

Information & Support | Influence & Change



Influence & Change



Community Support



Information Provision

Annual Report 2022 – 2023



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Forward

This year we have had some great success. The Preparation For Adulthood Navigators have gone from strength to strength, with more new contacts being made and positive impact for families being fed back to us. We have seen growth in connecting to the wider Parent Carer community with new school community based PACC Facebook Groups and being invited into school SEND information sessions, both of which have introduced PACC to new families. Our Healthy Lives Program ran through the Spring, Summer, and Autumn holidays providing opportunities for young people to experience new activities, make new friends, and have some fun. There have been many more amazing accomplishments along with continuing our influence over the system to improve the experience of families within the Shropshire SEND Community.

Our Reps have continued to tirelessly champion the voices of families within Partnership and Programme Boards, workstream meetings, production of communications (such as the Local Offer Newsletter), as well as within any conferences or events attended locally, regionally, and nationally.

None of what we do in PACC could be achieved without the support of our Trustees and the engagement of the Parent Carer Community, but most importantly it could not be done without our amazing team of volunteers, staff, and representatives. They work tirelessly to ensure Parent Carers voices are championed. They put in many hours of their own time to support activities and attend meetings to ensure the Shropshire SEND Community has opportunities to experience healthy lifestyles and personalised care and support. They are the greatest asset within our organisation and do not get anywhere near enough credit for their commitment to PACC and the SEND Community, we cannot thank them enough.

As we move into the next year, we look forward to expanding the team, where possible, and working with new community providers and organisations to continue the fantastic outcomes we are achieving.

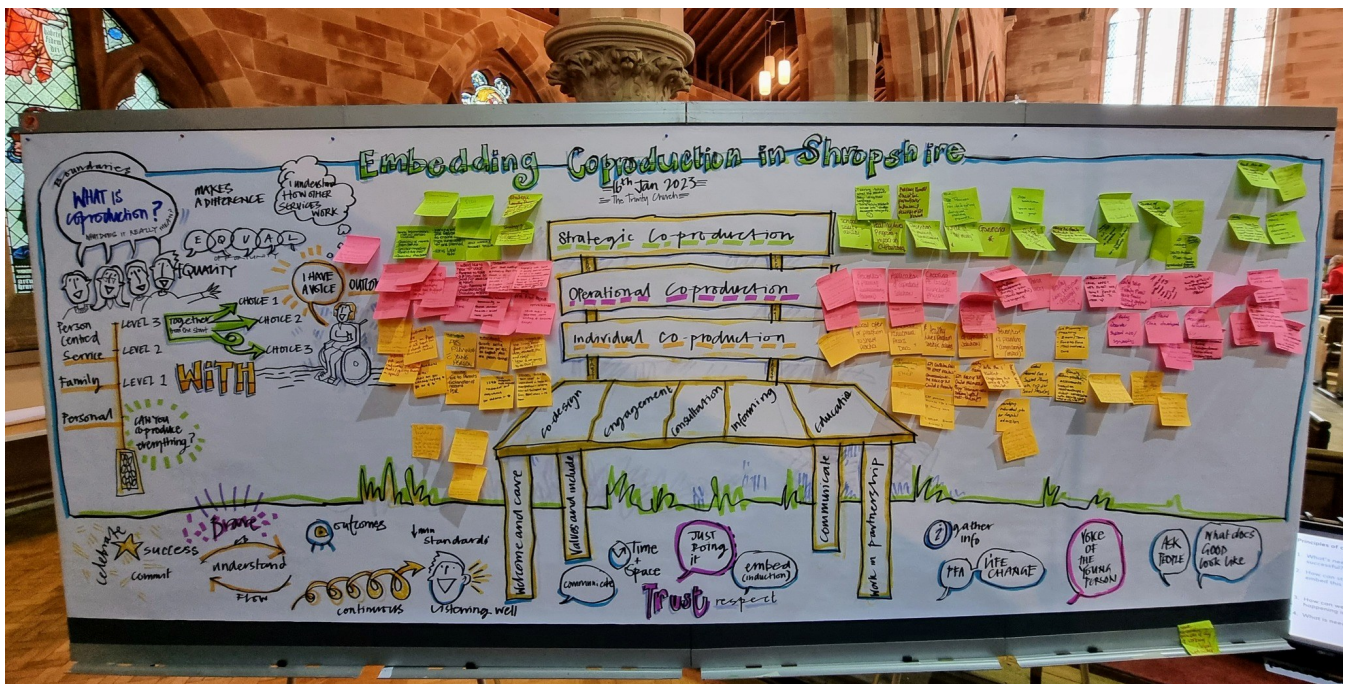
Zara Bowden - Chair PACC Shropshire

Introduction

This report provides an overview of PACC’s activity and achievements for the period November 2022 – October 2023. It is presented in three sections which reflect PACC’s main work areas;

- **Influence & Change**
- **Information Provision**
- **Community Support**

Co-production is key to all these work areas and improving the lives of SEND families in Shropshire is PACC’s ultimate aim, therefore Influence & Change is PACC’s primary work area, supported by the secondary work areas of Information Provision and Community Support. All of PACC’s work is reliant on its connection with the Shropshire SEND Community, information provision and providing community support enables PACC to reach more SEND families, strengthen that connection and hear more voices.



Influence & Change

At the heart of PACC’s work is Co-production and this year PACC continued to explore Co-production with practitioners from the Shropshire system to develop a shared understanding and a positive approach to this way of working. Coproduction is about listening to people who use services about their experience of support and using that experience and knowledge to make things better. PACC participated in and presented at the Shropshire SEND Coproduction Workshop in January 2023, sharing our ‘Shropshire Co-production Bench’ and what Shropshire parent carers had told us about how we know coproduction is happening.

Shropshire SEND Coproduction Workshop [Shropshire SEND Coproduction Workshop \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

Outcome:

PACC has a clear message about Co-production and is promoting a consistent model to support its delivery. This enables a better understanding of this way of working and supports it to be embedded in day-to-day practice.

Next Steps:

Develop a Co-production Framework which enables Co-production activity to be evidenced as happening at an individual, operational and strategic level.

