



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 over see's the local SEND system as well as the workstreams that feed into the Board and other strategic and operational meetings.

In the reporting period PACC reps attended **over 50 operational and strategic meetings**, covering a range of activity, however the Shropshire system is in a period of change with many previously existing operational or strategic workstreams not meeting. PACC has raised concerns that this change to governance structures will potentially reduce the opportunities for coproduction and the lived experience voice will have less of a presence in key discussions.

PACC is particularly concerned that PACC representation has been removed from the Quality, Assurance Group (QAG) which has previously been a key opportunity for discussions with senior operational leaders, and which is identified in the Shropshire SEND Local Reforms Plan, as having the lead responsibility for overseeing coproduction in the SEND System.

Despite these changes PACC reps have been busy in some key pieces of work, ensuring that the voice and experience of Shropshire Parent / Family Carers inform and shape local decision making. **The recommissioning of Short Break Services** has continued in this period and PACC reps participated in meetings for both the Specialist Community Short Breaks and the Specialist Overnight Short Breaks contracts, ensuring that families experiences informed this work and they were kept up to date about progress. More recently PACC has been involved in discussions about the Holiday Club provision and concerns raised by families about access to this key service. This aspect of the work is ongoing.

While the majority of the **SEND reforms** are subjected to consultation some key activity is already happening. PACC reps have attended several meetings to provide feedback on the development of the Shropshire SEND Reforms plan, which outlines planned activity for 2026 – 2027. This plan is currently waiting approval by the Department for Education, it focuses on activity to increase inclusion in mainstream settings, including the development of the Experts at Hands offer

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The Shropshire system was visited by Ofsted and Care Quality Commission to carry out a **‘thematic visit’** in April, with PACC meeting with the Inspection Team 3 times to discuss the quality of Shropshire SEND offer. This included hosting a meeting for Parent / Family Carers to meet directly with the inspectors. This wasn’t a full inspection, but part of a programme of visits to look at best practice and gaps in SEND services across England.

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We have continued to work with Partners to strengthen our impact and reach. The **Get Yourself Active** project saw PACC working with Energize and Disability Rights UK to promote the importance of those who are disabled or live with long term health conditions being active. This focused mainly on securing support from adult services, but PACC championed the need for a similar project for children and young people, and we hope to see activity in this area soon. You can read more about the project [here](#)

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Our Conference this year focused on Exploring **Support for Parent / Family Carers** from the SEND Community, providing an opportunity for those who attended to share their experiences and to tell us what would support their wellbeing. This feedback along with a linked online survey resulted in a recently published report, which has been shared widely with system leaders.

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PACC continued its work with education settings building on the success of our work with the **Partnership for Neurodiversity in Schools** (PINS)

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With funding from Shropshire Council PACC is **working with Shropshire Secondary Schools and Colleges** to develop Coproduction in these settings, delivery to date includes;

- All Shropshire secondary schools and the three local colleges were contacted this term. 10 schools*, Shrewsbury Colleges Group, and Hereford, Ludlow & North Shropshire College responded and engaged.
- 9 delegates attended the in-person workshops, with a further 4 delegates booked for a condensed Teams/in person offer in September.
- A follow up letter and the PINS Coproduction Booklet were sent to all remaining non responding schools to encourage engagement.
- 7 settings have already had individual Teams meetings to introduce the project. 2 additional settings have rearranged their introductory meetings for next term.
- In person workshops were delivered across South Shropshire, Shrewsbury and North Shropshire, combining The Life of a Parent Carer and Coproducing with Parent Carers.
- Feedback from the training was highly positive, with delegates noting:
"How much a parent carer has to manage and navigate and how important it is that they feel valued and can access information easily."
"Listening to the parents and using their voice to help navigate change."
- Next term, all engaged settings will receive a second Teams meeting to shape their individual project ideas, followed by in person coproduction meetings with their parent carers.
- We will continue proactive outreach to schools that have not yet engaged to ensure all settings have the opportunity to participate.

