



Shropshire Parent Carer Council Monthly Newsletter. October 2025

Welcome to PACC's monthly newsletter.

If you have any questions or require any further information,
please email:

info@paccshropshire.org.uk



Julia Buckley MP – SEND Roundtable



On Thursday 9 October 2025 PACC attended a SEND round table event organised by Julie Buckley MP. The purpose of the event was *"To enable a discussion around what is and not working for SEND families and gather feedback from families and stakeholders to shape the Government White Paper which plans to introduce SEND reforms this Autumn."*

Julia Buckley opened the event by highlighting that the current Government had inherited a broken system, and they were committed to change and improvement, in particular making sure that support is provided earlier. She stressed that her briefing was clear that SEND legal duties will not be reduced.

The roundtable was attended by officers from Shropshire Council and the local Health system, Councillor Andy Hall (Portfolio Holder for Children and Education) and Councillor Ruth Haughton (Portfolio Holder for Social Care) were also present. Approximately 25 Parent Carers and education practitioners from a range of schools joined the event.

[READ MORE](#)



Dear Parent Carers,

We are working to improve the Speech and language Therapy (SLT) service offer for children attending mainstream schools and nurseries attached to mainstream schools. We have spoken to schools and parent carer forums (PACC and PODS) to agree service developments. Based on this feedback the new approach will include:

- Where possible, seeing children on the waiting list for SLT in their mainstream school or nursery attached to mainstream school rather than in clinic. Parent carers will be invited to attend the assessment sessions in school. When an assessment letter is sent out parent carers will be asked to call the SLT admin on **01743 450800 (option 4)** if they are able to attend. When you are sent an assessment appointment letter you will also receive a case history form to be completed and returned, we value your completion of this form.
- Increased opportunities for school SENCoS to speak with SLT to get more support and advice around meeting children's speech, language and communication needs. This will include discussions between the SENCo and SLT service about any possible new referrals.
- In the future we would like to offer more support to parent carers via coffee mornings and training workshops delivered in schools.

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New CAMHS Service Model Awarded to MPFT

We're pleased to share that following a formal and transparent procurement process under the national Provider Selection Regime (PSR), Midlands Partnership University NHS Foundation Trust (MPFT) has been awarded the contract to deliver a new model of Child and Adolescent Mental Health Services (CAMHS) across Shropshire, Telford and Wrekin.

While MPFT is our current CAMHS provider, this marks the beginning of a fundamentally redesigned service, shaped by extensive engagement with children, young people, families, and professionals. The new model focuses on early help, accessibility, and joined-up care, and will be delivered using existing funding but with a renewed approach to achieving better outcomes and value for money.

[READ MORE](#)



PACC Community Navigator Service

Offering personalised signposting and Information Provision for families of 0-25 year old's with SEND in Shropshire

"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." - Parent Carer Feedback

Navigating Education can be frustrating, confusing and often difficult. PACC's Community Navigators are here to offer personalised signposting and Information Provision for families of 0-25 year old's with SEND in Shropshire.

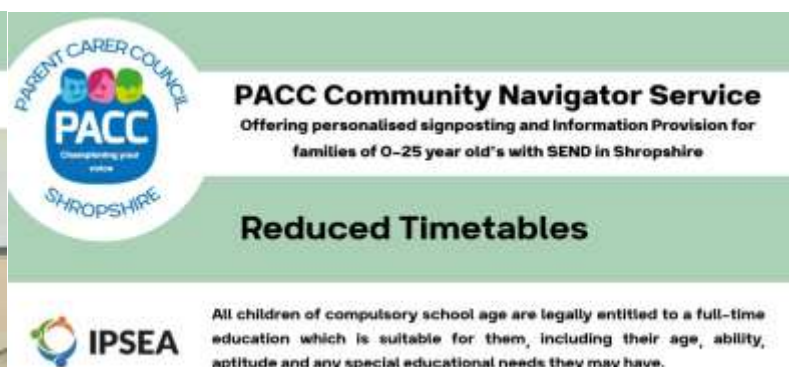
- Accessing Support
- Accessing services
- Reasonable Adjustments
- Navigating the SEND system
- Education Options
- Education, Health and Care Plans
- Annual Reviews

Early Years Navigators

School-age Navigators

PFA Navigators

[Information & Support](#) | [Influence & Change](#)



PACC Community Navigator Service

Offering personalised signposting and Information Provision for families of 0-25 year old's with SEND in Shropshire

Reduced Timetables

IPSEA

All children of compulsory school age are legally entitled to a full-time education which is suitable for them, including their age, ability, aptitude and any special educational needs they may have.