This year PACC ran or coproduced 5 surveys covering;


Specialist Short Breaks Service [Specialist Shortbreaks Consultation Opened \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

Early Help for SEND [Developing A SEND Early Help Offer in Shropshire \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

The Shropshire SEND Newsletter <http://www.paccshropshire.org.uk/the-shropshire-send-newsletter-tell-us-what-you-think>

Shaping the Palliative and End of Life Care Strategy in Shropshire, Telford & Wrekin <http://www.paccshropshire.org.uk/hearing-your-voice-shaping-the-palliative-and-end-of-life-care-strategy-in-shropshire-telford-amp-wrekin>

Shropshire Special Educational Needs and Disability Survey <http://www.paccshropshire.org.uk/shropshire-special-educational-needs-and-disability-survey-now-live>



Information & Support | Influence & Change

PACC
Championing your voice

PACC Conference - "Inclusion in Shropshire"


Friday 23rd June 2023
Registration 9.30am for a 10am start
Close at 2pm
Lunch and refreshments provided
Shrewsbury Town Football Club, Montgomery Waters Meadow

We will be hearing from families about their experiences of inclusion in schools, what works well and what can be improved. We will be updating attendees on the work being done in Shropshire to create an inclusive approach in Shropshire early years, schools and colleges and to improve outcomes for children and young people with SEND and their families. The keynote speaker will be Karen Levelle, Service Manager SEND and Inclusion at Shropshire Council, who will provide an overview of the Shropshire SEND Vision and work of the SEN Team.

PACC understands that attending conferences in Shrewsbury is a challenge for many SEND families because of restricted travel options. With this in mind we are offering to provide transport from key pick up points throughout Shropshire depending on interest.

To book your place and to tell us about your transport needs please complete the form on the following link: <https://forms.office.com/e/1tm1ND0Yd>

"Influence and Change" - improving the lives of SEND families in Shropshire.

 www.paccshropshire.org.uk info@paccshropshire.org.uk

The recommissioning of Specialist Short Breaks is an ongoing piece of work and PACC are pleased to have been able to ensure that the parent carer voice has informed this work right from the start. We have highlighted the importance of keeping families well informed about the progress of this work, as well as listening to their experiences to improve the offer.

The Early Help Survey followed frequent feedback from families about the lack of a specific SEND Early Help offer in Shropshire. The survey allowed us to explore this in more detail and the subsequent report resulted in significant system focus on this issue. (<http://www.paccshropshire.org.uk/cd-content/uploads/files/PACC%20Early%20Help%20for%20children%20and%20young%20people%20with%20Special%20Educational%20Needs%20Final.pdf>)

Findings from the report informed the Early Help Review carried out at the end of 2022. PACC have now been invited to attend the Early Help Transformation Board and relationships with senior managers in this work area have strengthened.

Outcomes:

SEND families are informed about the recommissioning intentions regarding Shropshire Short Breaks Service, including the timescales for this work and the ongoing system commitment to these key services.

Parent Carers voice has been strengthened in the Early Help approach in Shropshire. There is an improved understanding about the needs of SEND families in terms of Early Help.

Regular Early Help Drop In sessions have been started across Shropshire, attended by representatives from Education, Health and Social Care services and PACC, offering opportunities for parent carers to speak with practitioners on an one to one basis.

Next Step:


Ensure that families continued to be well informed about Short Break recommissioning, to co-produce the new service specifications so that they are informed by the experiences of SEND families and responds to their needs.

Work with Senior Managers from Early Help to develop a clear and effective SEND Early Help offer for families.

PACC also promoted other opportunities for parent carers to share their experience and knowledge to inform service development, including Shropshire All Age Carers Strategy Consultation ([Shropshire All Age Carers Strategy Consultation \(paccshropshire.org.uk\)](http://paccshropshire.org.uk)) and Shropshire's Healthier Weight Draft Strategy (<http://www.paccshropshire.org.uk/shropshire-s-healthier-weight-draft-strategy>). It is important that the SEND Community voice is heard in these wider areas of work.




Information & Support | Influence & Change

Influence & Change

- We aim to empower our SEND Parent Carer community to be heard and influence change through sharing their experiences.
- We champion Parent Carers voices to inform and influence system change. We represent the SEND community to support local services to make changes to improve families lives.
- We ask Parent Carers to share their experiences with us so we understand the variety of experiences across our community. We may do this via surveys, meetings, online forums, workshops, and events.
- We aim to drive aspirational outcomes and change throughout Shropshire.
- We deliver independent representation, create reports, data, and reflections based on real life experiences of families across Shropshire.

www.paccshropshire.org.uk
info@paccshropshire.org.uk
[@shropspacc](https://twitter.com/shropspacc)



As part of the Shropshire Accelerate Progress Plan for SEND ([https://www.shropshire.gov.uk/the-send-local-offer/strategy-policy-and-guidance/send-accelerated-progress-plan-app/#:~:text=This%20Accelerated%20Progress%20Plan%20\(APP,by%20the%20recent%20re%20inspection\)](https://www.shropshire.gov.uk/the-send-local-offer/strategy-policy-and-guidance/send-accelerated-progress-plan-app/#:~:text=This%20Accelerated%20Progress%20Plan%20(APP,by%20the%20recent%20re%20inspection)))

PACC co-produced a SEND Baseline Survey with Shropshire Local Authority and NHS Integrated Care Board, gathering feedback on the three areas covered; EHCP's, the Neurodevelopmental Pathway and the Speech & Language Therapy service. This was part of the improvements in monitoring progress required following the SEND Inspection revisit.

Following discussions with Shropshire Senior Managers about issues specifically relating to Education, Health and Care Plans PACC requested that families shared their experience of both process and quality relating to EHCP's. This feedback was used to create 10 case studies that highlighted consistent issues relating to EHCPs in Shropshire and have been used to inform ongoing discussions linked to the Shropshire Accelerated Action Plan. These case studies particularly reflected PACC's stronger links with those families preparing for transition from Children's to Adult Services due to our new Preparation For Adulthood Navigator Project. This new project has highlight significant challenges in the delivery of PFA in Shropshire, with delays in decision making, issues in information sharing and a lack of focus on developing key life skills, which are essential to achieve quality a PFA outcome.

