



What has PACC been doing? Issue 3

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

Influence and Change



The core element of PACC work is ensuring that Parent / Family Carer experiences influence local and national decision making and informs positive change. Our regular contact with a wide range of Parent / Family Carers informs our Influence and Change activity and our engagement in local and national operational and strategic discussion. We continue to represent Shropshire Parent / Family Carers at the SEND and Alternative Provision Partnership Board, which oversees the local SEND system as well as the workstreams that feed into the Board and other strategic and operational meetings.

Core workstreams have been reviewed;

[Inclusive Practice workstream](#) now includes supporting Parent Carer mental health as a priority, a new [Data and Commissioning workstream](#) has been established to improve data collection and information sharing.

[The Neurodevelopmental workstream](#) has published a Neuro-Affirming Language Guide and has started a piece of work on how the mental health of Neurodivergent children and young people is supported locally. Key issues raised in this work are the concerns families have raised about difficulties that they have faced securing mental health support for Neurodivergent young people.

In the [Preparation for Adulthood workstream](#) a core lead group has been re-established. Key priorities are reviewing PFA process in annual reviews, weekly updates to be provided about PFA processes by Adult Social Care and task and finish groups to update Local Offer PFA information.

In the [Education Health and Care Plan workstream](#) the membership of the group has been reviewed to ensure the right people are involved. Annual Review training delivered to practitioners, which highlighted that health and social care practitioners should regularly be invited to annual reviews when they provide support or care. It has been agreed that the PACC Transition Guide and PFA Guide will be included in annual review paperwork. There will be a focus on improving communication with families by the EHCP team.

[CLICK HERE](#)

Learn more about Influence & Change

Change programme; This is a short-term piece of work to test new ideas for the SEND system using national funding. PACC attends regular meetings locally and regionally and in this period has contributed to local developments such as the 'assistive technology lending library for schools and the development of the Local Inclusion Support Offer (for schools). PACC coproduced an in-person participation event to gather feedback from Parent Carers about what support they thought schools needed to be inclusive. Discussions also resulted in those Primary Schools who have been awarded Inclusion Development Grant to be required to develop their plans in partnership with Parent Carers.

Short Break Re Commissioning; PACC's involvement in the recommissioning of Short Break services continued, ensuring that the Parent Carer voice informed the recommissioning of Specialist Community Support Service, the Family Based Shared Care joint contract with Telford and Wrekin and the Specialist Holiday Club contract. PACC are supporting the transition of the All In programme from Actio to the Shrewsbury Town Foundation, highlighting the need for timely and clear communication with families about this change.

Partnership For the Inclusion of Neurodiversity in Schools (PINS); PACC is working with 35 schools through PINS, meeting with SENCo's and Parent Carers regularly. Schools from Year 1 are now being supported to deliver co-production projects, working with Parent Carers to write new uniform policies, develop one page profiles, understand masking etc. Year 2 schools are building relationships with their Parent Carer Communities and will be offered Co-production training later in the year. PINS as a distinct project ends on the 31st March however the learning has informed the SEND Reforms proposals and PACC will be expecting to continue to grow Parent Carer participation in schools.

The Impact Board is continuing to develop Participation and Co-production throughout the work of Shropshire Council.

PACC attends the regular **review meetings with the Department For Education** looking at the development of the Shropshire SEND system

In PACC reps participated in the SEND System **Peer Review** in February, facilitating Parent /Family Carer feedback:

<https://www.paccshropshire.org.uk/parent-carer-and-family-carer-experiences-shared-with-the-send-peer-review-team/>

PACC continues to support the **Get Yourself Active Project** with Energize and Disability Rights UK to promote the inclusion of physical activity in support plans

New areas of work include developing the **Family First** and **Best Start in Life** approaches for SEND

Newly established **regular meetings with Lead Portfolio Holders** for Children's Services and Social Care have been initiated.

CLICK HERE

Learn more about Influence & Change

Reports and Survey's; Four surveys have been live during this period.

Improving Social Care- Parent Carers and Family Carers were asked how their experience of Social Care in Shropshire could be improved. A report has now been published.

[READ MORE](#)



Education, Health and Care Plans- This is an open survey where we regularly collect feedback from families.

