



# PACC Community Navigator Service

## Termly Summary

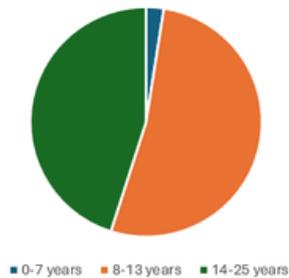
October 2025- February 2026

PACC's Community Navigator Service offers personalised signposting and Information Provision for families of 0-25-year old's with SEND in Shropshire.

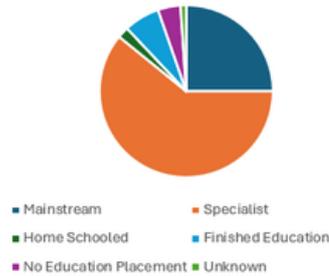
### Engagement

This term we have had contact with 284 Parent Carers. Over the 19-week term-time period 56 Parent Carers have had 1:1 Navigator calls. 3 weeks of this term were school holidays and through Community Support outreach, we have had contact with an additional 228 Parent Carers (This includes accessing term-time and holiday activities and enquiries).

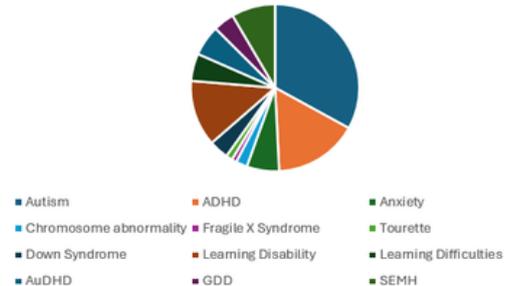
Age of child/ young person



Education Provision



SEND Needs described by Parent Carer



### Meetings with Practitioners

This Term PACC's Community Navigator Lead has attended meetings across Education, Health and Social Care.

#### Workstreams/ Regular Meetings:

- Preparation for Adulthood Workstream
- EHCP Workstream
- Data and Performance Workstream
- Barnardo's Keyworker Steering Group
- Local Offer Content Meetings

#### Meetings with Practitioners:

- Team Manager – Learning Disability, Autism and Preparing for Adulthood.
- Designated Social Care Officer
- Designated Clinical Officer
- Quality, Governance & Participation Lead (MPFT)
- Head of Education Quality and Safeguarding
- Principal Educational Psychologist and Preventative Lead
- Head of Shropshire Virtual School and Access to Education
- Shropshire SENDIASS Manager
- Shropshire Council Portfolio Holders
- Commissioning Officer – Learning Disabilities

## Key Issues and Themes

### Education Health and Care Plans

- Quality- Plans not reflective of Children/ young person's needs, not person-centred and uses generic terminology, incorrect name referenced in plan, outcomes not SMART, outcomes only education. Plan writers rewording information from practitioners.
- Timeliness- Legal deadlines missed, waiting 12 months + for plans following Annual Review.
- Communication- Case officers not responding, complaints not being acknowledged, processes (i.e., consultation) not being explained, timelines being given for responses and not adhered to.
- Legislation-Legal deadlines missed.

### Transport

- Misinformation- Families being informed their child needs an EHCP to be eligible
- Reasonable Adjustments not always in place.
- Transport Policies- School-age transport policy not publicly available.

### Communication

- Responses to emails- Families have shared that there are long delays or no response to emails across the system.
- Calls- Practitioners not calling back Parent Carers when they have arranged calls.

### Supported Living

- Information- Lack of information available, incorrect information being given by Social Workers, families have been informed Shropshire is not commissioning Supported Living.
- Planning for the future- No support with planning for when young person turns 18, options for housing unclear, commissioning process unclear.
- Care Providers- Support Plans not being adhered to, poor communication, families do not feel their young person has appropriate support.

### Mental Capacity

- Assessments- Process not clear, Families have shared they feel Social Workers are reluctant to assess, young people moving into supported living/ changes without assessments.
- Power of Attorney/ Deputyship- Information not clear
- Making decisions- Families are unsure who should be supporting young person to make decisions. Unclear of legislation.

### Mental Health

- Support for Children and Young People- criteria unclear, referrals inappropriately rejected, inappropriate signposting.
- Support for Parent Carers- Lack of support available. Parent Carers inappropriately signposted to parenting classes.

## BeeU

- Wait times for ND Assessments- Updates not provided.
- Communication- Families share a poor experience, being made to feel a burden for calling.
- Children and Young People in crisis- Signposting unavailable, Children/ young people in crisis left without support, lack of empathy and understanding from practitioners.

