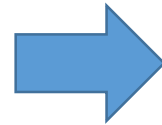


## Our Core Values

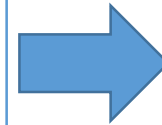
### Vision

Our vision is of a well-informed, connected and empowered community of families of children with disabilities or additional needs, offering support to each other and working in partnership with service providers, to create quality services that meet the needs of all parent carers and their children.



### Key Outcomes

- The creation of a parent carer community that reduces isolation and strengthens the capacity of parents to support their family.
- The provision of information to inform and empower parents and carers about the issues that affect their families.
- The provision of opportunities for parents carers to influence the decisions that affect their families and to contribute to developing services that meet the needs of their families



### Priorities

1. To embed strategic participation opportunities for Shropshire parent carers across all service areas
2. To empower parent carers to actively engage in participation opportunities
3. To improve the delivery of information to parent carers to enable their participation in decision making
4. Develop an understanding of parent carer participation and its value, amongst commissioners & practitioners in all service areas.
5. To bring parent carers together to lessen isolation and create resilience with the community
6. To develop partnerships to strengthen PACC as an organisation and to increase its reach and capacity

## Our Ways of Working

### Two Way Communication

- Issue regular updates about PACC's work, opportunities to participate and SEND issues
- Create opportunities for parent carers to share their views & experiences via participation in consultations & discussions about services & processes
- Develop case studies that illustrate parent carers experiences, to develop understanding of practitioners & commissioners

### Building Resilience

- Opportunities for parent carers to come together & share experiences & offer peer to peer support
- Share examples of good practice, positive outcomes & celebrate our community
- Training for p/c to develop their understanding of the challenges they might face and how they can respond

### Effective Partnerships

- Promote person centred approaches to parent carers to support participation
- Work with statutory and voluntary organisations to develop a coordinated offer for SEND families
- Work with commissioners / practitioners to ensure that services are designed, commissioned & delivered in a way that reflects the needs of SEND families

### Providing Representation

- Support p/c to develop the skills to become p/c representatives & provide resources that enable p/c to take on this role
- Providing p/c representation in all strategic meetings that impact on the Shropshire SEND community
- Promote the value of effective data collection and analysis in understanding the needs of the Shropshire SEND community

## Our Measures of Success

- Parent carers will report that they feel better informed about service, legislation and issues that impact their family
- Parent carers will report that there are increased opportunities to participate in strategic decision making
- Parent carers will report that they feel able to influence strategic decision making in Shropshire
- Parent carers will report that they feel less isolated and have a sense of community
- There will be clear participation pathways in all services areas, which enable parent carer experiences to inform all services that support SEND families

- Increased satisfaction with SEND services reported by parent carers
- Parent carers will report feeling more able to plan for their child's future
- Improved outcomes for children and young people with SEND and their families are recorded