The Shropshire Accelerated Action Plan and the associated work streams have been a significant focus for PACC in 22/23. The work being done to improve the experience of families on the Neurodevelopmental Pathway is particularly important to the Shropshire SEND Community. PACC has championed the need for improved communication about the pathway and with families while they are waiting for assessment. Positive progress has now been made in this area, with letters from BeeU about the assessment process being co-produced, ensuring families understand what to expect after a referral, and regular contact while waiting also being implemented. PACC has also worked with practitioners to develop the role and job description for the new school-based Neurodevelopmental Practitioners, who will support both families and schools in the early stages of identifying and supporting young people who maybe neurodivergent.

There has been a similar focus on improving the experience of the Shropshire Children's Speech and language Service, which as also identified as an area of weakness in Shropshire's original SEND inspection report. To assist education settings in their support of a child or young persons ability to communicate successfully there has been a review of screening and intervention tools available. PACC has championed the need for consistency across settings and improved information so that families can have a better understanding of what support their child may be able to access and how

this can be adapted and used at home to reinforce communication strategies. This has led to the commissioning of the TalkBoost screening and intervention tool, as well as the introduction of a Speech, Language, and Communication helpline for schools and settings where they can access immediate advice and guidance about specific children or more broadly about what they can offer in their setting. Following feedback from PACC representatives Shropshire Community Health Trust now publish their estimated waiting times for Speech and Language Assessments on their website, have improved their information about the variety of support they can offer, and have increased their social media presence to help better inform families.

In 2022/23 PACC has published 6 reports detailing specific work areas in greater depth. There have been 3 termly PFA Navigator Project reports, which we talk more about in the Community Support section of this report, along with our 'Healthy Lives 2023' report. In addition we have published our 'SEND and Early Help' report referred to above and 'Inclusion in Shropshire – PACC Conference Report' - <http://www.paccshropshire.org.uk/cd-content/uploads/files/Conference%20Report%202023%20-%20An%20Inclusive%20Shropshire.pdf>

Inclusion is a current key theme of work, following the Government's publication of the SEND Improvement Plan (<https://www.gov.uk/government/publications/send-and-alternative-provision-improvement-plan>). PACC has provided parent carer representation at 3 Inclusion days hosted by Shropshire Council for schools and colleges in the past 12 months, sharing feedback from families about their experiences.

HAVE YOUR VOICE HEARD...

URGENT SURVEY

COMPLETE OUR SURVEY TO INFORM OUR REPRESENTATIONS

We need your help to inform what we say to Shropshire Council and Health Services about their Self Evaluation Framework

Outcomes:

The experiences of the Shropshire SEND Community have been key in creating and responding to the Shropshire SEND Accelerated Action Plan, including achieving;

- Improved communication and understanding about the Autism and ADHD assessment pathways.
- A commitment to improving the experience of families while they wait for Autism or ADHD assessment
- Improved information provision relating to Speech, Language, and Communication support available.
- Coproduced commissioning of system wide communication support tools to improve school based practice around communication.

Shropshire parent carers have a range of opportunities to share their experiences and knowledge to influence the local SEND system.

There is an improved understanding of the issues impacting the successful delivery of quality EHCPs and PFA support in Shropshire.

There is an improved process to monitor and measure improvements in the Shropshire SEND System

Next Steps:

Work with the Shropshire system to improve the quality of EHCP's, in response to both the SEND Change Programme and the feedback from Shropshire SEND families.

Propose and implement changes to the PFA process in response to the feedback from families, which will improve the experience of transition.

To secure the implementation of the Neurodiversity Practitioner role and monitor impact on families experience of support.

Develop a clear 'waiting well' offer for the Neurodevelopment assessment pathway.

Review the impact of improved Speech, Language, and Communication offers to ensure effectiveness and identify any further opportunities for improvement.

Information & Support / Influence & Change



PACC has continued to provide regular parent carer representation at operational and strategic meetings in Shropshire. Ensuring that the parent carer voice is present in all discussions about service design and delivery is at the heart of PACC's work. Our representatives take what Shropshire parent carers tell PACC about their day-to-day experiences and use this information to influence and inform these discussions. This is how we deliver co-production.

In 2022 /23 PACC provided regular parent carer representation for;

- Key Working Steering Group and Communications Group
- Local Offer and Shropshire SEND Newsletter
- Local Offer Working Group
- SEND Strategic Board and associate workstreams; EHCP Quality, Neurodevelopmental Pathway, Speech and Language Service, Preparation for Adulthood, Inclusion, Quality and Assurance Group, Workforce Development.
- Development of PFA Community Hubs and submission of the Impact support bid.
- Neurodevelopmental Training Group
- 'Making It Real' Board (Adult Services)
- Adult Social Care Direct Payments Board – Development of Personal Assistant Notice Board
- Learning Disability and/or Autism Programme and delivery groups
- Short Breaks Innovation Fund bid Development
- Autism in Schools Project
- Joint Commissioning Group
- Shropshire Integrated Care Partnership Board (SHIP)
- Shropshire Carers Partnership Board
- STOMP/STAMP Groups



And participated in;

- Children & Young People with Complex Needs Summit
- Care Quality Commission Readiness Review Mtg
- Developing Shropshire Telford & Wrekin Mental Health Transformation Plan
- Recommissioning of Shropshire Short Breaks Offer
- Developing Shropshire Day Opportunities Vision and Offer
- Development of local NHS Integrated Care System Strategy
- Voluntary Community Sector Assembly Conference – ‘Co-production & Commissioning’
- Coproducing Social Care Information for the Local Offer
- Delivery of Best Start for Life 0-5 Event
- Development and delivery of SEND Early Help Drop In’s
- Improving Health Inequalities project



In addition to these meetings and events PACC senior representatives meet regularly with system leaders in Shropshire to raise specific issues and to discuss system wide concerns, promoting a joined-up approach to service delivery. This year we have been pleased to establish a relationship with Public Health in Shropshire and to meet regularly with Paula Mawson the Assistant Director for this sector, to discuss how the wider health needs of the SEND community can be supported.

