What has PACC been doing? – Issue 2

PACC is committed to ensuring transparency in our work and will be producing three activity summaries each year, published in July, Nov and March. These activity summaries will provide brief updates on PACC work, ensuring that the Shropshire SEND Community are kept informed on key activity throughout the year. This will be in addition to our more detailed Annual Report.

If you have any questions about any of the information below, please contact us at enquiries@paccshropshire.org.uk

PACC Activity Summary: August – Nov 2025

Influence and Change Activity

In this this period PACC has been involved in some key work to support the development of the Shropshire SEND system. The new SEND Strategy and Outcomes Framework has been finalised and workstreams reviewed. PACC has representation on two new workstreams; the data workstream and the inclusive practice workstream and we were pleased to support the review of the Preparation For Adulthood Workstream by hosting a planning meeting to agree the priorities going forward. Much of this PFA discussion was informed by the learning from the PFA Navigator and the Impact report published in August https://www.paccshropshire.org.uk/pfa-navigator-impact-report-2/

The recommissioning of Short Breaks has been a significant area of focus, ensuring that the key things that are important to Parent Carers are recognised in any new contracts offered. A PACC representative participated in all aspects of the recommissioning process; shaping the tender specifications and assessing the bids received. Details of the new contract for overnight Short Breaks have been published and details of the delivery of the new All In programme and Specialist Community Short Breaks contracts will be published soon. https://www.paccshropshire.org.uk/shropshire-overnight-short-breaks-contract-awarded-to-new-provider/

School visits have continued as part of the Partnership for the Inclusion of Neurodiversity in Schools (PINS) project, meaning that PACC is hearing from increasing numbers of parent carers from throughout Shropshire. It has been powerful to hear so much feedback about Shropshire Parent Carers experience of school, and this has directly informed the training we are delivering to PINS schools about how to develop positive partnerships with SEND families.

PACC has established regular meetings with SEND leads at both Shropshire Council and within the local NHS, which allow us to share key feedback and concerns to influence and inform local decision making. In November we presented to the SEND and AP Partnership Board details of our engagement with the Shropshire SEND

Community and the key themes in the feedback we have heard, along with what we believe would deliver improvements https://www.paccshropshire.org.uk/summary-of-paccs-engagement-with-the-shropshire-send-community-24-25/

PACC has also established regular meetings with the SEND and Alternative Provision Change Programme Shropshire Lead. Shropshire is part of a Change Programme Partnership with Telford & Wrekin, Worcestershire and Herefordshire which is trialling possible new ways of working to inform the upcoming SEND Reforms. To date this has included the development of an assistive technology library for schools and a workshop for parent carers to share feedback on what support school's need to become more inclusive.

New work areas this period has included discussions about;

- Childcare Sufficiency
- Supporting vaccine uptake in the SEND community
- Changes to the Prescription Ordering System

Information Provision Activity

PACC share information for Shropshire SEND families on a daily basis. We aim to help families access the information they need, when they need it. We also work with statutory services to improve their information provision for SEND families.

Between August and November, we have published 3 Newsletters, which have been emailed to all families on our contact database (currently at 1700 families), and sent to all Shropshire Nurseries, Schools and Colleges.

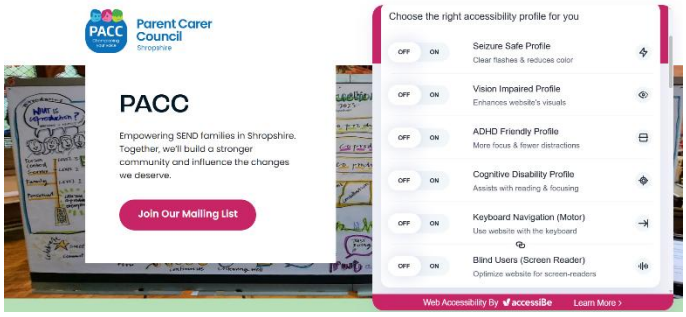
PACC has also co-produced one edition (October) of the Shropshire SEND newsletter published by Shropshire Council - https://next.shropshire.gov.uk/the-send-local-offer/support-for-parent-carers/send-newsletter-for-parent-carers-and-families. *At time of Publishing Decembers Newsletter has not been released.

Via our website we have shared 28 News Updates, providing information on national and local activity including;

- Understanding EHCP Reassessment and Consent for Parent Carers
- Supporting Shropshire SEND Families to be Heard.
- Shropshire Council Children's Services Ofsted Inspection Rating -PACC Response
- Improving the Social Care Experience for Parent Carers
- Julia Buckley MP – SEND Roundtable
- PFA Navigator Impact Report

New Website

PACC now has a new accessible website! We were very pleased that our new website launched in September. The new website is much easier for families to find information- it is broken down into PACC's key work areas, with easy-to-understand information.



Families are also able to customise an accessibility profile when accessing the website.

