



# Parent Carer Council Shropshire (PACC)

*Championing the Voice of  
Shropshire's SEND  
Community*

**Information & Support, Influence & Change**

# Parent Carer Council (PACC) - Shropshire

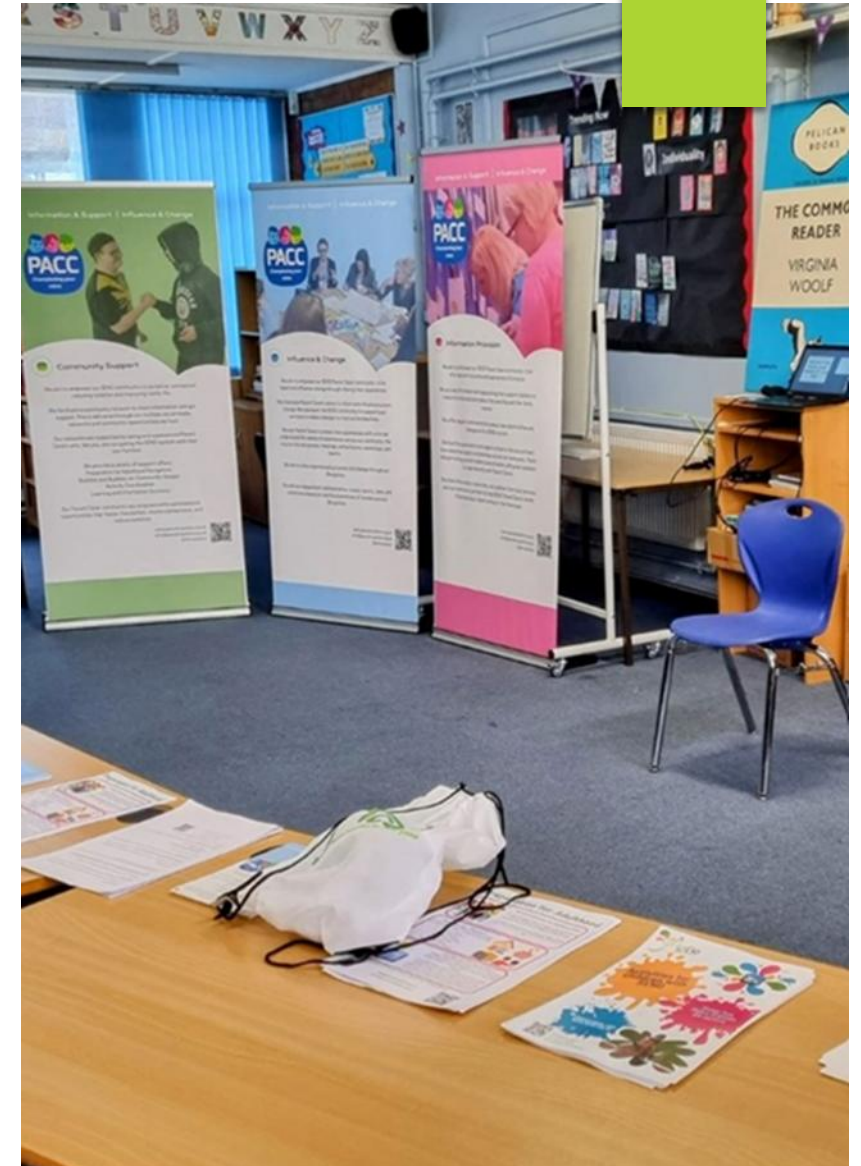
- ▶ Experience Led
- ▶ Solution Focused
- ▶ Community Representatives
- ▶ Working with SEND families of children & young people 0-25 years – Parent Carers and Family Carers
- ▶ Across all service areas

## Parent Carer Council Shropshire (PACC)

Vision
(Shropshire) A great place for SEND families to thrive and have the same opportunities as everyone else.
Mission
We will listen to our community and bring people together to create a more powerful voice to inform and influence change.
Promise
Championing your voice to influence change.
Values
<p><i><b>Understanding – Independent – Courageous – Aspirational</b></i></p> <ul style="list-style-type: none"><li>• We will <b>understand</b> our community by listening with care and compassion</li><li>• We will <b>independently</b> represent our community</li><li>• We will <b>courageously</b> tackle challenges to influence change</li><li>• We are <b>aspirational</b> with the highest aims for our community</li></ul>