In 2022/23 PACC senior representative have met regularly with;

- Tanya Miles – Executive Director of People (Shropshire Council)
- Gareth Robinson – Director of Delivery and Transformation and Executive Lead for SEND, (Shropshire Telford and Wrekin NHS)
- David Shaw – Assistant Director of Education and Achievement (Shropshire Council)
- Steve Ladd - Service Manager Disabled Children (Shropshire Council)
- Paula Mawson - Assistant Director – Integration & Healthy Population Health, Wellbeing & Prevention (Shropshire Council)

Relationships are at the heart of Co-production and having PACC representatives regularly present in discussions at all levels of the system, enables relationships to develop, building trust and confidence in these partnerships. This is particularly important since PACC’s role as a ‘critical friend’ sometimes requires us to have difficult and challenging conversations with the system, while maintaining an ongoing working relationship.

Outcomes

Shropshire parent carers have a voice in ongoing conversations about service design and delivery in Shropshire.

The wider system has an increasing awareness of the needs of the Shropshire SEND Community and how it can support this.

PACC is able to provide the 'big picture' highlighting disconnects in the system and promoting a joined-up approach to design and delivery.

Next Steps

To develop PACC's relationship with Early Help at an operational and strategic level, ensuring that the planned local transformation of this approach is informed by the experiences of the Shropshire SEND community.

To embed co-production with the Shropshire SEND Community within Public Health activity.

Information Provision

Access to quality and accurate information is essential for parent carers, so that they can make informed decisions about the support needed by their families. PACC shares information about local and national activity, making families aware of planned changes to the SEND system and other decisions which will impact their families, for example PACC shared information this year about the Social Care Consultation on National Statutory Guidance 'Working Together' [Social Care Consultation on National Statutory Guidance 'Working Together' \(paccshropshire.org.uk\)](https://www.paccshropshire.org.uk)

Understanding how the local system works is particularly important for SEND families and in 2022/23 PACC has worked closely with the Shropshire system to improve information provision, via the Shropshire Local Offer, the development of the new NHS website 'Healthy Together' ([Home \(stw-healthiertogether.nhs.uk\)](https://www.stw-healthiertogether.nhs.uk)), and coproducing the Shropshire SEND Newsletter ([SEND newsletter | Shropshire Council](#)). PACC has particularly focused on promoting the sharing of information following the SEND Inspection Revisit and the subsequent programme of work put in place via the Accelerated Action Plan; SEND Local Area Inspection Revisit Outcome Letter [SEND Local Area Inspection Revisit Outcome Letter \(paccshropshire.org.uk\)](#). This has focus has resulted in a specific SEND Communications group being established and a system commitment to keeping families informed about progress in the work being undertaken. There is still work to be done in this area but feedback from families tells us that Information provision is seen as improving in Shropshire.

PACC recognises that it is important that as an organisation we provide information about our work and activity. In 2022/23 PACC was pleased to be able to publish nine newsletters, providing a range of information about work we have been involved in, SEND services/activities on offer and sharing stories about the lives of Shropshire young people with SEND, called 'Being Me'. We know that Shropshire SEND families really value hearing about the experiences of other families and hope to build on the success of the 'Being Me' articles going forward.

PACC Newsletters 2022/23

November 22 [PACC November 22 Newsletter Published \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

January 23 [PACC January 2023 Newsletter published \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

February 23 [PACC Newsletter Feb Newsletter \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

March 23 [March PACC Newsletter - Autism Acceptance Week \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

April 23 [PACC April 23 Newsletter \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

May 23 [PACC May Newsletter Published \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

Summer Newsletter [PACC Summer 2023 Newsletter \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

September 23 [PACC Newsletter September 2023 \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

October 23 [PACC Newsletter October 2023 \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)



One of the challenges faced by PACC in the past is feedback about a lack of clarity around our role and what we do. In 2022/3 we worked with the marketing consultancy 'Onebamboo' to address this and to develop our branding and strategic marketing policies. The PACC team worked to refresh PACC's Vision, Mission, Promise and Values based on our experience of how PACC has evolved over the years. These are now clear about PACC's commitment to the Shropshire SEND Community, reflecting what it hopes to achieve, and aligning with our charitable aims.

Vision
(Shropshire) A great place for SEND families to thrive and have the same opportunities as everyone else.
Mission
We will listen to our community and bring people together to create a more powerful voice to inform and influence change.
Promise
Championing your voice to influence change.
Values
<i>Understanding – Independent – Courageous – Aspirational</i>
<ul style="list-style-type: none">• We will understand our community by listening with care and compassion• We will independently represent our community• We will courageously tackle challenges to influence change• We are aspirational with the highest aims for our community

To improve clarity about PACC's role we identified three main work areas;

Influence & Change - which recognises that Co-production remains at the heart of PACC's work and our commitment to improving the lives of SEND families.

Information Provision – which is key to the delivery of Co-production and which feedback shows is a key issue for Shropshire SEND families.

Community Support – a new and developing work area for PACC, but one that is proving key to extending our reach into the Shropshire SEND community and gathering local intelligence about the experience of SEND families.

These three areas are colour coded, using the PACC colours to help with identification and understanding. New PACC marketing materials have been developed to reflect this approach and the PACC logo has been updated to include our promise to the Shropshire SEND community to champion their voice to influence change.

PACC works hard to maintain an ongoing conversation with Shropshire parent carers and our presence on Social Media, especially Facebook is essential in this. PACC's reach via Facebook has continued to grow, with our main page welcoming new followers on a daily basis and the number of closed chat groups hosted by PACC now totalling 16. PACC shares essential information each day with the Shropshire SEND Community either via social Media, direct emails, web posts or our newsletter. Further information is provided at Appendix 2.

Short Breaks - An overview of what's what

Short Breaks is a generic term that covers activities and overnight opportunities for children with disabilities. These are all funded by Shropshire Council, but are delivered by different providers.

All In Short Breaks via Actio
Actio are funded by Shropshire Council to manage their All In Activity Program. Membership of All In is approved by Shropshire Council. These are activities that range from sports clubs to arts sessions, from Horse Riding to Swimming. They are activities for children with SEND who find it hard to access mainstream activities. They are not funded to provide personal care or support those with complex needs who require 1:1. Actio plan the program and empower providers to deliver a supportive environment that is more sensitive to the needs of children with SEND across the Shropshire community.