## Early Help

- Referral- unclear process, unclear what Early Help offer and what the criteria is.
- Assessment Process- Parent Carers being sent assessment forms to complete with no guidance of what should be included. Parent Carers have told us they do not feel some questions are appropriate.
- Signposting- Inappropriate signposting- e.g., some families in crisis being signposted to IASS for EHCP support.
- Communication- families having cases closed where they feel outcomes have not been met, processes not explained to families, Parent Carers have told us when they have spoke to practitioners and been told they will call, often this does not happen.
- Early help drop-ins- Families have told us there are not enough practitioners from education, practitioners have inappropriately signposted Parent Carers to PACC at drop-ins.

## Preparation for Adulthood

- Communication from Social Workers not timely. Actions not being completed.
- Inappropriate Signposting.
- Planning for the future- Options and pathways unclear.
- Care Plans- not always reviewed appropriately, information not always accurate of needs.

## Support

- Support for Parent Carers- limited practical support, Parent Carers being inappropriately signposted to parenting classes, Parent Carers often feel judged and blamed by practitioners.
- Eligibility Criteria- Practitioners not always giving accurate information, incorrect information being given about criteria, signposting not always accurate.
- Accessing respite- Children/ Young People not able to access assessed services, limited availability, lack of information given around direct payments.
- Actions agreed by practitioners- Parent Carers having to chase.
- Support is inconsistent- framework is unclear, families feel it is “luck of the draw” and they have positive outcomes if they have a knowledgeable practitioner.

## Education Provisions

- Finding appropriate provision- Parent Carers unaware of what provision is available. Many specialist provisions do not have open days/ let families view until after consultation.
- Consultation Process- families unclear of what should happen, what their rights are and who to speak to. Clear information is not always provided by case officers.
- Implementing EHCP- Families have told us they do not feel appropriate support is in place, support outlined in EHCP is not always actioned.
- Reduced Timetables- being used to manage behaviour, Parent Carers often told they do not have a choice, in some cases being implemented where school have said they cannot meet needs.
- Support- inconsistent, not always appropriate.
- Applying for EHCP's- Parent Carers being told they should apply as it is quicker, schools telling Parent Carers they don't think the child meets the threshold so they won't apply.

## Social Opportunities

- Limited opportunities for Children/ young people requiring 2:1/ 3:1 support
- Families being inappropriately signposted to PACC Healthy Lives Programme
- Families being inappropriately signposted to All In Shortbreaks activities where needs cannot be met.

## Complaints

- Parent Carers unable to find the formal complaints procedure
- Parent Carers unclear on the process if legislation is not being followed
- Parent Carers being informed to follow the tribunal process where inappropriate provision is named in the EHCP
- Parent Carers unsure of the tribunal process and what it involves
- Complaints not being responded to in a timely manner
- Incorrect information being used as evidence in response to complaints

## Case Studies



**Our Community Navigator Lead meets with Practitioners across Education, Health and Social Care regularly to discuss key issues and themes. Where appropriate, individual case studies are also raised.**

**The following case studies have also been raised with local system leaders and PACC are meeting with them in the near future to discuss the findings further.**

### **Case Study 1**

At point of contact through PACC's Community Navigator Service, child X is 7 years old, with a diagnosis of Learning Disabilities. Child X is non-verbal and requires supervision at all times. Child X is one of two children with SEND. Parent Carer contacted PACC due to concerns of the lack of support the family were receiving. Child X is open to Disabled Children's Team and has been requesting support through respite/ short breaks for over 12 months and had contacted their social worker on numerous occasions for updates. Due to a lack of communication, Parent Carer contacted Directors and Assistant Directors of services requesting urgent contact and a meeting. No response was received. PACC raised this as part of a monthly meeting with Designated Social Care Officer (DSCO) for SEND, contact was immediately made with the Parent Carer, and social worker, to ensure communication and support to be put in place for the family.

### **Case Study 2**

At point of contact through PACC's Community Navigator Service, child is 6 years old. Parent Carer contacted PACC to understand how to access support. Parent Carer rarely gets sleep, is providing support at all times to the children who cannot be left unsupervised. Child X is non-verbal, has a diagnosis of autism and global development delay. It is also suspected that child X has Arfid. Child X requires supervision at all times due to no safety awareness. Child X also has a sibling with SEND and complex needs. Parent Carer has no family support and struggles to access community activities. The family were assigned an Early Help worker who provided low level support to the family for 12 weeks (This involved visiting the children at school and checking in with Parent Carer via telephone calls) this was then stopped, with no further support in place. Parent Carer was not made aware of The Disabled Children's Team, or signposted to any additional support at the point of the case being closed to Early Help.

### **Case study 3**

At point of contact through PACC's Community Navigator Service, child is 7 years old, has a diagnosis of ADHD and is awaiting an assessment for Autism. Child X has been on a reduced timetable for the majority of their time at school, requiring 2:1 support to access the school environment. For 14 months Parent Carer has been requesting alternative provision for the days child X is not in school. Child X has a social worker through DCT. The family receive no support. Direct Payments have not been explored and Parent Carer contacted PACC to find out what support the family could access.