# PACC Shropshire – three main work areas

- ▶ **Influence & Change** – enabling parent carers & family carers to contribute their experience and understanding to local decision making at an individual, operational and strategic level across all services.
- ▶ **Information Provision** – ensuring the provision of accessible, transparent information so that parent carers know what is available, their rights and how they should be supported, enabling them to plan effectively for the future. Monthly newsletter, active social media and direct mail outs.
- ▶ **Community Support** – bringing SEND families together, creating connections and sense of belong, alongside personalised signposting and information provision. Offering term time and holiday activities through Buddies Social Network and Healthy Lives Programme





# Engaging With Shropshire SEND Community 2024 / 25

- ▶ PACC engages with Shropshire Parent Carers and Family Carers every day.
- ▶ An ongoing conversation, which is enhanced by specific engagement activity, such as survey's, workshops, and 1:1 discussions via PACC's Navigator Project and other Community Support Activity.
- ▶ A flexible menu of opportunities; online and in person contact and importantly activities for children and young people with SEND, where they are supported by parent carers / family carers.



# Looking at the Numbers

- ▶ 1665 SEND families on PACC database
- ▶ 2000plus followers on Facebook open page
- ▶ 33 closed Facebook groups



# Specific Participation Opportunities

- ▶ **Mad Sad Glad survey** – ‘What do makes parent carers / family carers ‘Mad, Sad or Glad’ about SEND in Shropshire?’ 120 responses  
<http://www.paccshropshire.org.uk/cd-content/uploads/files/Mad%20Sad%20Glad%202025%20Report%20.pdf>
- ▶ **Experience of supported living survey** – Experience of those considering, living in or failed Supported Living placements 35 response
- ▶ **EHCPs** – Experience of Shropshire EHCPs, assessment process, timeliness, quality and implementation (ongoing) 42 responses
- ▶ **AGM workshop** on what does inclusion look like in mainstream schools and top three concerns (plus top three concerns online survey) – ‘What do you think needs to happen to make mainstream schools inclusive?’ and ‘How will we know if a school is inclusive?’ 34 responses
- ▶ **PFA Guide** feedback exercise – ‘What is missing, what do you like / not like?’ 55 parent carers participated
- ▶ **ND Assessment Referral** – What is your experience of this process’ 48 responses





# PFA Navigator Project

## ► Year 3 / Term 1 - 204 contacts

Direct Contact calls with 23 Parent carers plus 181 contacts through Community Support Activities run through Buddies Social Network and The Healthy Lives Programme.

## ► Year 3 / Term 2 – 339 contacts

Direct Contact calls with 47 Parent carers plus 292 contact through community Support Activities run through Buddies Social Network and The Healthy Lives Programme.

## ► Year 3 / Term 3 to date – 472 contacts

Direct Contact calls with 36 Parent carers plus 436 contact through community Support Activities run through Buddies Social Network and The Healthy Lives Programme.

# Partnership For the Inclusion of Neurodiversity in Schools (PINS)

- ▶ In year one PACC visited the 20 PINS schools three times engaging with parent carers as follows
  - 1st Meetings – 86 parent carers
  - 2nd Meetings – 203 parent carers
  - 3rd Meetings – 54 parent carers
- ▶ The PINS survey is sent to all families at the schools participating with 330 responses (186 from SEND families) being received for Survey 1 and 203 (116 from SEND families) for Survey 2
- ▶ PINS schools were spread across Shropshire and reflected the range of primary schools in the local area.



Supporting Neurodivergent Children in Mainstream Schools

## ARE YOU A PARENT CARER OF A CHILD WITH SEND?

X School is participating in the Partnership for Inclusion of Neurodiversity In Schools (PINS) project.

Parent Carer experiences and views are a vital element of the PINS project. Input from Parent Carers will help improve support for children with additional needs within your school, alongside the training package staff will receive.



### AIMS OF THE PROJECT

- Ensure Parent Carers have their voices heard by school.
- Bringing Parent Carers together to share experiences.
- Work in partnership with schools.



### YOUR VIEWS MATTER

Join us to share your views, hear more about the project and find out what your school will be doing.