**Schools participating to date; Lakelands, The Marches, Community College Bishops Castle, Mary Webb, Bridgnorth Endowed, William Brookes, The Corbett, St. Martin's, Church Stretton, The Priory, Meole Brace.*



**Find out more about
Influence and Change**

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Meeting	Number of times attended	
Joint Commissioning Work Group	3	Developing Joint commissioning strategy supporting joint funding between Integrated Care Board (Health) and Shropshire Council
Review meeting with Department For Education	1	Agenda June 2026: 1. Leadership and Governance update 2. PCF Update 3. SEND Reform Plan 4. EHCP update 5. Inspection readiness 6. AOB
SEND & Inclusion Board	2	Oversight of SEND decision making
Get Yourself Active Project	4	Promotion of embedding being active in social care support inc; Steering Group and planning group for conference, plus presenting at conference
Virtual school Personal Education Plans workshop	1	Co-producing improvements to the Personal Education Plan (PEP) for looked after children.
Children and Young People Mental Health Steering Group	2	Establishing the group – TOR and priorities
Local Plan Reforms activity	4	Developing draft plan for sign off plus plans for delivery of EaH
National Network of Parent Carer Forums SEND Reforms Community Of Practice	4	Bringing PCF's together to share experience and questions about the SEND Reforms
Quality Assurance Session	1	Looking at Preparation For Adulthood EHCPs
Children and Young People Participation Community Of Practice	1	Hosted by Council for Disabled Children – development of Children and Young People with SEND voice

Meeting	Number of times attended	
Meeting with partner organisations	5	IASS / A4U / Spectrum CIC Shrops Mental Health Service
System Comms activity	4	Reviewed Social care pages for local Offer and coproduced comms about Shropshire Change Programme
Training delivered	2	New Sencos / secondary and post 16 network
EHCP Process	2	Workshops with Wakefield LA to discuss best practice
Carer Joint Strategic Needs Assessment	1	Provided overview of PACC offer and concerns
Early Language Support for Every Child and Speech and Language Steering Groups	2	Oversight of speech language and communication activity
Inclusion Workstream	1	New group – establishing plan for delivery of inclusive practice.
Youth Transformation Activity	2	Shropshire is a pilot area for the transformation of Youth support – PACC promoting need to fully include SEND community
Regional PCF Network	2	Meeting with West Midlands Parent Carers Forums to share best practice and findings meeting
Thematic Inspection (LO)	3	Introduction with Inspection Team, facilitated mtg between inspection team and Parent & Family carers to share key issues

Meeting	Number of times attended	
Short Break recommissioning	3	Overnight SB/ Specialist community support / holiday club
IMPACT Board	2	Embedding Participation & coproduction in children's services
Direct Payments Policy Steering Group (All Age)	2	Development of all age processes and guidance for delivery of DP's
PACC Management	1	Trustee mtg
PACC Workshop	1	2 x sessions – PACC name and membership and planning for the SEND Reforms discussions
PACC Conference	1	Exploring Support for Parent & Family Carers discussions, survey and report
PACC AGM	1	Reporting on 2025 / 26 and discussing future plans

Reports

- Community Navigator Termly Report
- Exploring Support for Parent & Family Carers
- Building Carer Friendly Communities
- Coproduction in action
- Improving the SEND Social Care Experience

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Surveys

PACC regularly share surveys with families to collect feedback of their experiences of the SEND system in Shropshire. Feedback collected is used to produce reports which are published publicly or in some cases only shared with the SEND system to inform and influence change.

- Help to shape Shropshire's SEND Reform Plans
- Education Health and Social Care Plan Feedback
- Improving Experiences of Education
- Reasonable Adjustments in Mainstream Schools



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

We have published 5 Newsletters, which have been emailed to all families on our contact database (currently at 1450 families), and sent to all Shropshire Nurseries, Schools and Colleges. PACC has also co-produced two editions (May and July) of the Shropshire SEND newsletter published by Shropshire Council.