### **Case study 4**

At point of contact child is 14 years old and has a diagnosis of Down Syndrome. Parent Carer contacted FPOC to request an assessment through The Disabled Children's Team to access funding for a Personal Assistant, in line with PFA outcomes, to support to access the community and to increase confidence and independence. The Early Help Assessment questionnaire was emailed to Parent Carer to complete. Following completion Parent Carer received communication from Early Help that her son had been discussed at the "Multi Agency Disabled Childrens Team Triage and it has been agreed in the first instance for a referral to the Early Help and Support Team to help identify, following their intervention, if there is an ongoing need". Despite meeting the threshold for assessment due to disability and only being able to access direct payment for a Personal Assistant via The Disabled Children's Team, Parent Care is now having to appeal this decision to access appropriate support.

### **Case Study 5**

At point of contact through PACC's Community Navigator Service, child is 7 years old, has a diagnosis of autism and behaviours that challenge. Child has been on a reduced timetable for 12 months due to school stating they are unable to meet needs. Parent Carer has received no support from the Local Authority to explore an alternative placement. Parent Carer contacted to discuss concerns of the lack of support that the family are receiving. Parent Carer had previously contacted Early Help and was told that they do not meet the criteria for support and was signposted to the Local Offer.

### **Case Study 6**

Child X is 15 years old with a diagnosis of ASD with a PDA profile and SEMH needs. Child X waited an additional 5 months for mental health support due to BeeU not processing information appropriately. Child X is socially isolated due to activities for mainstream not being suitable and activities for SEND being unsuitable. Child X requires prompting and support for all aspects of life. Parent Carer has previously raised a need for support for child X at annual review but has waited 12 months and still not received an up-to-date plan. Social Care information was changed by the plan writer and replaced with a generic sentence that was inappropriate and not person-centred. Parent Carer has no support for Child X. Parent Carer contacted FPOC and was signposted to Early Help to complete an assessment. The assessment paperwork was sent to PC to complete. Early Help were not able to provide the support required. Parent Carer was informed by Early Help that child X had been to panel and accepted by Disabled Children's Team. Contact and updates have been regular from social care but inadequate contact from EHCP Team.

### **Case Study 7**

At point of contact through PACC's Community Navigator Service, child is 15 years old and has a diagnosis of Autism. Parent Carer contacted PACC's Community Navigator Service to understand what support was available to their family. Parent Carer contacted FPOC and requested support through The Disabled Children's Team. Parent Carer was sent an Early Help Assessment to complete, with no offer of help or information of what to include. Parent Carer was informed that Early Help was the most appropriate route for support, with no reasoning for this. Parent Carer had to repeatedly chase for information and updates over a 6-month period. PACC raised this as a case study with Early Help at The Local Authority, and Parent Carer still waited an additional 6 weeks with no contact. PACC raised concerns with Designated Social Care Officer (DSCO) for SEND who contacted the Parent Carer.

### **Case Study 8**

At point of contact, young person is 18 and has a diagnosis of Autism. Family Carer contacted PACC as following assessment, the young person's Care Plan had numerous inaccuracies. This was raised when the plan was received but after 3 months there had been no communication or timescale given of when the plan would be updated. Family Carer was also concerned as they had been informed by the Social Worker that the case was being closed as the young person did not need support as they were able to speak at a public event. Social Care had not considered the support from peers that the young person was receiving through voluntary organisations, or the amount of support the family had provided the young person to achieve this outcome.

## Outcomes

Of the 56 1:1 Navigator calls this term, 14 have been raised as case studies, this includes cases where families have chased multiple times and have not been contacted, illegal practice in breach of deadlines, misinformation being given by practitioners, actions not being followed up and completed by Social Workers. 8 of these case studies can be seen above.

Where case Studies have not been raised, Parent Carers have been provided with personalised information provision and signposting. All themes in calls have been raised with practitioners in the SEND system- a summary of outcomes can be found below.

### Information



- School Age Transport Policy has been put back on The Local Offer.
- Local Offer Content has been produced for Children's Social Care, PACC supporting in updating information provision .
- PACC have created a Supported Living FAQ which is available on our website.
- PACC are currently producing FAQ's covering Mental Capacity and Social Care Plans.
- Monthly online information sessions being held via Teams covering topics families have raised they are struggling to access information.
- PACC have produced information leaflets with QR codes for in-person events covering Education, Health and Social Care.
- Transition Guide published.

