

Information & Support | Influence & Change



**Influence & Change**



**Community Support**



**Information Provision**

## Preparation for Adulthood Navigators Report

**Year 2 Term 3**



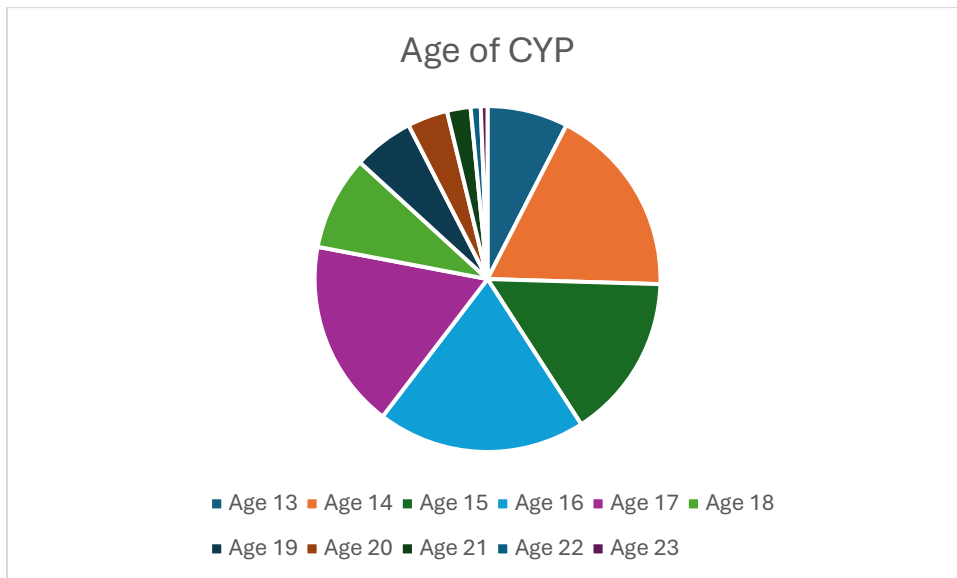
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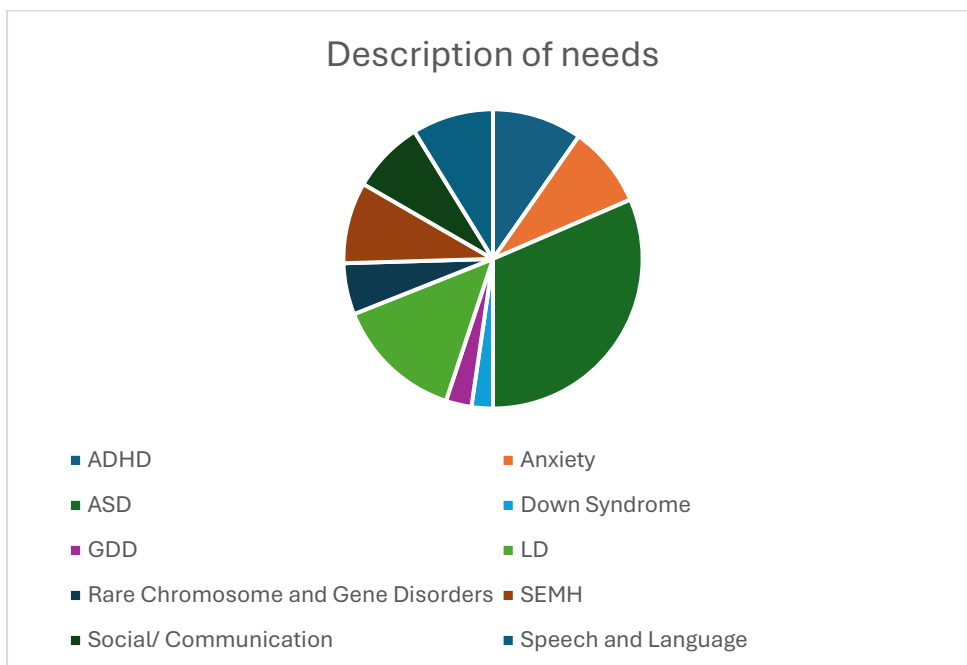
## Enquiries

During Year 3, Term 2 there has been contact with 318 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.