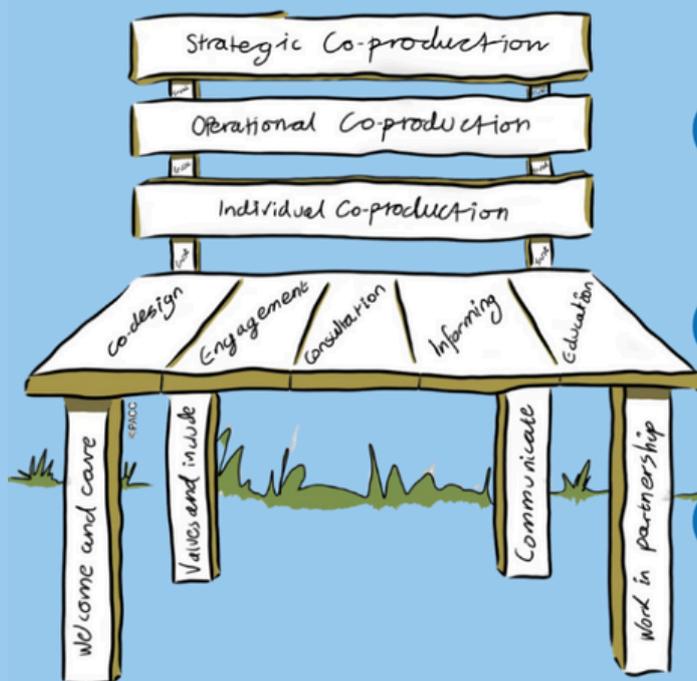
[READ MORE](#)



Childcare for school-age children- This survey has now closed and a summary report will be published this term.

Reasonable adjustments- PACC want to understand how Shropshire Schools are using Reasonable Adjustments to support children and young people with SEND and promoting inclusion in schools.

[READ MORE](#)



Strategic Coproduction - joint working with independent, experience led organisations who represent individual communities via a team of trained and coordinated representatives. Influencing system wide planning, including agreeing priorities and budgetary management.

Operational Coproduction - working with the community to inform individual service development, improvement and review. Includes the use of group participation activities and parent carer representation in planning meetings.

Individual Coproduction - person centred, working with an individual with support needs to plan how they will live their life. What can they do, what assets they have, and where extra support is required to help them to achieve their aspirations. Individuals can share their unique experience to inform service development and design, this does not always represent a wider community experience but can inform thematic understanding.

[CLICK HERE](#)

Learn more about Influence & Change

Information Provision



PACC share information for Shropshire SEND families daily. 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.



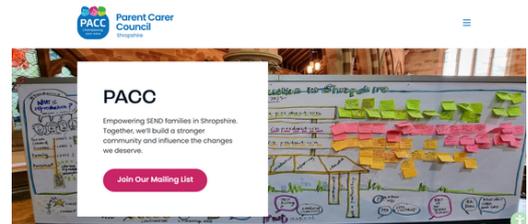
Newsletters

Between December and February, we have published 4 Newsletters, which have been emailed to all families on our contact database (currently at 1812 families), and sent to all Shropshire Nurseries, Schools and Colleges. PACC has also co-produced two editions (December and February) of the Shropshire SEND newsletter published by Shropshire Council.

Website

Via our website we have shared 20 News Updates, providing information on national and local activity including;

- National Mental Health, Autism and ADHD Review
- SEND Reforms – National Conversation
- Update from The EHCP Team- Phased Transfers
- The New SEND Inspection and Shropshire
- New CAMHS Service
- The School White Paper
- SEND Reform
- Improving The Social Care Experience in Shropshire

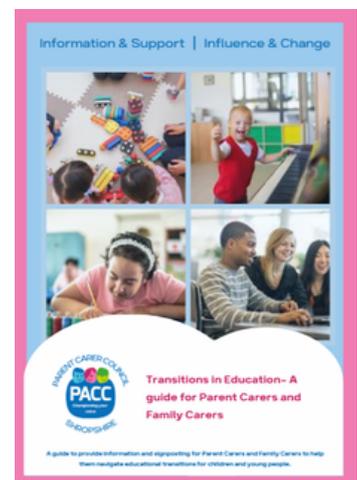


We continue to update sections of the website around information provision. A full check has been completed and all outdated links updated.

New Resources

In December PACC published a Transition Guide for Parent Carers and Family Carers, this is full of information on deadlines, support, information and legislation. A guide to Social Care Plans is now being planned.