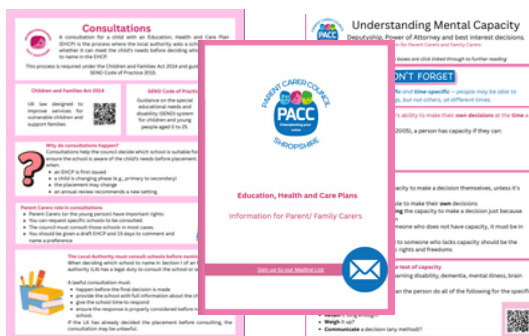
Website

Via our website we have shared 29 news articles. This includes:

- Updates on the local SEND System
- Opportunities for families
- Updates on PACC's internal work
- PACC workshops and events

We have created a new section on our website where we publish PACC guides and resources.

New Resources



PACC have produced 2 new guides providing information, processes and legislation on Mental Capacity and The Consultation Process. We have also updated our EHCP following feedback from families.

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Information Sessions

This term we have held an information session for families to find out more about Supported Living which was delivered by Shropshire Council. Prime Resolution also delivered an online session about the role of mediation in EHCP appeals.

CAMHS Assistant Psychologists are now delivering 2 information sessions a month due to an increase in demand.

[CLICK HERE](#)

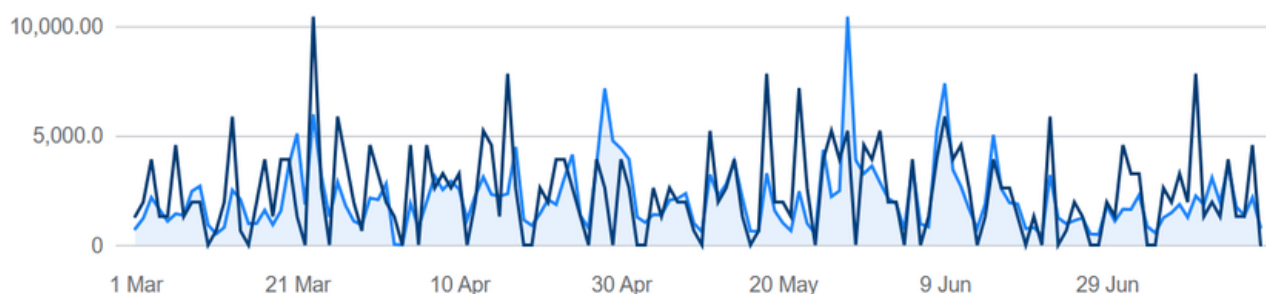
Learn more about Information Provision

Social Media

PACC post regularly on Facebook and Instagram, we currently have 2.7k (an 8.4% increase) followers on our main Facebook page and 172 (a 7.5% increase) followers on Instagram.



Posts on Facebook have had 298,738 Views (an 18.2% increase) and 5369 interactions -number of reactions, saves & comments (a 60% increase).

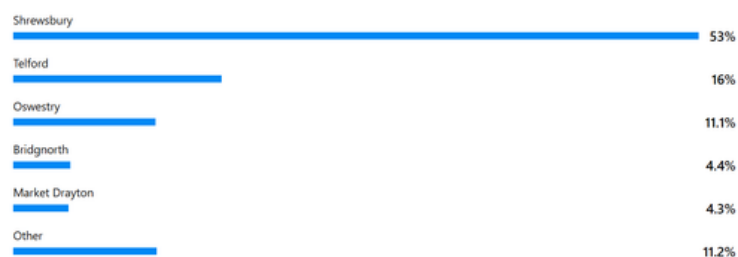


Views have been 52.6% followers and 47.4% non-followers.

Facebook Audience

Towns/cities

Lifetime

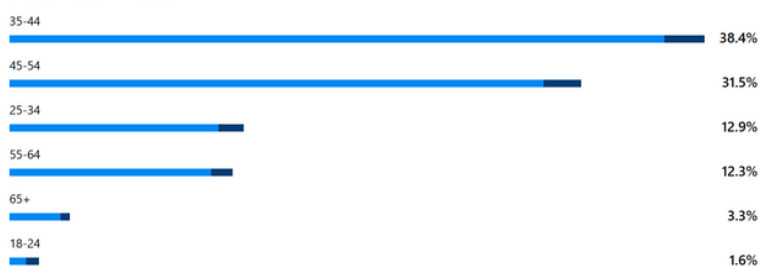


Engagement broken down by location shows Shrewsbury to be the highest engaging town.