The age range of Children and Young People that Parent Carers have contacted PFA Navigators about ranges between 13 and 23 years of age.



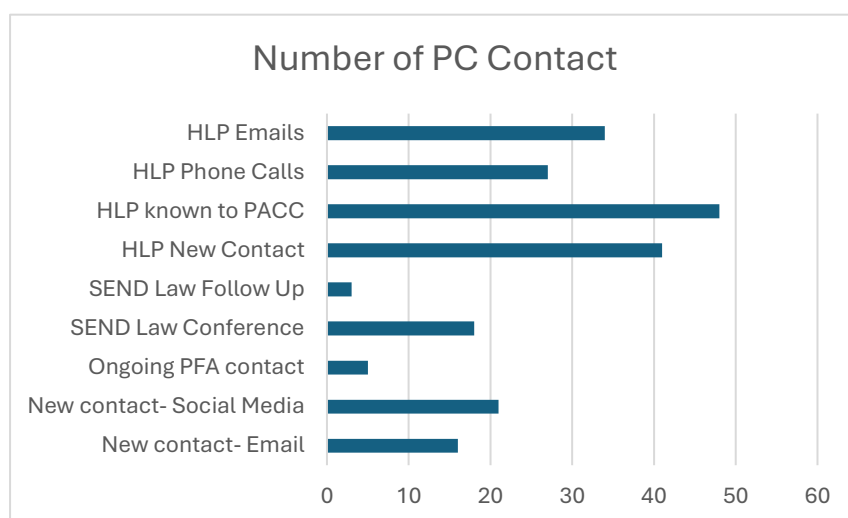
Diagnosis of Children and Young People is broken down below.



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.

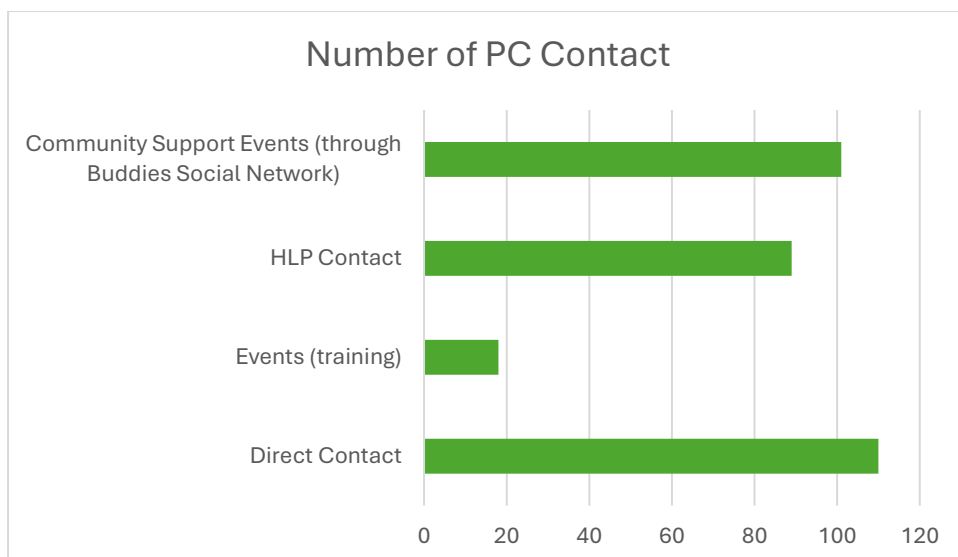
### Number of sessions delivered

This term has included PACC's Healthy Lives Summer Programme (HLSP). This year's programme has an increase from 2023 of new families. A total of 89 Parent Carers of 14-25 year olds enquire and register for this year's programme. Of these 80 Children and Young People aged 14-25 participated in this year's programme. (further details will be published in PACC's Healthy Lives Summer Programme Report).



We have seen an increase contact from Parent Carers in crisis, who have required 1:1 calls and ongoing signposting to support and services which will continue into year 3.