PACC have also produced printed resources for in-person events such as Early-Help drop-ins to provide signposting to Parent Carers

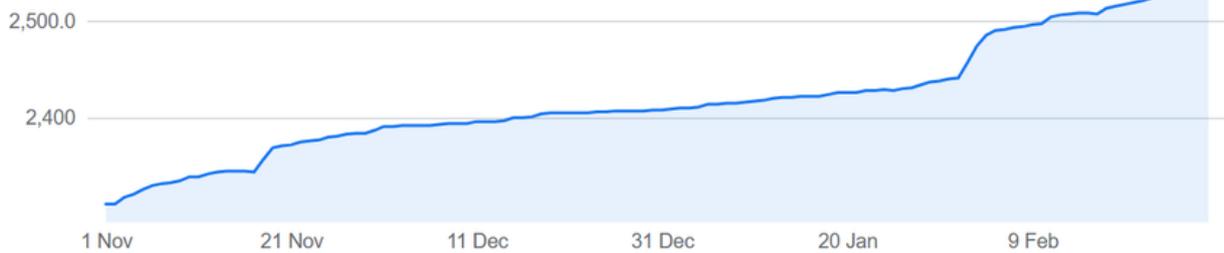


[CLICK HERE](#)

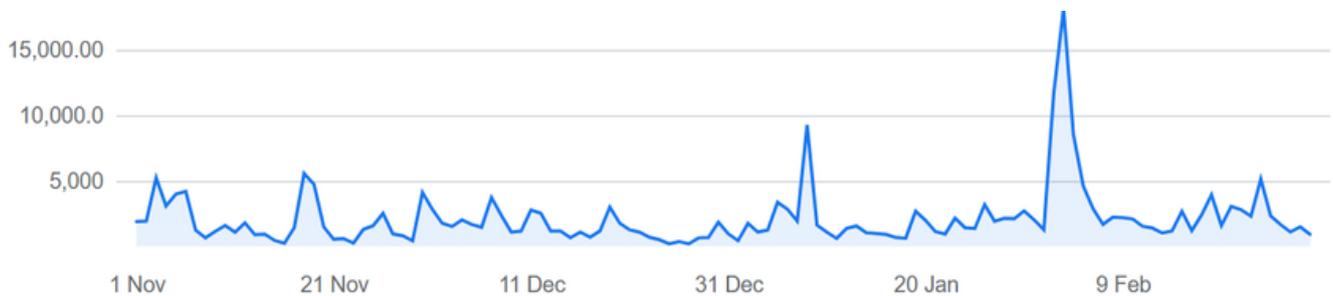
Learn more about Information Provision

Social Media

PACC post regularly on Facebook and Instagram, we currently have 2.5k (a 10% increase) followers on our main Facebook page and 160 (an 8% increase) followers on Instagram.



Between November and February our posts on Facebook have had 252,710 Views (a 47% increase) and 3478 interactions -number of reactions, saves & comments (a 60% increase).



Views have been 58.5% non-followers and 41.5% followers.

Facebook Audience



Engagement broken down by location shows Shrewsbury to be the highest engaging town.



Women ages 35-44 years are the highest following on Facebook.

[CLICK HERE](#)

Learn more about Information Provision

Information Sessions

Following feedback from Parent Carers and a clear gap in information provision, PACC are now offering monthly online information sessions for Parent Carers. These sessions are managed by PACC and are delivered by Practitioners to provide information about a particular service or part of the SEND System.

January	Direct Payments- Transitions from children's to adults services (Shropshire Council)
February	Mental capacity and decision-making (Carers Academy)
March	Supported Living (Shropshire Council)
April	Mediation and Tribunals (Prime Resolution)

Other topics in discussion include: Shared Lives, Children's Social Care processes, Adults Social Care processes and Annual Health checks. Information about these sessions and how to book is shared via our main Facebook Page and via our mailing list.

PACC have also spoken to the EHCP Team about the lack of information available to Parent Carers about Annual Reviews. Shropshire Council have recently delivered training to schools, but no training was planned for Parent Carers. PACC have asked Shropshire Council if it is possible for a session to be developed for Parent Carers.

Monthly sessions with an Assistant Psychologist from BeeU are still taking place, with sessions currently fully booked until March. The purpose is for information sharing (e.g., us sharing where they are on the waitlist, answering questions about the process, families giving us updates on how they are doing at school and home), psychoeducation, and signposting to our partners and other relevant resources.

[CLICK HERE](#)

Learn more about Information Provision

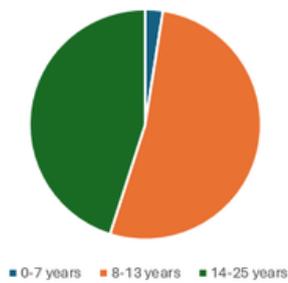
Community Support



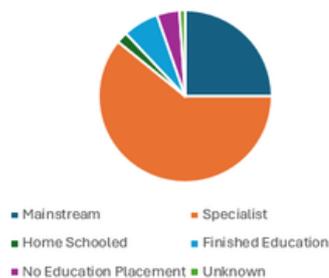
Engagement

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).