### Communication



- Parent Carers have confirmed that contact has been made and in most cases, issues highlighted have been resolved from case studies raised with Designated Social Care Officer. Issues still outstanding remain with education/ EHCP Team.
- Monthly online sessions are being held for Parent Carers to speak to Assistant Psychologists at BeeU for information sharing purposes.
- Comms being sent from the EHCP Team are now being co-produced with PACC and SENDIASS.



### Parent Carer Feedback

- Personalised Information Provision provided supported a Parent Carer to appeal a SEN Transport decision, resulting in appropriate transport arrangements for their young person.
- Personalised Information Provision provided a Parent Carer with legislation around reduced timetables, meaning her child continued to access full-time education.
- Raising Case Studies with Designated Social Care Officer has resulted in all families queries being resolved.

## Signposting

Through lived and work experience the Navigator has developed a vast knowledge of support and services in Shropshire- this includes support for Parent Carers and Children and Young People, Social Opportunities, key contacts, as well as national organisations and charities. Parent Carers are regularly signposted to appropriate services including:

- IPSEA
- IASS
- NDTi resources and guides
- Local Offer
- All In
- First Point of Contact
- Buddies Social Network
- PACC Healthy Lives Programme
- Citizens Advice
- Carers Academy
- Community Activities (i.e., Arty Party, SYA, 4all foundation, Shropshire Inclusive Dance)
- Young Minds
- Kids
- Shropshire Youth Support Trust
- Early Help Drop In events
- Healthier Together
- Dynamic Support Register
- Relevant Practitioners within the system
- Shropshire Council Complaints procedures
- SEND specialist solicitors
- Local Authority Ombudsmen

## Community Support Outreach

### Buddies Social Network

There have been 5 Buddies (14-25) Bowling sessions where over 40 young people and their Parent Carers have attended on each date. We have celebrated many young peoples birthdays at these sessions, and the number of families socialising outside of arranged activities has increased. We also held a family walk at Attingham Park for 8-25-year old's.

Activities for the next quarter include bowling (14-25-year old's, family walks (8-25) and Bingo (14-25-year old's). We are still exploring options for Junior Buddies for 2026- finding appropriate activities and enough children to attend sessions has been a barrier.



## Healthy Lives Programme

The Healthy Lives Holiday Programme is about supporting the physical and mental wellbeing of young people from the Shropshire SEND community, especially those from the Learning Disability and /or Autism communities. It 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.

During 2025 we worked with 37 community activity providers and offered 1600 activity spaces for 395 children and young people with SEND and 104 siblings!

229 children and young people have registered so far for 2026.



## SEND Santa Experience

We held our Annual SEND Santa Experience for children and young people with SEND, this year- 28 Children and young people and 15 siblings attended this year. Families were invited to spend an hour in “Santa’s craft room” before getting a visit to see Santa where they received a bespoke present from Santa. Families provided information about special interests/ likes to ensure appropriate presents were purchased.

*Brilliant morning, both kids enjoyed their hour then making crafts and seeing santa! Was nice to feel included for a change as this was our first time coming 🧑‍🎄❤️*

*It was so relaxed and enjoyable. The best santa experience and everyone was so friendly. Such a positive experience from start to finish*



## Early Help Drop In Events

A PACC rep attends Early Help Drop-In sessions, providing support and signposting to families.

Although some of these events have had low attendance, we have had positive feedback from both families and practitioners.

Due to capacity of practitioners and resources available, PACC have produced signposting resources for families covering Education, Health and Social Care.



# Community Navigator Service

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



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

We understand how difficult and overwhelming it can be to navigate your child or young persons journey. PACC's Community Navigator Service is open to any Parent Carer of a child/ young person ages 0-25 with SEND in Shropshire.

## How can PACC Help?

You will be offered an initial 30-minute phone/ Teams call with a Navigator. All of PACC's Navigators are Parent Carers themselves, so have both a lived and work experience of the SEND system in Shropshire. Following the call you will receive an email with information and signposting.

## What can I speak to a Navigator about?

- Social Opportunities
- Finances and Benefits
- Staying Healthy
- Mental Health Support
- Being Part of the local community
- Housing Options
- Support for Parent Carers
- Support for Families
- Employment and Volunteering
- Help navigating the SEND system
- Education
- Education, Health and Care Plans
- Annual Reviews
- Activity Plans

## How long will I wait for a call?

We try to book calls as soon as possible, usually within 72 hours of a request. Our Navigators work Monday to Friday Term-Time only.

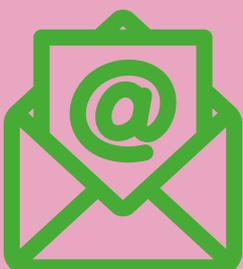
## How do I request a call?

You can either complete the linked MS form, or email us with the subject "Navigator Call"

Information & Support | Influence & Change



[Book a Navigator Call](#)



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