Type of Contact	Number of PC Contact
New contact- Email	16
New contact- Social Media	21
Ongoing PFA contact	5
SEND Law Conference	18
SEND Law Follow Up	3
Conference Follow Up	4
HLSP New Contact	41
HLSP known to PACC	48
HLSP Phone Calls	27
HLSP Emails	34



Type of Contact	Number of PC Contact
Direct Contact	110
Events	18
HLSP Contact	89
Community Support Events	101

Community support events this term have included a theatre trip, sing-along session, Self-defence class, Sailing, a family dog walk and bowling. These activities are run through Buddies Social Network (for CYP aged 14-25) and gives Parent Carers the opportunity to speak to PACC in an informal setting and arrange 1:1 contact where needed.

### **Meetings/ Contact with community Groups and Services**

Workstreams attended:

- PFA Workstream
- Supported Internship Employment Forum

Meetings with community Groups

- Oswestry SEN Parents
- Wem SEN Hub

Meetings/ Contact with Practitioners

- Team Manager – Learning Disability, Autism and Preparing for Adulthood.
- Post 16 PFA SEND Commissioning Manager
- Designated Social Care Officer
- Fleet and Specialist Transport Manager
- Banardos Key Workers
- Taylor Support



## Promotional Activity



**Contact A PACC Preparation for Adulthood Navigator Today!**

### What can I speak to a Navigator about?

- Further education
- Education, Health and Care Plans
- Annual Reviews
- Activity Plans
- Finances and Benefits
- Employment and Volunteering
- Annual Health Checks
- Staying Healthy
- Mental Health Support
- Being Part of the local community
- Housing Options
- Support for Parent Carers

For more information, or to arrange a Teams call, email:

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

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**Preparation for Adulthood**  
SEND law and young people (post-16)

Wednesday 19th June  
9:30am-3:00pm  
Location- Central Shrewsbury

Are you a Parent Carer of a Young Person aged 14-25?  
PACC's PFA Navigators are hosting a SEND law Masterclass with IPSEA.

The course aims to provide attendees with information about the law on special educational needs and disabilities and the considerations that apply in the context of a young person, empowering families to secure the right education for their child as they transition towards adulthood.

- What your local authority and education setting should be doing to help
- The framework of the Children and Families Act 2014, including SEN support, EHC needs assessments, content of EHC plans and annual reviews
- How the Mental Capacity Act 2005 may apply
- Social care duties, including the transition from child to adult social care
- Transport duties relating to those over compulsory school age

Please note, places for this event are limited and we cannot guarantee that everyone who registers an interest will be allocated a space.

[www.paccshropshire.org.uk](http://www.paccshropshire.org.uk)  
[info@paccshropshire.org.uk](mailto:info@paccshropshire.org.uk)  
[@shropspacc](https://www.facebook.com/shropspacc)



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**Healthy Lives Programme: Booking Now Open**

Our Healthy Lives Programme offers all age family activities, community based activities suitable for ages 14-25, and a selection of activities suitable for those with complex needs.

**Activities for children & young people with SEND in Shropshire**

For more information email [info@paccshropshire.org.uk](mailto:info@paccshropshire.org.uk)



### 14-25 Yrs Activities

Our activity offer for 14-25 is about making community-based activities accessible to this group, bringing together activity providers into one co-ordinated programme that offers meaningful opportunities to learn new skills, build confidence, make friends and get active. This year we have some returning providers as well as a number of new providers.



### Family Activities

Including all age family activities; including swimming, sensory disco and soft play, activities for 5+; including swimming, pool party, soft play, sensory disco and tennis, activities for 8+ including swimming, pool party and cycling. Please note that children attending these sessions will require a PA/ Parent Carer to support them during the session, and siblings are welcome to attend.



### Complex Needs Activities

Offering activities for young people with more complex needs including sensory story time, soft play, 1:1 trampolining and singing sessions.



