in partnership with children and young people and parent carers to co-design the new service.

One of the key issues being discussed at the moment, is how families will access the service. Currently existing support is accessed through the Local Authority run 'Family Connect' (Telford & Wrekin and 'Compass' (Shropshire) but alternative options are being considered such as access through CCG referral centres or via direct referrals to the provider partnership. As part of the transition to the new services, funds have been allocated to clear the current waiting list for children's and young people's mental health services. It is not clear as yet, how these waiting lists will be addressed and PACC has requested further information about what this will mean for Shropshire families. During discussions with the

project leads PACC has raised the need to ensure that the new services links and integrates with other support systems such as the SEND processes. Emotional Health and Wellbeing services are key to supporting young people with SEND in preparing for adulthood from the earliest stages and to achieving key outcomes such as; employment, independent living and community inclusion.

PACC has also requested that there is improved communication about the development of the service so that families are well informed about plans for the service and made aware of opportunities to contribute to its design.

If you have any particular concerns or questions about the new services or plans to address current waiting lists, please do contact PACC and we will raise them at the relevant meeting.

Book Review - Autism and How to Help your Young Child (ISBN 1-899280 65.0)

Recently a family member received a diagnosis of ASC for her 3 year old son. Not surprisingly she was upset and urgently needing advice in how to support her young child.

In my search through literature I came across this book published by Leicestershire Council and Fosse Health Trust, which provided clear information, with lots encouragement and positive suggestions. It starts with a brief but clear summary for the basis of a diagnosis of ASC and follows this with three pages of quotes from parents describing common behaviours of their young children. These are then grouped together and some explanation is offered for the underlying cause of the behaviours.

The book then proceeds under the headings of social interaction, communication and imagination, and need for sameness, to make lots of positive suggestions of ways to work with their behaviours, to draw the young child into the world.

For example; "Daniel uses lots of words like he is labelling everything, but he doesn't use words to have conversations. The authors suggest grouping objects to make a story, respond 'as if' he were talking to you and set up sessions to hold 'conversations'. Even if your child initially resists offer comfort and return to the activity later."

The book is 50 or so pages of things to try, offering positive activities for parent and child and helps with the feeling of helplessness and negativity that can sometimes follow an initial diagnosis.

The Shropshire Picture



Shropshire is the largest inland county in England, yet it has one of the lowest populations. This means that the population is spread out across a large area, with more people living in the rural areas of Shropshire than in the urban areas. In addition, Shropshire has a higher percentage of over 65 year olds than the national average, and not unsurprisingly a lower than average proportion of under 25 year olds.

There are 153 state funded schools in Shropshire:

- 118 primary schools, including 10 with academy status
- 5 infant schools
- 5 junior schools
- 1 all through school
- 20 secondary schools, including 13 with academy status
- 2 special schools, including 1 with academy status
- 1 free school

As a comparison Coventry, which has a similar size population to Shropshire but a much smaller area, has 9 state funded special schools,

2 of which have academy status.

The percentage of schools in Shropshire that are rated Outstanding or Good by Ofsted is 84%.

Shropshire as a county presents some particular challenges in delivering services that are equally accessible to all of its residents. Having a population that is widely spread means that delivering services that are in reach of all communities can be difficult and expensive. When combined with the cost of maintaining a public transport infrastructure in a rural area, it gives some understanding of why services in Shropshire are being particularly impacted by the financial policies of the current Government.

These factors also affect the work of PACC. As a small organisation, that relies on voluntary support, we struggle to reach families throughout Shropshire as much as we would like to. We currently don't have the resources to take our events to all parts of Shropshire, but

want to make sure that all Shropshire families benefit from our work and are offered a voice through PACC.

Can you help us make sure that your community knows about PACC? Would you be willing to be a PACC Champion and be a point of contact for other families of children and young people with SEND in your local area? We would love to hear from you if you would be interested in being a local contact for PACC.

We are looking for parent carers who could help us distribute our newsletter to places such as their local schools or GP surgeries, can put up posters to advertise PACC events on local notice boards and maybe even arrange for information about PACC to be published in school or local newsletters.

If you would be interested in supporting PACC in this way please contact Sarah on enquiries@paccshropshire.org.uk or call on 0845 601 2205.

Diary Dates 2017

- 10th May** – PACC Spring Conference
- 18th May** – PACC Board Meeting
- 14th June** – Carers Week Workshop
- 15th June** – PACC Board Meeting
- 20th July** – PACC Board Meeting

