

Information & Support | Influence & Change



Influence & Change



Community Support



Information Provision

Preparation for Adulthood Navigators Report

Year 3 Term 1



Contents

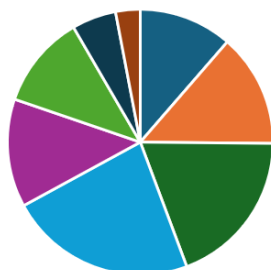
Enquiries.....	Page 3
Number of sessions delivered.....	Page 3
Meetings/ Contact with community Groups and Services.....	Page 4
Promotional Activity.....	Page 4
Outcomes/ Referrals/ output.....	Page 5
Signposting.....	Page 5
Community Support Activities.....	Page 6
Key Issues and Themes.....	Page 8
Plans for next quarter.....	Page 9
Termly Reflection.....	Page 10

Enquiries

This term that has been contact with 204 parent carers, this has included email contact, 1:1 teams calls, phone calls, in person events and speaking to parent carers at PACC community support activities.

This term we have had an increase in practitioners making contact to signpost families to the Navigator service, including Early Help and Autism West Midlands.

Age of Child/ Young Person



■ Age 13
 ■ Age 14
 ■ Age 15
 ■ Age 16
 ■ Age 17
 ■ Age 18
 ■ Age 19
 ■ Age 20

The age range of Children and Young People that Parent Carers have contacted PFA Navigators about ranges between 13 and 20 years of age. We have seen an increase this term of families contacting PACC with children 5-14, highlighting the importance of an all-age Navigator service.

Diagnosis of Children and Young People is broken down below.

Description of needs



■ Autism ■ ADHD
■ GDD ■ Down Syndrome
■ Learning Disability ■ Anxiety
■ SEMh ■ Social/ communication
■ Speech and language ■ Chromosome/ Gene disorder

This term we have had contact with Parent Carers whose Children and Young People are in mainstream education, specialist education, compulsory school age with no education placement, and young people who have finished education.

Number of sessions delivered

There has been Direct Contact calls (Teams/ Phone calls) with 23 Parent carers this term.

Through community Support Activities run through Buddies Social Network and The Healthy Lives Programme, 181 Children and Young People and their Parent Carers have attended activities and engaged this term. A further 10 Young People volunteered with their Parent Carers during half-term at a pop up café at PACC's Seeing You Seeing Me exhibition.

Meetings with Practitioners/ Teams

- PACC's PFA Navigator and Influence and Change Strategic Lead were invited to be keynote speakers at SSAFA's annual conference- this covered all things SEND, where to access support on the role of a Parent Carer Forum. This was a brilliant opportunity to provide military families in Shropshire information on PACC and the local system, as well as providing families from all over England with information on Parent Carer Forums and support. "I am just reaching out to say a huge thank you for your support at the recent FANDF Autumn Event. We really appreciate you taking the time out of your busy schedule to attend and present on behalf of PACC Shropshire."
- Supported Internship workstream
- Preparation For Adulthood Workstream
- Met with Designated Social Care Officer to discuss Safeguarding and Children's Social Care concerns from this term
- Adult Social Care - Monthly meetings with Team Manager to highlight individual concerns – Learning Disability, Autism and Preparing for Adulthood have continued. Unfortunately, this term Education have not attended meetings.
- Met with Health SEND Leads from across Shropshire, Telford and Wrekin
- Post-16 Shropshire Ordinarily Available Provision

Promotional Activity

This Term saw the launch of Seeing You Seeing Me. A groundbreaking photographic exhibition and trail shares photographs selected from over 650 photographs taken during PACC's Healthy Lives Programme. They tell a story of how young people with SEND want to be seen and heard. The images and words show the importance of young people with SEND having access to activities in the community, enabling them to build confidence and friendships that are essential in securing a good quality of life.

More information and promotional resources can be found [here](#).

What education options are there?

What is Preparation for Adulthood?

What happens at a Year 9 Annual Review?

How can we access social opportunities?

Does anything change in Health Services?

PREPARATION FOR ADULTHOOD

PACC

Contact A PACC Preparation for Adulthood Navigator Today!