**DATE:**

**TIME:**

Open to ALL Parent Carers of children with SEND; no diagnosis or EHCP required

If you require any further information, please email [Simone@paccshropshire.org.uk](mailto:Simone@paccshropshire.org.uk)



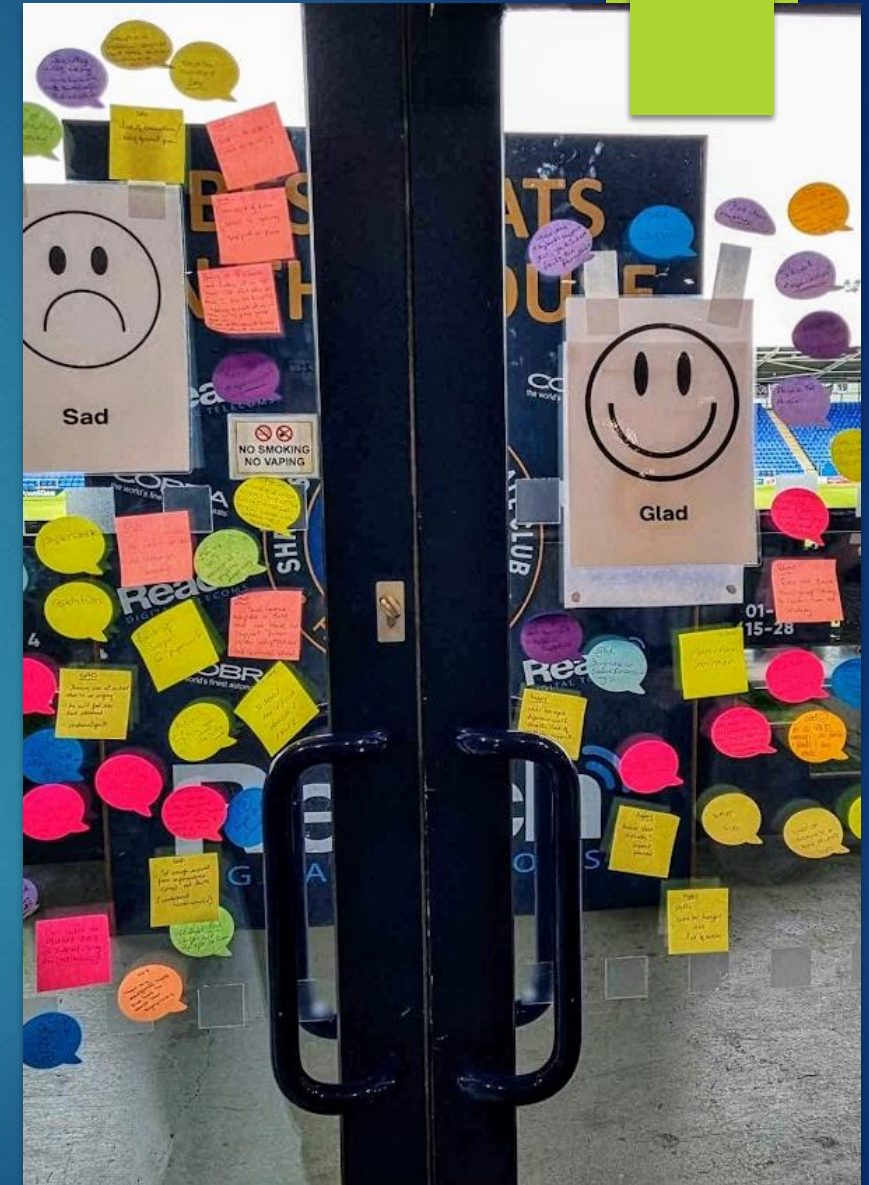
# What are Shropshire Parent Carers / Family Carers Telling Us?