All In Holiday Club via Action for Children
AFC are funded by Shropshire Council to deliver a holiday club open to children who have an All In membership and require more support than may be available at the other All In activities. The holiday club is offered to those who have assessed social care needs and those who may not meet the threshold for assessed care and support, or may only be offered a limited amount of assessed care and support but are still struggling in mainstream activities. This is not supported by Actio, it is managed by Shropshire Councils Short Breaks Team.

Overnight Residential Short Breaks and Domiciliary Care via Action for Children
AFC are funded by Shropshire Council to deliver their Overnight Residential Short Breaks and Domiciliary Care (care in the home). These are both offered to families whose child has had a Social Care needs assessment and has been awarded overnight short breaks and/or a Personal Budget for Social Care (delivered via Direct Payments). These are managed by Shropshire Councils Short Breaks Team and assessments are carried out by Shropshire Councils Disabled Childrens Team.

Outcomes

- There is increase communication from the system about activity relating to SEND in Shropshire.
- There is greater clarity about PACC's role and how it works.
- Shropshire SEND Families are better informed about the support available and issues which impact them.

Next Steps

- To review and update the PACC website so it reflects the new branding and marketing materials.
- To support more families to share their stories.
- To request feedback from Shropshire SEND families on the new branding and PACC information as part of a wider survey about PACC's work and effectiveness.

Community Support

Community Support is a new and developing work area for PACC. We have always recognised and promoted the value of bringing parent carers together to benefit from peer support, but previously PACC has not had the capacity to deliver direct support to families. Building on our work and experience with the Actio Partnership, PACC Buddies Social Network and Year 1 of the PACC Healthy Lives Programme, this is now a more established element of our offer. All Community Support activity increases PACC's reach into the Shropshire SEND Community, increasing our intelligence about families experience of living with SEND in Shropshire. This enable's PACC to understand what is working or not working, and informs our 'influence & change' work moving forward.



Our partnership with Energize via Actio has continued to thrive. The delivery of the All In non-assessed Short Break programme (0-18) on behalf of Shropshire Council, remains the focus of Actio, but the PACC Healthy Lives programme enables us to offer a wider range of activities for the 0-25 age group. See *Healthy Lives Summer Programme 2023* [Healthy Lives Summer Programme 2023 \(paccshropshire.org.uk\)](https://paccshropshire.org.uk)

Actio/All In membership continues to grow, with 1026 families now registered. When families register for either All In (0-18) or Actio (0-25) they are offered the chance to sign up to receive information from PACC, including the PACC newsletter and information about surveys, SEND activities and events, connecting them to the wider SEND Community. Take-up of All in / Actio activities is still lower that we would hope and PACC continues to champion the need for a 'Short Break navigation' support (similar to support provided when families participate in the Healthy Lives Programme) to actively help families to find and try activities which meet their child's needs.

In 2023 PACC successfully secured funding to run Healthy Lives programme for a second year . This summer holiday programme was targeted at 14-25year olds with SEND (the PFA cohort), predominately those with Learning Disabilities and/or Autism who need a higher level of support. Building on the experience and learning from delivering in 2022 the 2023 programme:-

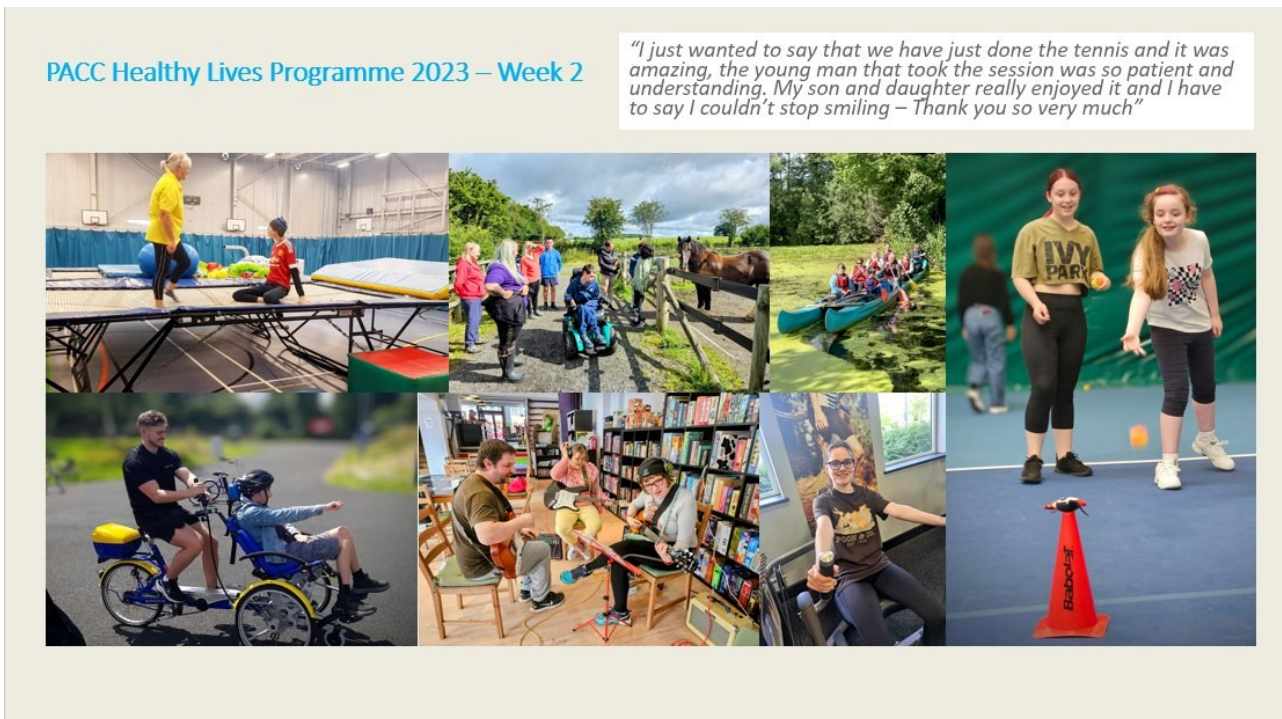
- supported 74 young people to participate (21% increase on 2022)
- provided 467 activity spaces (a total of 11914 hours of provision) with an occupancy rate of 83%.
- offered a much wider range of holiday experiences by working with 14 new activity providers and 5 providers from 2022 to pull the programme together .
- piloted several of the new activities with Buddies in the Easter and May half- term to gauge Interest and suitability.