Age and gender

Lifetime

● Women ● Men ● Unknown



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

[CLICK HERE](#)

Learn more about Information Provision

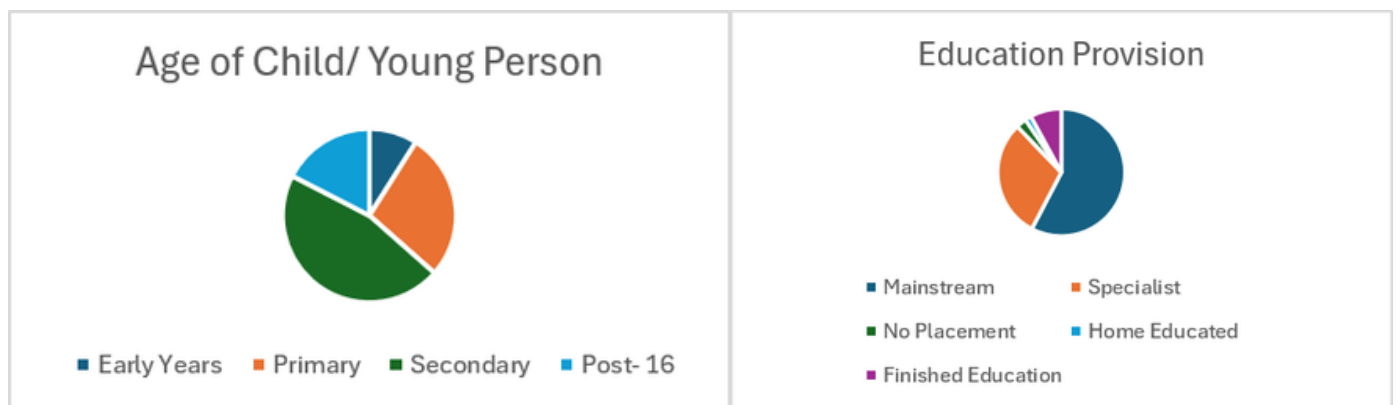
Community Support



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.

This term, our Navigator Service has engaged with 189 Parent/ Family Carers (a 237.5% increase from the previous term). This term we have seen an increase in families contacting us where they are in crisis. Families have told us that understanding how to access support is not clear, that information is not accessible and that they often have to keep repeating their story and still are unable to access the support that they need.



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Early Help meet and chat sessions

There were 2 scheduled meet and chat sessions that PACC were able to attend in this period:

May - Bridgnorth- 4 parent carers spoke to PACC
June - Shrewsbury- 4 parent carers spoke to PACC

Key Themes for this period include Transitions, EHCPs - delays in waiting for issue and refusal to provide EHCP, Community Support, Lack of Reasonable Adjustments in School, Peer Support - just someone to talk to who understands.

Parent Carers have attended to speak to practitioners that were advertised as being in attendance, however, the EHCP team were either not in attendance, or sent a practitioner that was unable to provide the information families needed.

Healthy Lives Programme

During Easter 74 children and young people attended Healthy Lives Programme activities, this included:

- Farm trips
- Zoo trips
- Relaxed cinema screenings
- Kayaking
- Soft Play
- Cycling
- Easter Egg Hunt
- Laser Tag
- Paddle boarding
- Gym
- Pool Parties



During May half-term 78 children and young people attended Healthy Lives Programme activities, this included:

- Racket sports
- Canoeing
- Farm visits
- Relaxed cinema screenings
- Kayaking
- Soft Play
- Pool Parties



Buddies Social Network

There have been 4 Buddies (14-25) Bowling sessions where over 30 young people and their Parent Carers have attended on each date. We also held a bingo night for 14-25-year olds at My Aspirations.



Carers Week

During Carers week, we held our Annual Conference. We also had a number of activities for Parent & Family Carers including Sound bath, coffee chat and connect and a clay workshop.