This Term there has been a focus on promoting PACC's Healthy Lives Summer Programme. We have adapted the general PFA flyer based on Feedback from Parent Carers. Promotional materials have continued to be shared on social media, direct mail outs and in PACC monthly newsletters. Flyers are also taken to all in person events.

### **Outcomes/ Referrals/ Outputs**

- There have been positive outcomes with children's social care this term. Open communication with Designated Social Care Officer has allowed Navigators to discuss themes in issues and concerns raised by Parent Carers, and a number of families that contacted PACC in crisis, where they were struggling to contact social workers or know who they needed to speak to. Parent Carers have informed us that contact has now been made and have reported positive outcomes on follow up calls.
- There has been a positive outcome with SEND transport- issues parent carers reported were raised with the SEND transport team and information is now clearer on the Local Offer. Parent Carers have also informed us on follow up calls that they have had contact from SEND transport. Although some families still do not have transport in place, this is a positive step forward. Information has also been updated on the Local Offer- <https://next.shropshire.gov.uk/the-send-local-offer/travel-and-transport/post-16-16-19-year-olds/>
- Banding of EHCP's was queried with the Local Offer as information on the website was not clear. This has now been amended and makes it much clearer for Parent Carers to understand the levels of increments within EHCP banding- <https://next.shropshire.gov.uk/the-send-local-offer/education/how-is-sen-funded-in-schools/>

### **Signposting to Services:**

- IPSEA
- IASS
- NDTi resources and guides
- Local Offer
- All In
- First Point of Contact
- Buddies Social Network
- PACC Healthy Lives Programme
- Citizens Advice
- PlanIt Future
- Community Activities: Arty Party, SYA, 4all foundation, Shropshire Inclusive Dance
- Young Minds
- Autism West Midlands
- Shropshire Youth Support Trust
- Early Help Drop In events
- Healthier Together
- Dynamic Support Register

## Compliments/ Complaints

As we approach the end of Year 2, we have now started to collect impact feedback from Parent Carers.

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*I came to PACC after signing up to a parent/ carer course. I had been feeling incredibly isolated and needed to connect with other people who understood. The course itself focused on my life as a carer and what I could do to look after myself. Something I hadn't really considered; all my energy goes to my children.*

*From the start of the course Abi made me feel incredibly welcome and comfortable. She is amazing at putting people at ease. I felt able to share my story and didn't feel judged at all. She listened to me and offered suggestions which were so helpful. She also made me laugh, gosh that should never be underestimated as important. Life is so serious, as a parent carer you can feel consumed by everything you have to do.*

*Abi signposted me to several different things that I didn't know anything about. Some for my children some for me. We signed up for summer activities which I didn't know about. These activities quite simply saved my sanity. My daughter struggles without a plan which the activities gave us. I got to chat to other parents and staff which was so lovely.*

*Abi has a vast knowledge of what our area offers and about the education system. Knowing she is an email away has been so helpful and reassuring. My daughter is in Year 6 so this year is going to be a challenge, looking for a suitable school to transition to, I know Abi will be there to support me of I have and questions. I value her expertise and knowledge very much.*

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*We first contacted Abi in November 2022 and wow what a source of light she is.*

*To prepare for this review we had a look at previous correspondence, and what comes over in these, (and telephone conversations), is her professionalism, demonstrated by her empathy with our situation, an ability to listen, and also ask good questions.*

*Abi is always very professional and will quickly follow through with any actions she has given herself, whether it be a link for a follow up meeting, going to chat to someone on our behalf, or finding out some information for us & quickly updating us on it.*

*Abi's knowledge of her subject is really helpful and has helped us understand the process we need to follow to get our son a school. Abi also got Debbie on the IPSEA workshop regarding EHCP's which was really helpful, as we hadn't heard of IPSEA till Abi advised us. Attending the course also helped us not to feel so isolated, as there were other parents/carers attending the course.*



*Could we also mention her never ending patience and cheering up superpowers. We have both felt down at times, with this long battle to get our son schooling (20 months), but Abi is always available for moral fortitude and that has been great.*

*We feel really lucky to know Abi, as I am sure you all do too. Thank you so much Abi.*