Some areas of the website are still being updated.

Social Media

PACC post regularly on Facebook and Instagram, we currently have 2.3k (a 5% increase) followers on our main Facebook page and 148 (a 17% increase) followers on Instagram. In the last 90 days our posts on Facebook have had 172,310 Views (a 45% increase) and 2168 interactions -number of reactions, saves & comments (a 28% increase). The most popular posts during this period have been posts about PACC's Community Navigator service.

Community Support Activity

Community Navigator Service

PACC's Navigator Service has now expanded to an all-age offer (0-25) following the success of the PFA (14-25) Navigator Service. This was launched in September 2025 and there have been 52 Navigator calls with Parent Carers. Key themes raised include:

- Reduced Timetables- Incorrect and unlawful information being given to Parent Carers and unlawful implementation of reduced timetables.
- Personal Assistants (PA's)- Parent Carers unable to find PA's, PA's cannot meet needs of child/ young person, PA skills required cannot be met by allocated hourly rate.
- Education, Health and Care Plans- EHCNA process, quality of plans, timeliness of plans, implementation of plans.
- SEN Transport- Unclear information around applications and eligibility.

- Communication with Social Workers- Parent Carers have told us that in some instances it is taking several weeks for social workers to respond to emails, and actions from meetings are not being completed.
- Supported Living- Unclear information around processes, quality of care being provided.
- Mental Health- Neurodivergent Children/ Young people are unable to access quality mental health support, high wait times.
- BeeU- Parent Carers have told us that they have struggled to contact BeeU, high wait times, calls not being returned, inaccurate information being given, unclear referral information.
- Formal Complaints- Parent Carers have contacted us to understand the complaints process for Shropshire Council.

As a result of feedback about the challenges of waiting times for neurodevelopmental assessments the PACC Navigator Service has worked with BeeU to offer 10 1:1 appointments per month with Assistant Psychologists for those on the Assessment waiting list. These appointments provide an opportunity;

- To share updated information on how the young person is managing at home and school
- To ask questions about the process
- To discuss approaches that might help and signpost to relevant resources

These appointments have been in high demand and are allocated on a first come first served basis, with those who are unsuccessful one month being offered an appointment the following month. All those Parent Carers who make contact about these sessions are also offered a call with the PACC Navigator Service.

Buddies Social Network

There have been 3 Buddies (14-25) Bowling sessions where over 30 young people and their Parent Carers have attended on each date and 2 Family Walks (8-25) with 7 families attending across the 2 trips at Attingham Park.

We have suspended Buddies Jnr (8-14) Bowling sessions due to low uptake on sessions, and families currently accessing have told us that bowling is not a suitable activity for their children. We are exploring new activities for Buddies Jnr for the new year.

Healthy Lives Holiday Programme

PACC's Healthy Lives Holiday Programme has continued to grow, with 297 families now registered. Over Summer 2025 the programme worked with 32 Community Activity providers and offered 68 activities. This provided 591 spaces for children and young people to access 1420 hours of activities! Activities this year included Swimming,

Kayaking, Soft-play, Arts and Crafts, Farm trips, Zoo trip, Cinema, Sensory music sessions, football, drama workshops, dance and more!

Over October half-term, 66 children and young people attended activities. We worked with 9 community activity providers to offer 160 activity spaces, offering 270 hours of activities. Activities included farm trips, soft-play, swimming, football, sensory music and more!

Families shared very positive feedback about this year's Healthy Lives Holiday Programme! We are now exploring funding and delivery of next years Programme.

Actio

As a consortium, PACC and Energize announced in September:

> "Since September 2020, PACC and Energize have worked together under the Actio partnership to lead on the All In Short Breaks programme. After careful consideration, we want to let you know that Actio made the difficult decision not to apply for the new tender for the targeted Short Breaks provision (currently known as the All In programme).
>
> This decision was not taken lightly. The key reasons for this decision were:
>
> · Organisational alignment: Both Energize and PACCs wider objectives are no longer fully aligned with the delivery of the All In offer in the current and proposed contract expectations.
>
> · Changing needs of families: The way some families want to engage with opportunities has evolved. We believe there are different ways to support families, such as the Healthy Lives Holiday programme developed by PACC, where needs can be better identified and communicated.
>
> · Financial sustainability: In the current financial climate, we cannot put in the additional administrative time needed to run the programme to the high standard families deserve within the current and proposed financial envelope attached to the programme.
>
> We want to thank every family and provider who has engaged with the All In Membership Activity Programme over the last 6 years. Your trust, feedback, and participation have been invaluable.
>
> Energize and PACC remain committed to supporting children and young people with SEND in Shropshire and will continue to work with organisations to ensure that activities in Shropshire consider the needs of the SEND community and are accessible for all. We remain fully committed to supporting a smooth transition and will work closely with providers, Shropshire Council, and families throughout the remainder of our current contract period."