- continued to offer the supported booking and matching processes to ensure the support needs of the young people were met and they had a positive experience.

In addition, in response to last year's feedback the 2023 programme included Family sessions. These included weekly tennis , swimming and cycling sessions . Once again, the programme was very positively received and culminated in a fun celebration event in October half term with Brad Fitt, from Shrewsbury Panto, presenting the certificates. Young people have grown in confidence, built friendships ,learnt new skills whilst improving their physical and mental well-being.

PACC would like to thank Sports England, Shropshire Council and Shropshire NHS Integrated Care Board for helping to fund the 2023 programme. For more information about the Health Lives Programme see; *Healthy Lives Programme 2023 Report* [HLP 2023 report Final.pdf \(paccshropshire.org.uk\)](https://paccshropshire.org.uk/HLP_2023_report_Final.pdf)



PACC’s Buddies Social Network has gone from strength to strength in 2022/3. Buddies activities encourages the growth of confidence and friendship circles for young people 14-25 during the stage known as Preparing for Adulthood, which is recognised as a particularly challenging time for young people and families. This year there has been a rapid growth of Buddies Membership (from 118 to 204 families (72%). Although membership has grown, encouraging young people to start attending activities remains a constant challenge. The PACC team organised 31 Buddies activity sessions throughout the year, with the support of parent carers. In addition to monthly bowling, young people enjoyed 2 trips to the theatre , games mornings at Nerdy Coffee Co, a bingo night and walks at Attingham Park. Buddies also piloted working with new providers for the Healthy Lives programme. Young people tried tennis, cricket, canoeing, yoga and time at Arthog Outreach activity centre. In April Buddies raised £700 for Shrewsbury Town Foundation by participating in the Shrewsability run. In the summer we hosted our second Buddies camp at Treflach farm, celebrating two Buddies birthdays and having fun in the Shropshire countryside. A big thank you goes to Louise Burns for all her hard work organising the camp. The continued growth of friendships and between the young people and their parent carers makes everyone input all worthwhile.

This year PACC also started Junior Buddies for 8 –14-year-olds, piloting 3 different activity sessions and undertook a survey to identify interests. PACC would like to thank all the young people and parent carers in Buddies for their unflinching enthusiasm, support and sense of fun !



In 2022/23 PACC hosted a Christmas Grotto and Santa Experience for the first time on behalf of Actio. 53 children and young people visited Santa and spent time enjoying the craft and sensory activities. The focus of this event was on providing a flexible and person-centred experience, with gifts that reflected the young people’s interests and a successful interaction with Santa for people with SEND 0-25. The feedback from families was extremely positive and the day was one of the highlights of the year for the PACC team members involved.





PACC Coffee and Chat mornings have also continued during this reporting period, offering the chance to meet directly with the PACC team and other parent carers. These sessions move around the county and this year PACC Coffee and Chat sessions have been held in Shrewsbury, Oswestry and Church Stretton.

A new part of PACC's Community Support offer is the 'Preparation For Adulthood Navigator Project', which started in September 2022. This work is funded via the Shropshire NHS Learning Disability and/or Autism Programme and aims to improve the experience of transition to adulthood for young people aged 14-25 years and their families. PACC developed the PFA Navigator Role based on previous discussions and engagement with parent carers who had experienced transition to adulthood and responds to challenges highlighted, such as difficulties in finding information about what is available and the lack of someone to talk to about this next step in a young person's life.



In Year 1 PACC's PFA Navigators received 124 enquiries and had ongoing contact with 57 Parent Carers. There has been clear themes in enquiries with EHCP information, Social opportunities, Post-16 education options and support for mental health & wellbeing being regular subjects that parent carers are enquiring about. Navigators have shared parent carer feedback at several strategic meetings including; Post-16 Neurodevelopmental Mapping Group, Shropshire SEND Employment Forum and the PFA Workstream. Throughout these meetings they have ensured that the voice of the SEND community is being represented. Information has been collated through conversations with parent carers, surveys, and feedback forms. The Navigator Project have also hosted an IPSEA EHCP Masterclass for Parent Carers of children and young people aged 14-25, which received very positive feedback.

The key messages identified via the PFA Navigators Project this year are:

- The importance of being listened to and having feelings validated.
- The importance of open communication and responding in a timely manner.
- The importance of providing clear and accurate information.



More information about the PFA Navigator Project in the following reports;

Preparation For Adulthood- Navigators Term 1 Report [PACC PFA Year 1 First Report Final.pdf](#)
(paccshropshire.org.uk)

Preparation For Adulthood- Navigators Term 2 Report [PACC PFA Year 1 Second Report Final.pdf](#)
(paccshropshire.org.uk)

Preparation For Adulthood- Navigators Term 3 Report paccshropshire.org.uk/cd-content/uploads/files/Term 3 Report %28002%29.pdf

Outcomes

SEND families and young people have increased opportunities to come together and experience positive social interaction, building confidence, self-esteem and knowledge.

Families report that Buddies and the Healthy Lives programme is making a positive difference to their lives and wellbeing.

Young people have continued to participate in activities that they first experienced through the Healthy Lives Programme, increasing activity levels.

Parent Carers report that they are better supported and more informed about PFA issues after contact with PFA Navigators.

PACC has extended its reach and is having increased contact with Shropshire Parent Carers through its Community Support offer.

Next Steps

Secure funding for and deliver Healthy Lives 2024.

Establish a regular activity programme for Junior Buddies 8-14 years.

Develop partnership with Post 16 providers to support PFA Navigator Programme.