## **Key issues and Themes**

- **Mental Health Support-** Parent Carers are struggling to access mental health support for their child/ young person where they have a neurodiversity. This is a particular challenge for young people 18 and above. Parent Carers have told us that they are having difficulty knowing which service can support them, having issues with referrals, having issues with waiting times and are unable to identify a service that staff have appropriate knowledge/ training of mental health and Neurodiversity.
- **Limited Social Opportunities-** There has been feedback throughout the 2 years navigators have been in post about a limited awareness of social opportunities for children and young people with SEND. The Local offer provides information on some groups, but Parent Carers have informed us they do not have the time to scroll through and do not always know where to look or what to search for. There is also a gap in provision for children and young people with complex needs and those that require 1:1 support.
- **Accessing PA's-** Parent Carers are having difficulties finding PA's, which also impacts children and young people's social opportunities. The PA noticeboard is signposted to for adults, however, there is nothing similar for children.
- **Communication from Social Workers within Adult Social Care-** Parent Carers have told us that they have experienced difficulties contacting social workers within Adult Social Care, this includes communication following on actions. Navigators have on occasion raised individual cases, however, as this appears to be a systemic issue, and with increased numbers of parent carers reporting this, navigators do not have the capacity, nor is it part of their role to raise all cases on an individual basis.
- **Education, Health and Care Plans-** Parent Carers have told us that they are having difficulties contacting the SEN team/ case officers regarding their child/ young person's EHCP. Parent Carers have told us that they have been waiting up to 10 months for their child/ young person's plan following an annual review. We have also been told by parent carers that when they do receive plans that the wrong name is included in the plan/ incorrect pronouns have been used/ plan writers have changed information provided by external practitioners. We have also been contacted by parent carers who have had an inappropriate provision named in section I/ no provision named in Section I. Parent Carers have also told us they feel in some instances that the information in their child/ young person's EHCP is outdated and does not accurately reflect needs.
- **Education Placements-** This term navigators have been contacted by parent carers of children/ young people of compulsory school age who do not have an education placement- these include families who have told us this has been the case for 1 month up to 18 months.

- **Reduced Timetables-** Parent Carers have told us that their child/ young person is accessing school on a reduced timetable and is only in education 1-2 hours a day. In some instances, this has gone beyond 6 weeks.
- **SEND Transport-** Parent Carers have told us that they have had issues with applying for SEND transport, including being informed that they were not eligible as their child/ young person did not have an EHCP. Parent Carers told us that they did not understand the criteria.
- **Lack of Support for Parent Carers-** Parent Carers have told us they do not prioritise their mental health and needs, as they do not have time or do not know where to go. Some parent carers were not aware they could request a parent carer needs assessment.

### Year 2 Reflection

Topics Parent Carers contacted regarding	Year 1 Term 1.	Year 1 Term 2.	Year 1 Term 3.	Year 2 Term 1.	Year 1 Term 2.	Year 1 Term 3.
EHCP-Quality						
EHCP- Timeliness						
EHCP- Application process						
EHCP- Inappropriate/ no named provision						
EHCP- Annual review						
No education provision placement						
Education Provisions						
Post-16 Education Options						
Social Opportunities						
Mental Health Support- CYP with ND						
Mental Health Support- Parent Carers						
SEND Transport						
Support for CYP						
Accessing PA's						
Communication with Practitioners						
Finances and Benefits						
Power of Attorney/ Deputyship						
Housing- Supported Living						
Housing- Independent Living						
Tribunal Process						
Complaints procedure						

Reflecting on the previous 2 years of navigator enquiries, the above table indicates the areas navigators have provided information, signposting to support and services. White indicates little to no contact regarding these areas, with light green indicating an increase in contact from the previous term, going to dark green where there has been a significant increase in contact regarding this area.

### **Plans for Next Quarter**

- Focus on PFA guide for Parent Carers
- PFA Conference for Parent Carers
- Continue to develop relationships with Secondary Schools and Post-16 education provisions
- Continue developing the range of activities provided through community support activities
- Healthy Parent Carer- Delivery of second training programme