As a rule, schools cannot put children of compulsory school age on a part-time timetable. Part-time timetables should only be used in very exceptional circumstances where it's in a pupil's best interests, such as to meet a pupil's medical needs and enable them to access as much education as possible.

A part-time timetable should be:

- agreed between you and the school
- time-limited, and
- have regular review dates
- A part-time timetable must not be treated as a long-term solution and should not be used to manage a pupil's behaviour.

Early Years Navigators

School-age Navigators

PFA Navigators

[Information & Support](#) | [Influence & Change](#)



EHCP Team contact details

- EHCP Team email address: EHCPTeam@shropshire.gov.uk
- EHCP Team phone number: 01743 254267 (Mon-Weds 8.45am-5pm, Fri 8.45am-4pm)
- EHCP Team postal address: EHCP Team, Shropshire Council, The Guildhall, Shrewsbury, SY3 8HQ

What are the EHCP Team responsible for?

The EHCP Team (previously known as the SEN Team) is responsible for delivering the statutory duties of Shropshire Council relating to special educational needs and/or disability for children and young people aged 0 to 25.

The EHCP Team works collaboratively with colleagues across education, health and social care, parent, carers and young people and with the voluntary sector to improve the outcomes for Shropshire children and young people with SEND.

Roles of the team include:

- Processing new requests for education, health and care needs assessments
- Requesting advice for education, health and care needs assessments
- Reviewing the advice received to determine if an education, health and care plan is required
- Writing and issuing education, health and care plans
- Consulting with education settings for placement
- Reviewing, amending and ceasing education health and care plans

[READ MORE](#)



Communication with the EHCP Team

Update from the EHCP Team for parents of children with an EHCP regarding contacting the team.

We are aware that there are frustrations around communications with the [EHCP Team](#).

We want to be responsive, but due to the volume of emails, phone calls that we get, we are struggling to keep up with answering call and getting back to you as quickly as we would like.

You will be aware that the phone lines are closed on a Thursday, and this is to allow Case Officers to focus on important priorities, such as writing EHC Plans, so please avoid calling on that day, or this will add to your frustration.

To manage the incoming information requests, our preferred method of communication is email initially. If you could put **'PARENT'** in the subject line, and then Case Officers can readily search their in-box and make those emails a priority.

If you are aware of your child's Case Officer please direct your email directly to the Case Officer. There is no need to also copy in the EHCPTeam@shropshire.gov.uk email address.

If you are not sure of your child's Case Officer you can find this by looking at our [Case Officer Allocations List](#). If you are still not sure, please email EHCPTeam@shropshire.gov.uk and we can confirm who your Case Officer is.

Our standard operating model is for email to be replied to within 5 working days but this is more likely to be 8 working days due to the very heavy demand at present. If your email remains unanswered after 8 working days, you can forward to the next person within the escalation process*.

*Case Officer – Senior Case Officer – Team Manager – PEP/Preventative Lead

Case Officer - Listed on the Case Allocations List

Senior Case Officer - Listed on the Case Allocations List

Team Manager - Annie Williams (annie.williams@shropshire.gov.uk)

PEP/Preventative Lead - Lisa Taylor (lisa.taylor@shropshire.gov.uk)

The suggested naming convention here would be to add **'ESCALATION'** to the subject line of the email. This is clear to us then, that there is not a 5-day tolerance and a reply is expected by the requester.

If an enquiry is about a response for an Annual Review, then you can use the Annual Review email account for those specific queries: senannualreviews@shropshire.gov.uk

Thank you.

Annie Williams, EHCP Team Manager, [EHCP Team](#), Shropshire Council

[READ MORE](#)



Needing additional support from Social Carer Services is often a fact of life for SEND Families. While all of us would prefer to not to have to ask for help, the reality of raising a child with SEND is that it can be difficult and sometimes help is needed. This could be through developing Parent Carers understanding or knowledge of the SEND system or how to parent a child with SEND, it could be help with managing the emotions that raising a child with SEND can sometimes trigger or it could be being able to access a break from the caring role through Short Breaks.

Social Care support for Parent Carers in Shropshire is delivered through either Early Help Services or the Disabled Children's Team. PACC want to understand your experience of this support and in particular what needs to happen to improve your experience of Social Care Services. We have developed a very short survey to help with this work asking for your ideas about how your experience of Social Care support could be improved.