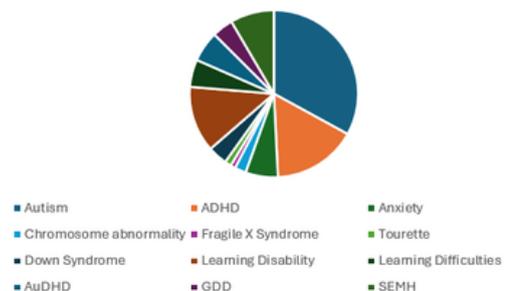
Age of child/ young person



Education Provision



SEND Needs described by Parent Carer



Community Navigator Service

PACC's Community Navigator Service offers personalised signposting and information provision to Parent Carers of 0-25-year old's in Shropshire.



Community Navigator Service

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


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

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

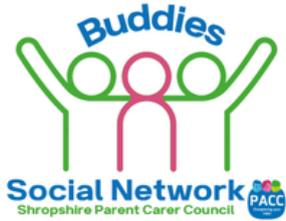
Key themes raised include:

- Inappropriate implementation of reduced timetables- Incorrect and unlawful information being given to Parent Carers and unlawful implementation of reduced timetables.
- Mental health support for neurodivergent Children and young people- Referrals for mental health support being rejected on the basis of BeeU not offering “post-diagnostic support” despite the referral being for mental health.
- Supported Living- lack of information available, social workers informing families that there are no properties.
- Communication with social workers- Parent Carers are regularly chasing for actions to be completed and responses to emails.
- EHCP- Quality, timeliness and communication- ongoing concerns raised around families waiting 12 months+ for EHCP following annual review, EHCP inaccurate and not being person-centred and using generic wording, lack of communication and updates from case officers. Parent Carers are being informed that these delays are due to staffing issues and large numbers of plans, which is not in line with legislation.
- Implementation of EHCP in school- Parent Carers are concerned that EHCP is not being implemented in school, identified support not in place.
- Support at college- lack of support with transition, increase in mental health difficulties since starting, concerned of social opportunities, information not being given in a timely manner.
- Mental Capacity- Parent Carers unsure of when assessments are needed and processes.
- Assessment waiting times for ASD/ ADHD.
- Direct Payments- finding PA's
- Early Help- Parent Carers have contacted for help with questionnaires that have been sent to them that they do not understand, we have had a lot of feedback from families in crisis that have been referred to Early Help and not received the support they need, issues with communication have also been raised. Families have also shared that they feel there are not enough practitioners in attendance at Early-Help drop in events from The EHCP Team/ Education.
- Adults Social Care- contribution payments
- SEN Transport- Parent Carers have raised queries about transport arrangements and legislation. A school transport Policy is still not available on Shropshire Local Offer, instead families are being provided with a “code of good conduct” which is not in line with legislation.

A full breakdown of this will be available in our Term-1 Navigator summary.

CLICK HERE

Learn more about Community Support



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.

We also had a family walk for 8-25 year old's at Attingham Park. We are still exploring options for Junior Buddies for 2026.



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. 39 children and young people attended activities over February half-term.

In-Person Events

SPRING 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.

LUDLOW - HELENA LANE COMMUNITY CENTRE
Tuesday 20 January 2026
12.30pm - 2.30pm
Helena Lane Community Centre, 20 Helena Rd, Ludlow, SY18 2JG

SHREWSBURY - THE LANTERN
Thursday 19 February 2026
10am - 12 noon
The Lantern, Madeline Farm Drive, Shrewsbury, SY1 4AG

MARKET ROWTON RAVEN HOUSE
Tuesday 24 March 2026
10am - 12pm
Raven House, 129 Chebbins Street, Market Rowton TF9 3AH

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
10am - 12 noon
Bridgnorth Library, Lady Street, Bridgnorth, WV16 4AP

THE LANTERN
Thursday 13 November 2025
10am - 12 noon
The Lantern, Madeline Farm Drive, Shrewsbury, SY1 4AG

OSWESTRY LIBRARY
Thursday 4 December 2025
10am - 12 noon
Oswestry Library, Arthur Street, Oswestry, SY11 1JH

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.

PACC have also attended a Transition Event as Severdale School.

Actio

The Actio contract ends on 31st March 2026. Actio are currently working with the new provider Shrewsbury Town FC Foundation to ensure a smooth transition.

[CLICK HERE](#)

Learn more about Community Support