*"Healthy Lives is a great inclusive programme well delivered and organised with a great variety of activities
THANK YOU"*

"My PFA Navigator was friendly, professional and helped me to move forward. It was great to have someone to turn to for advice and has helped to reduce my mental load somewhat."

"Thank you for all you do - we would be lost without you"



Organisational Development in 2022/23

PACC has continued to experience organisational growth in 2022/23, with increasing scope and activity. We have a well-established core team and have successfully recruited 3 new Trustees. PACC continues to benefit from a combination of paid and voluntary support. Further information about the PACC Team can be found at Appendix 1.

PACC's main funding is through the Department of Education, Participation Grant (Totalling £17,500), which is administered by Contact. PACC's monitoring for this funding in 2021/22 was approved by Contact when submitted and the grant application for the 22/23 period was again successful.

In 2022/23 PACC also secured grant funding from;

- NHS Shropshire, Telford & Wrekin ICB – Learning Disability and/or Autism Programme (PFA Navigator Project)
- Sport England (Healthy Lives Programme)
- Shropshire Council – Personalisation Programme (Healthy Lives Programme & Reducing Health Inequalities work)

PACC was also funded to provide parent carer representation to support the development of the Shropshire, Telford & Wrekin Key working Service, to provide administrative and engagement support for Actio and for supporting the delivery of the Autism in Schools project in Shropshire.

Our Annual Accounts are independently audited and shared on the Charity Commission website.

It is important that the PACC Team are able to continue their own development and build their knowledge and understanding of the SEND system and related issues, and members of the PACC Team are encouraged and supported to undertake regular training.

In 2022/23 the following training was completed by members of the PACC Team;

- National Development Team for Inclusion- Next steps: Preparation for Adulthood
- IPSEA- Post 16 Training
- Parent Carer Alliance- Continuing Healthcare
- Pavilion Training- Making a difference in the lives of people with severe Learning Difficulties
- One Page Profile: e-learning course
- Independent Advocacy under the Care Act 2014: e-learning course
- Determining eligibility under the Care Act 2014 e-learning course
- Mental Capacity Act (MCA): e-learning course
- Deprivation of liberty safeguarding
- Navigating through the Deputyship process
- Community Matters Courses – GDPR & data security; how to handle difficult conversations; make your social media more engaging, Strategic planning and the role and responsibilities of Trustees.

Appendix 1.—The PACC Team

Sarah Thomas

Influence and Change Strategic Lead (Paid role approx. 15 hours per week – self-employed)
Safeguarding Lead, Finance Lead & Trustee (voluntary)

- ▶ Neurodivergent family
- ▶ Adoptive Mum
- ▶ Worked in Parent Carer participation since 2008, locally, regionally and nationally
- ▶ 23 year old son with Learning Disability, Autism, ADHD and speech disorder moved into Supported Living in 2021
- ▶ 4 of 5 sons have/had EHCP's and attended mix of specialist, mainstream and independent schools / college / university



Zara Bowden

Information Provision Strategic Lead PACC & Actio (paid role approx. 20 hours per week - self employed)
Trustee (voluntary)

- ▶ Parent Carer to 2 teenagers, one with complex combination of Hydrocephalus & Right Side Hemiplegic Cerebral Palsy, and one with Sibling Carer related mental health needs.
- ▶ Experienced the CDC pathway and received EHCP at 2.5 yrs. old.
- ▶ Accessed mainstream education and experience with out of county health services.
- ▶ Varied working history across SEND, Mental Health, and Admin Services.
- ▶ Specialised in Communications & Strategy at regional and national level with NNPCF.
- ▶ Business owner, Trustee of a community arts project, Fitness Lead and Behavioural Support for Phoenix Academy of Performing Arts Shrewsbury..



The PACC Team

Abi Taylor

Community Support Strategic Lead & Preparation for Adulthood Navigator
(employed role 35 hours per week – term time only)

- ▶ Single Parent Carer
- ▶ Personal Lived Experience of Childhood Trauma
- ▶ Son with ASD ASC Anxiety Social, Emotional and Mental Health Needs Developmental Coordination Disorder Emotional Dysregulation and Sensory Processing Disorder
- ▶ Attended mainstream Infant and Junior School Had a GSP
- ▶ Waited 5 years for a formal diagnosis
- ▶ Attends Mainstream Secondary School Has an EHCP
- ▶ Has Transport for school



Denise Glover

Preparation for Adulthood Navigator (employed role 15hours per week - term time only)
Community Volunteer - Community Support Team

- ▶ Worked previously as a Nurse
- ▶ Family Support Worker
- ▶ Previously worked as SEN teaching assistant
- ▶ Parent Carer to 3 daughters Niamh has ME and Fibromyalgia Cari has Down Syndrome
 - ▶ Attended mainstream school Now at Walford College Has a voluntary placement Attending Day Opportunities



The PACC Team

Annie Taylor

Community Champion & Parent Carer Rep (voluntary role)
Community Support Team

- ▶ Raised with family members with Cerebral Palsy; Deaf; ADHD
- ▶ Adopted 3 children with childhood trauma
- ▶ Grandson with ASD
- ▶ Daughter with Down Syndrome
 - ▶ Now in Supported Living following; Child Development Centre – Mainstream - Specialist Provision - Supported Internship



Cathy Williams

- ▶ Administrative Support (paid role 5 hours per week - term time only)
- ▶ Parent Carer experienced in Autism and complex needs

Lucy Smith

- ▶ Trustee (voluntary role)
- ▶ Parent Carer experienced in Learning Disability and health / mobility needs