Please take a few minutes to complete this survey – the more Parent Carers we hear from the bigger impact we can have! You can complete the survey [here](#)

Parent Carer Forums and Campaigning, Protesting and Lobbying Activity



PACC recognises that currently SEND families are feeling very frustrated with the SEND system and the challenges they frequently face when trying to secure support for their child or young person. In response to this there are a number of protests/events happening across the country to raise awareness and push for action from local authorities for families with children and young people with SEND.

As a Parent Carer Forum our core aim is to develop parent carer participation in our area, striving for co-production. The funding we receive from the Department for Education, can be used to support co-production but not for other purposes, such as campaigning or lobbying. Being funded to deliver co-production via national Government rather than local government, provides us the same level of independence as SENDIASS and ensures that we are free to actively challenge local decision making where needed

[READ MORE](#)



Direct Payments

Frequently Asked Questions

A direct payment is a way of delivering a social care personal budget. It's used to meet an assessed social care need, either for children and young people aged 0-18 under the Children Act 1989 or young people aged 18 and over via the Care Act 2014.

The aim of providing a direct payment is to increase an individual's independence and choice by giving them control over the way the services they are assessed as needing are delivered. By having a say in the way this budget is used, a parent carer or young person can control elements of their support promoting flexibility, choice and quality of life.

Why would I want a direct payment?

Arranging your own care and support gives you more choice and control, and can help you feel more independent. For example, you may already know someone who could provide the support you need, want to use a particular home care agency or prefer to make individual arrangements for respite. Direct payments can give you more flexibility.

Can anyone have a direct payment?

Almost everyone who is eligible for Social care support would be able to have a direct payment. Some people who would not be able to manage the practicalities of a direct payment can have the payment made to someone else who will manage it for them.

What can I use a direct payment for?

You can use your direct payment to pay for services or equipment which will meet the goals identified in your support plan. For example, you might employ someone (A Personal Assistant) to provide the support you need to live independently, or you might buy a care service from an agency. Some people use a direct payment for a one-off purchase, such as a piece of equipment or a respite break. So long as the identified objectives are met, you can be as creative as you wish in putting together the support arrangements.

Is there anything I cannot use a direct payment for?

You must only use your direct payment to meet the aspirations of your support plan, so you couldn't use it, for example, to pay household bills. You also can't use any of your direct payments to cover costs that you've been told you are expected to meet from your own resources (following a financial assessment).

Does having a direct payment mean I become an employer?

If you choose to have a personal assistant, you will become that person's employer, but there is plenty of support available to help you. There are other ways to use a direct payment that do not require you to employ someone.

Are there any restrictions on who I can employ?

You cannot employ someone who lives in the same household as you (except in certain exceptional circumstances). Other than that, you can employ anyone you choose. Anyone you employ will need to have a DBS Check

How much money would I get?

The amount you get is linked to the cost of providing a council service. There are specific rates depending on what the money is for and these will be explained to you before you start receiving your direct payment.

In what way is a direct payment more flexible than Social care services?

Direct payments can make simple differences that can have a big impact on how you live your life. For example, you can decide for yourself when to get up in the morning and what time to go to bed at night; something that may be controlled for you when you get care from Social Care Services. Perhaps you have some good days or weeks when you need less care, and others where you need more support to be able to manage. Direct payments are flexible enough to cope with this, and you can save 'care hours' to use when you need them most.

Will having a direct payment affect the benefits I receive?

No. A direct payment isn't considered as income and it is not intended as a replacement for benefits such as PIP or DLA. So it will not affect any of your existing benefits.

Can I have a direct payment for some of my care needs and Social Care Services for others?

Yes, it is possible to have some of your care needs provided by Social Care Services and arrange others yourself using a direct payment.

I am a parent carer, can I get a direct payment on behalf of my disabled child?

A parent carer can receive a direct payment to provide support for a child aged under 18. Some parents receive a direct payment under what is referred to as 'Child in Need' legislation. Once your child becomes an adult any direct payment would be made to them, but you would be able to help them manage it.

What if direct payments don't work out for me?

That wouldn't be a problem. If you find that direct payments turn out not to be right for you after all, you can switch to having services provided by Social Care Services instead.

Do Direct Payments cover mileage/ travel costs?

No, you would be expected to fund this via your own finances.



If you still can't find information you are looking for, you can email info@paccshropshire.org.uk to book a call with a Community Navigator



Who are PACC?