**Communication:** There is a need to improve communication across the whole of the Shropshire SEND system. PACCC has received consistent feedback and comments about issues with communication in the following areas;

- ▶ **EHCPs** – assessment process and annual reviews – families report delays in responding to queries, lack of clear information about placement consultations, lack of information about likely timescales
- ▶ **Schools** – understanding what support CYP are receiving in schools and progress being made across all areas of need.
- ▶ **Social care** – agreed actions not been completed and families not knowing what is happening following meetings with social workers.
- ▶ **Bee U referral process** – Lack of clear information about how the process is meant to work and inconsistent information given to parent carers.
- ▶ **Lack of accessible information** for parent carers / family carers to understand local support offer – majority of families report not having heard of the Local Offer in PINS meetings

# Steps to Improvement

- ▶ **EHCP's** - increased information being shared with SEND Community about the development of the EHCP Team. New contact points added to EHCNA process to update families about progress.
- ▶ **Schools** – PINS promoting; increased availability of information about interventions and what they are for parent carers, regular SEND section in school newsletters, open conversations about reasonable adjustments
- ▶ **BeeU referral process** – Myth buster co-produced to address key questions raised by parent carers.  
<http://www.paccshropshire.org.uk/beeu-myth-buster>





# What are Shropshire Parent Carers / Family Carers Telling Us?

**Poor Relationships with Practitioners and System:** Poor communication either impacts or is sometimes a symptom of poor relationships. Parent carers and family carers have shared their frustrations about always feel that they are having to chase updates or actions and 'fight for support'.

- ▶ **Social Care** – families repeatedly report having to request updates on assessments and what is happening next. These are often families who are facing considerable strain and have taken the difficult step to ask for help.
- ▶ **Lack of Appropriate Early Intervention** - Parent carers and family carers tell us that there is not sufficient understanding within the Shropshire system about the impact of the challenges they face on a daily basis. They report that they feel the default position is that they must be doing something wrong and that their parenting is at fault, rather than understanding that raising a child with SEND can be difficult. Families would value increased understanding, empathy and care. This was highlighted in the Mad, Sad, Glad report where responses consistently highlighted that parent carers / family carers spoke about consistently feeling they had to 'fight for support'.
- ▶ **Lack of Specialist Support Services** – Parent carers and family carers have highlighted issues with accessing specialist support service due to insufficient provision. This results in significant waiting lists for support and limited access to services. This impacts in two ways; firstly, it creates a reliance on legal entitlements and dispute processes, secondly it often leads families going into crisis. Feedback is particularly received about this in relation to ND assessments and social care support.



# What are Shropshire Parent Carers / Family Carers Telling Us?

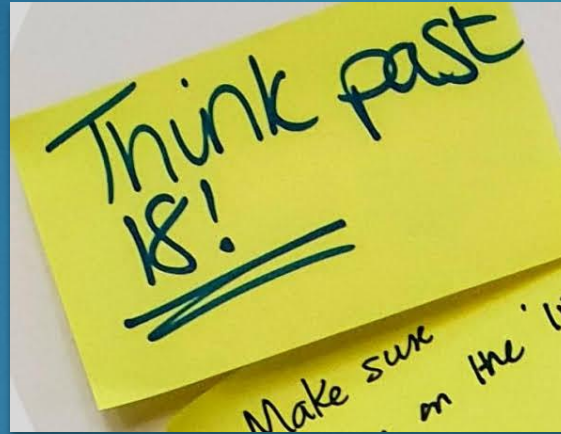
**Lack of timely Preparation for Adulthood:** parent carers and family carers have highlighted that they feel the system doesn't support them to effectively plan for the future. Plans are not updated in a timely way, which can make transitions difficult and there is a lack of information about what support is available, limiting choice and control. This is articulated in the PFA Navigator Impact Report (Yrs 1 & 2)

<http://www.paccshropshire.org.uk/cd-content/uploads/files/PFA%20Navigator%20Impact%20Report-%20final.pdf>

Key issues include:

- ▶ EHCP's not being updated in a timely way and a lack of focus on PFA skills in EHCP outcomes
- ▶ A lack of social opportunities to support the development of independence and friendships
- ▶ Delays in transitioning from children's social care to the PFA Team
- ▶ Lack of information about the adult social care offer
- ▶ Lack of information about finance and benefits as young people move into adulthood

# What PACC Thinks Works



- ▶ 1:1 personalised signposting and navigation – having somebody who understands to talk to and help
- ▶ Training for practitioners to improve understanding the lives of SEND families, how to co-produce and relational practice
- ▶ Developing and facilitating co-ordinated community-based activity programmes based on friendship groups.
- ▶ Investing in communication and information provision
- ▶ Building strong Peer Support Networks

# Contact Details

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

[www.paccshropshire.org.uk](http://www.paccshropshire.org.uk)

Please get in touch if you think we  
can help