Ruth Minshall

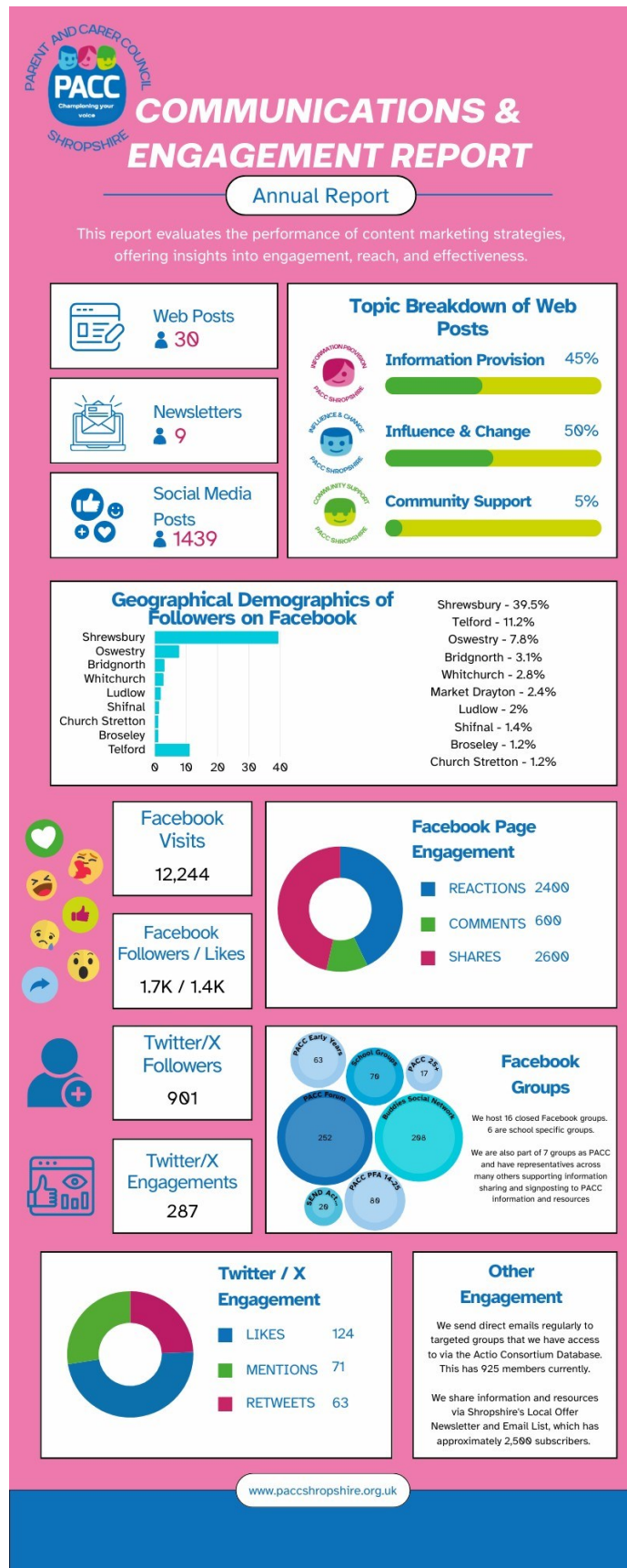
- ▶ Trustee (voluntary role)
- ▶ Parent Carer experienced in Autism and behaviours which challenge

Helen Nickless

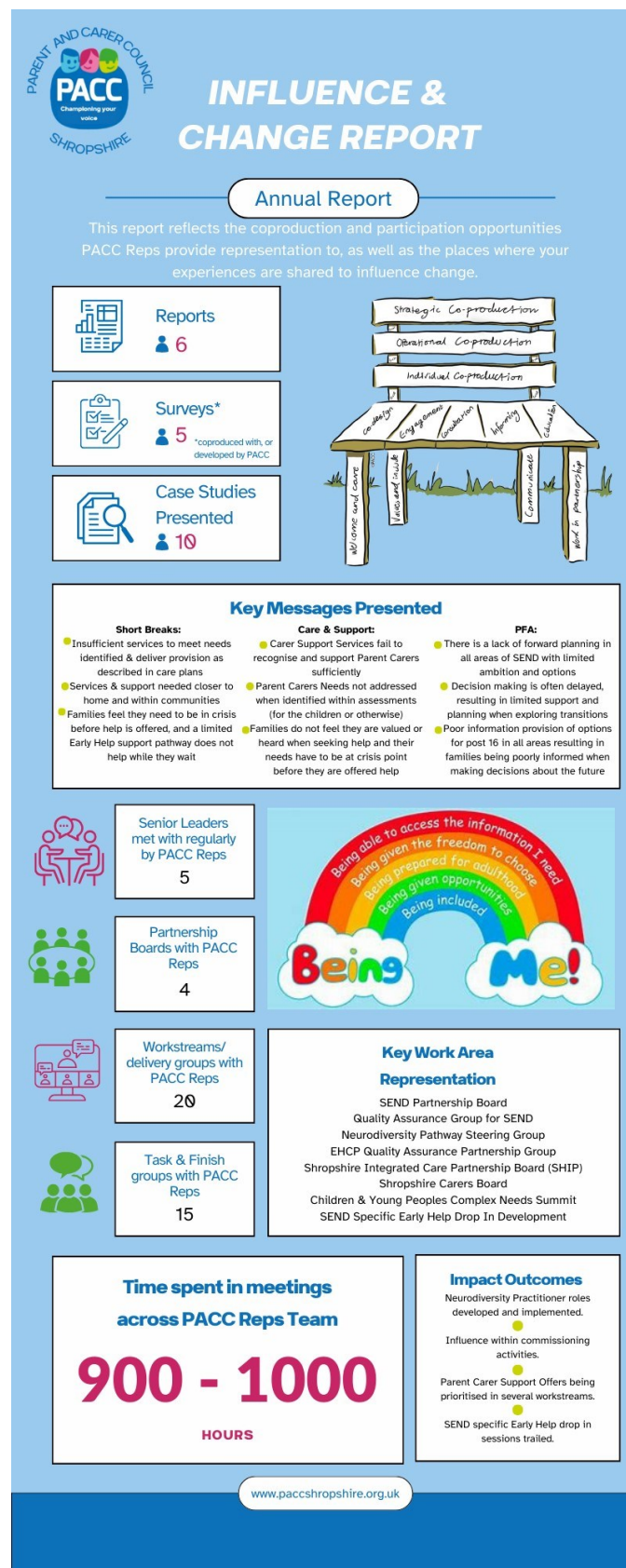
- ▶ Trustee (voluntary role)
- ▶ Parent Carer experienced in physical disability and support in mainstream settings



Appendix 2a. Information Provision Info Graph



Appendix 2b. Influence & Change Info Graph



Appendix 2c. Community Support Info Graph