Parent Carer Council Shropshire (PACC) is the official Parent Carer Forum for Shropshire, supported by the Department for Education. They work with families who have children or young people (aged 0-25) with any kind of special educational need and/ or disability (SEND), whether or not they have a formal diagnosis. All PACC Reps are Parent Carers, with lived experience of the SEND System in Shropshire.

How we work

All decisions and delivery are informed by an ongoing conversation with Shropshire SEND families, where the PACC team actively listen to feedback and experiences of the local SEND system. Co-production is at the heart of all PACC's work, both in how we operate as an organisation and in how we engage with local decision makers. Our aim is to ensure that the voice of SEND families informs the decisions that impact their lives and that services and support reflect the needs of Shropshire SEND families.

How can PACC help?

By listening to your experiences of the SEND system we can influence change to improve the care, support, and services made available to families. Our monthly newsletter and active social media provide information and updates about issues and activities that may be of interest to the SEND community. PACC provides opportunities both in person and online for SEND families to access peer support to help reduce isolation and to improve quality of life.



Influence & Change

A core aim of a Parent Carer Forum like PACC is to provide opportunities to use their combined knowledge and experience to improve services through coproduction.



Information Provision

Ensuring Parent Carers are informed with accurate and appropriate information. We provide information and signposting to support families to make informed decisions about the care they and their families receive.



Community Support

Supporting SEND families to be better connected, reducing isolation and improving family life through social networks where information and support can be shared.



For more information:
info@paccshropshire.org.uk



Exclusive SEN sessions

**Tuesday 28th October
10–12,
Tuesday 18th November
4–6,
Friday 19th December
4–6,
Monday 29th December
10–12,
Siblings are welcome!!**



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child's wellbeing?**

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mental wellbeing support, today.

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AUTUMN TERM SEND MEET & CHAT FAMILY DROP-IN

Hosted by Shropshire Early Help



**Do you care for a child or young person
with Special Educational Needs and
Disabilities (SEND)?**

These sessions are open to anyone supporting a child with SEND — whether you're a parent carer, family member, or professional. Come along to ask questions, get practical advice, and connect with professionals who understand your journey.

BRIDGNORTH LIBRARY

Tuesday 14 October 2025
1pm-3pm

Bridgnorth Library, Listley Street,
Bridgnorth, WV16 4AW

THE LANTERN

Thursday 13 November 2025
10am-12 noon

The Lantern, Meadow Farm Drive,
Shrewsbury, SY1 4NG

OSWESTRY LIBRARY

Thursday 4 December 2025
1pm-3pm

Oswestry Library, Arthur Street,
Oswestry, SY11 1JN



It's Competition Time!



We are asking for **Children, Young People** and **Parent Carers** from the Shropshire SEND community to show us **"What does PACC means to you?"**



Whether you attend Buddies, Healthy Lives Activities, have attended training events, accessed our navigator service or accessed any of PACC's services anyone can enter!



Each month, we will select one piece of art work to be our Facebook cover photo for that month!



Parent Carer Council
Shropshire - PACC

2.2K followers • 234 following

Message

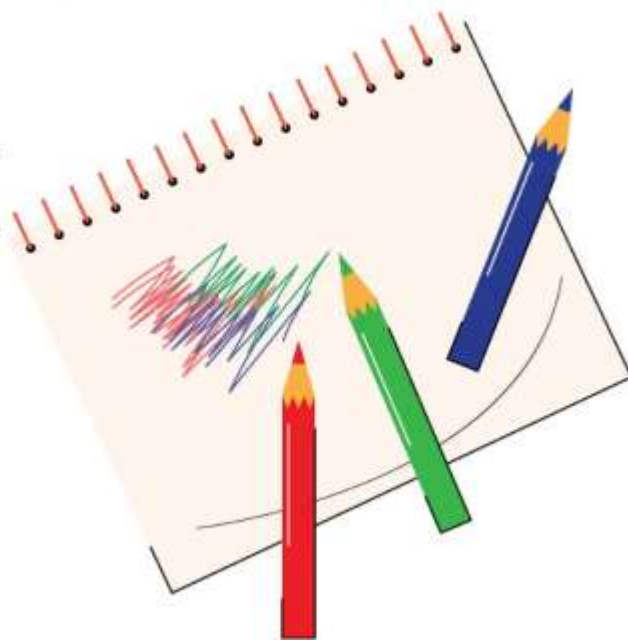
Following

Search

You could send us a drawing, digital art, a poem, a social story, a sculpture.... let your imagination run wild!