What can I speak to a Navigator about?

- Further education
- Staying Healthy
- Education, Health and Care Plans
- Mental Health Support
- Annual Reviews
- Being Part of the local community
- Activity Plans
- Housing Options
- Finances and Benefits
- Support for Parent Carers
- Employment and Volunteering
- Annual Health Checks

For more information, or to arrange a Teams call, email: Abi@paccshropshire.org.uk

The Generic PFA Flyer has been shared on Social Media, via direct mail out and in monthly Newsletters.

This Term we also launched the **PFA Bulletin** in the PACC Monthly Newsletter. This has been created based off enquiries the previous term, covering some of the key areas that Parent Carers have contacted us with queries about.

Outcomes/ Referrals/ output

- All concerns raised this term with CSC have immediately been acknowledged and PC has been contacted and issues resolved.
- There are a number of issues which have been raised in every termly report for the last 12-18 months such as EHCP's, communication, awareness of options for CYP which are still on going and no progress has been made- this will be clearer and expanded upon in Y1 and Y2 Summary report
- Case studies which were raised with the appropriate practitioners in Year 1 of PFA Navigators are still outstanding. It is disappointing that even with signposting to services and raising awareness of legislation and statutory duties that so many families are still in crisis- with young people out of education, increased mental health crisis, a lack of empathy and support from practitioners and some still with EHCP's with incorrect information or EHCP's which are not being reviewed within the legal timeframe.

It is disappointing that over 2 years, recurring issues and themes have been highlighted in reports, raised at relevant work streams and a number of the issues raised have not improved or been resolved.

Signposting

Parent Carers have been signposted to local and national support services and community activities/ support. A reoccurring theme in signposting over the previous 2 terms has been explaining the Local Authority complaints procedure to families, signposting to IASS and IPSEA for legislation support and explaining mediation and tribunal processes in Shropshire and legislation around this.

There has been an increase in families contacting after initial calls, to inform us that they have followed procedures, adhered to timelines and legislation, but the system has failed to comply.

- IPSEA
- IASS
- NDTi resources and guides
- Local Offer
- All In
- First Point of Contact
- Buddies Social Network
- PACC Healthy Lives Programme
- Citizens Advice
- PlanIt Future
- Community Activities: Arty Party, SYA, 4all foundation, Shropshire Inclusive Dance
- Young Minds
- Autism West Midlands
- Shropshire Youth Support Trust
- Early Help Drop In events
- Healthier Together
- Dynamic Support Register

- PA's- Taylor Support
- Relevant Practitioners within the system
- Shropshire Council Complaints procedures
- SEND specialist solicitors
- Local Authority Ombudsmen

Community Support Activities

This term, Buddies Social Network has provided peer-support opportunities for parent carers and opportunities for young people aged 14-25 to access 2 bowling sessions, 2 horse riding sessions and a theatre trip to see Frozen.

Through The Healthy Lives Programme PACC have provided peer-support opportunities for parent carers and opportunities for young people aged 14-25 to access activities over October Half-Term at St Mary's Church whilst the Seeing You Seeing Me exhibition ran. This included Sing-Along sessions, Sensory songs and stories with Sal Tonge and Drawing games with Jamila. During this week, PACC also provided the opportunity for 10 Young People (18+) to volunteer with their Parent Carers during half-term at a pop up café.



Healthy Lives Summer Programme Celebration Event

This term PACC hosted the annual Celebration event for 14-25 year old's who accessed this year's Healthy Lives Summer Programme. This event is one of the highlights of the year for the PACC team and families- where young people celebrate their achievements with their friends. This year we had kept a secret from attendees and had a very special guest to present young people with their Awards!!