Please email either a photo or scanned document of your masterpiece to:

info@paccshropshire.org.uk



Tea & Time

A **SEND sational** place for a cuppa and company with other SEND parents/carers feel free to bring along little ones

Come along on Tuesdays
1.30pm–3.00pm
(term time only)



To meet other families in the community

Coffee, Biscuits, Cakes & Fruit will be provided

£3 per week

Meet at The Lodge , Upton Lane,
Monkmoor, Shrewsbury, SY2 5RR



Scan this QR code to complete the form so our staff are aware of any allergies you have before you attend



kerry@sya.org.uk



www.sya.org.uk



07710095802



The Lodge @
Monkmoor

EMPOWER

Coffee
and Catch Up

TUES
9 - 11am

Call in for a coffee and chat, meet the Empower Team for advice and support on all things Neurodiverse, and meet others on the same journey

THURS
12 - 2pm


empathy
for special children


Inclusion
Hub

The Inclusion Hub,
Corvedale Road,
Craven Arms
SY7 9ND

1-4pm

Saturdays once monthly

From Saturday 18th October 2025

**Theatre Severn Dance Studio
Frankwell Quay, Shrewsbury
SY3 8FT**

The group welcomes D/deaf, neurodiverse, physically disabled and learning disabled young people as well as those with long-term health conditions with some dance experience.

Darwin Dancers is a creative contemporary dance group. Open to young people aged 16 – 32 years.

LOVE DANCING?

Why not join Darwin Dancers for a **FREE** taster session?

Contact Rachel Liggitt on:
rachelsidance@gmail.com
07855 931214





Autumn Craft Ideas



[READ MORE](#)

🎃 Halloween Stress Balls 🎃

Spooky season meets sensory play 🧟 Follow these instructions to create your own Halloween sensory/stress balls.

Skills that will be practiced:

- 🎃 Fine motor skills
- 🎃 Following instructions
- 🎃 Concentration
- 🎃 Creativity



[READ MORE](#)

HALLOWEEN TIPS FOR

NEURODIVERGENT

CHILDREN

Practice trick-or-treating beforehand and role-play the routine and what will happen.

Choose sensory-friendly costumes by avoiding fabrics or accessories that cause discomfort.

If it gets overstimulating, wear noise-cancelling headphones and take fidget toys to self regulate.

If your child is uncomfortable, be prepared to skip some activities or let them celebrate at home in their own way.

**CAUDWELL
CHILDREN**

Stay safe on Bonfire Night

Never touch fireworks



Stand well back from the bonfire



Never go near a firework after it has been lit



Only one sparkler at a time



Wear gloves when holding a sparkler



Keep pets indoors





Relaxed Screening

What to expect:

- Low lighting throughout the screening so you can move around if needed
- Reduced sound levels for a more comfortable experience
- No trailers—just the film!
- Trained Ushers available to support those with SEN needs
- Perfect for children, young people and families looking for a gentle, supportive environment to enjoy the magic of cinema.



🌟🐼 Hoo Zoo SEN-sational Santa 🐼🌟

We believe every child should get to experience the magic of Christmas – which is why our SEN-sational Santa sessions are designed with inclusivity at their heart.

- 🌟 Smaller group sizes
- 🌟 SEN-trained Santa
- 🌟 Makaton-trained Elf
- 🌟 A calm, sensory-friendly space

Spots are limited and filling quickly, so book today to make this Christmas truly SEN-sational. ❤️

👉 Book now: <https://hoofarm.digitickets.co.uk/event-tickets/17071...>

SEN SESSION

SUNDAY 9.30AM-12AM



£4.50
PER CHILD



EXCLUSIVE PLAY SESSION
FOR SEN CHILDREN AND
THIER FAMILIES

TERM TIME ONLY

BOOKING ADVISED:
WWW.UKLITTLERASCALS.COM/EVENTS

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PLUS SOFT PLAY FUN IN OUR AMAZING
PLAY CENTRE!



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£15
PER CHILD!

DEC 14TH

9.30AM - 12PM

BOOK YOUR SPOT TODAY AND LET
THE HOLIDAY CHEER BEGIN!

🌐 www.uklittlerascals.com/events



SEN SPOOKY PLAY!

WEdNESdAY 29Th oCTObER
9.30-11.30, 11.45-2.45, 3-5

SOFT PLAY

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SPOOKY
MESSY
PLAY

~~TRICK OR TREAT~~
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FOR ANY LITTLE RASCAL IN COSTUME

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AND THEIR FAMILIES

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Rascals
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