Key Issues and Themes

- **Reduced Timetables-** this term there has been an increase in parent carers contacting regarding the implementation of reduced timetables. A number of parent carers who contacted had not consented to this being implemented, meaning illegal practice.
- **Mental health support for Children and Young People-** Parent Carers have contacted with concerns of significant waiting times, not meeting criteria, referrals being refused but families are not signposted to alternative support
- **SEN Team-** Parent Carers have contacted as their case officers have changed but they have been notified. Families are contacting the generic SEN team email and have had no response. A key reason families are contacting is regarding EHCP annual reviews and plans not being updated following a review (some parent carers have been waiting 10 months, others have not had their plan updated for several years)
- **EHCP's-** Parent Carers have contacted as they have not had annual reviews from year 9 with a focus on PFA. Outcomes are heavily focused on educational outcomes and parent carers have expressed that they do not have confidence that the EHCP truly reflects individual aims and aspirations. This is particularly evident with planning for the future in regard to independence and where the young wants to live.
- **EHCP drafts-** Parent Carers have provided feedback that plan writers are removing key information from plans. A parent carer has been informed that “mental health is not health” and information was removed from section C.
- **Accessing PA's-** Families of children and young people under 18 are not able to access PA's and there is limited signposting and support available for this. A barrier to this is that the PA noticeboard is only available for Adults Social Care.
- **School Applications-** Families not aware of the process for applying for next phase of education when CYP has an EHCP. There is conflicting information around the annual review process and naming the next phase of education and completing the online form.
- **Lack of information available on Power Of Attorney/ Deputyship and processes-** Parent Carers are unsure of the process and what they need to do and when. There are limited signposting opportunities in Shropshire that are not paid services.
- **Lack of understanding of the life of a parent carer when speaking to practitioners-** Parent Carers feel blamed and that their life is not understood. Many parent carers have contacted and are very frustrated by the lack of empathy demonstrated by practitioners they are speaking to.
- **Adult Social Care-** incorrect information being given to PC's on what direct payments can be used for. There is frustration of the lack of information available on supported living and housing options. Parent Carers are informed to plan with their young person from Year 9 and ensure this is included in their EHCP, however nothing is actioned from this, conversations with social workers are limited. The Local Offer information is extremely limited- this has been raised internally.
- After signposting families to FPOC for Child needs assessment/ PC needs assessment, families have contacted and been given the wrong information, one reported she was

made to feel like she was wasting the staff members time, one was sent the questions the practitioner should use to inform the conversation via email and asked to complete

Plans for next quarter

- PFA Guide: A first draft of PACC's PFA guide is almost complete. This term this will be completed and shared with parent carers at PACC's PFA Conference for feedback.
- PFA Conference: PACC will be hosting a PFA conference in January for Parent Carers with a focus on quality of life and planning ahead.
- PACC Pack: Based on feedback from Parent Carers about the difficulty accessing information, PACC are creating a resource pack for families to share at events which will have leaflets and information on local SEND services.
- A financial Planning session has been scheduled for January for Parent Carers of 14-25 year old's. Parent carers will receive a toolkit has been - last term we had a high number of parent carers contacting to ask about POA, deputyship, wills and trusts.

Termly Reflection

This term we have seen an increase in Parent Carers contacting us in crisis.

Through feedback each term, resources and comms are developed and shared with families, this is to increase awareness in the local SEND community about what is available to them as a family, services and support that are available to their child/ young person and the wider family, legislation and processes within the system.

Termly reports are also shared externally. PACC reps also share themes shared within appropriate meetings and workstreams. Individual Case Studies have also been raised with senior leads within the Local Authority.

The below table indicates themes that Parent Carers have contacted a Navigator to discuss. Dark green indicates an increase in the number of Parent Carers who have raised issues/ concerns in this area.

Topics Parent Carers contacted regarding	Year 1 term 1.	Year 1 Term 2.	Year 1 Term 3.	Year 2 Term 1	Year 2 Term 2	Year 2 Term 3	Year 3 Term 1
EHCP-Quality							
EHCP- Timeliness							
EHCP- Application process							
EHCP- Inappropriate/ no named provision							
EHCP- Annual review							
No education provision placement							
Education Provisions							
Post-16 Education Options							
Social Opportunities							
Mental Health Support- CYP with ND							
Mental Health Support- Parent Carers							
SEND Transport							
Support for CYP							
Accessing PA's							
Communication with Practitioners							
Finances and Benefits							
Power of Attorney/ Deputyship							
Housing- Supported Living							
Housing- Independent Living							
Tribunal Process							
Complaints procedure							