



Parent  
Carer  
Community  
Shropshire



# ‘Making Surveys Count: Better Engagement, Better Feedback’

OCTOBER 2026

Information & Support, Influence & Change

# Vision, Mission & Promise

## **Our Vision**

Making Shropshire a great place for SEND families to thrive and have the same opportunities as everyone else.

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## **Our Mission**

We will listen to our community and bring people together to create a more powerful voice to inform and influence change

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## **Our Promise**

Championing your voice to influence change

# Not one answer

Find out what works for you and your community

- Online
- Conferences
- Community Activities
- Offering something in return

<https://www.paccshropshire.org.uk/community-navigator-service-termly-report/>



# Designing Your Survey

- ▶ Be consistent
- ▶ Know who is responding
- ▶ Make it easy
- ▶ Many families have more than one child with SEND
- ▶ 3 Survey's in one

1. *Survey Number 1 – Planning for the future/considering supported living*

2. *Survey Number 2 – Experience of Supported Living – Currently in Supported Living*

3. *Survey Number 3 – Failed Experience of Supported Living*

1. What is your first concern about SEND in Shropshire and what would you like to see happen to address this?

Enter your answer

2. What is your second concern about SEND in Shropshire and what would you like to see happen to address this?

Enter your answer

3. What is your third concern about SEND in Shropshire and what would you like to see happen to address this?

3. Age of child / children with SEND

|         | 0-5                   | 6-11                  | 12-16                 | 15-18                 | 18-25                 |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Child 1 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Child 2 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Child 3 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

# Mad, Sad, Glad

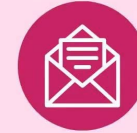
- ▶ A Powerful Snapshot
- ▶ Done annually
- ▶ Easy to do in person



# Getting it Out there

- ▶ Direct mail
- ▶ Facebook
- ▶ Newsletter
- ▶ Partners

## MONTHLY NEWSLETTER PUBLISHED



The September edition of our monthly newsletter is now available on our website, in this edition you will find:

- Information about the proposed SEND reforms
- share your experiences of working with health professionals
- PaCC's guides and information resources
- DBS Every Check Helps campaign
- END-friendly activities, groups and events taking place across Shropshire this autumn



## HELP SHAPE LOCAL HEALTH SERVICES

PaCC is working with local health services to help improve the experiences of people with a Learning Disability and/or Autism. We want to hear about your experiences – what works well and what could be better.



SHARE YOUR VIEWS IN OUR SHORT SURVEY.



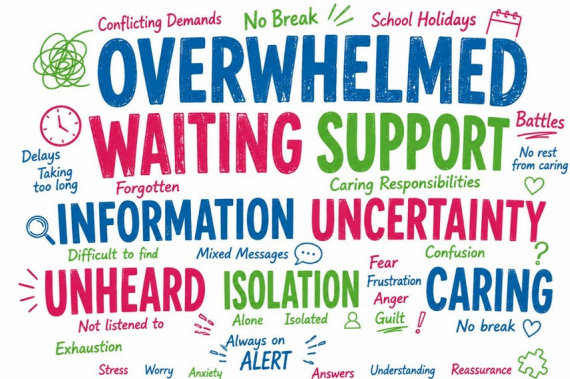
# Using the data

Main aim is to influence decision making and to create positive change

- Share key messages
- Accessibility for different audiences
- Visually attractive
- Branding



What are the main things that impact parent/family carer wellbeing?



# Closing the circle

- ▶ Sharing with families
- ▶ Telling them what you have done
- ▶ Trust
- ▶ Transparency
- ▶ Celebrate any impact

<https://www.paccshropshire.org.uk/wp-content/uploads/2026/06/Carers-Week-2026-website-1.pdf>

## What have we raised with the SEND System?

Community Navigator service



## EDUCATION HEALTH & CARE PLANS

**Timeliness**- Families have told us they are not receiving EHCP's in a timely manner. This includes issuing following assessment, amending following annual review and providing final plans following Parent Carer feedback.

**Inaccurate reflection of needs**- Families have told us that their child/ young person's plan does not accurately reflect the needs of their child/ young person.

**Communication**- Families have told us that they are repeatedly having to chase for information and updates, that clear information is not provided and when deadlines are missed that there is no communication.



## COMMUNICATION

**Repeating our story**- Families tell us that every time they speak to a new part of the system that they are having to repeat their story.

**Having to chase for responses**- Families tell us that they are regularly having to chase professionals and services for responses, updates and agreed actions.



## ADULT SOCIAL CARE

**Supported Living**- Family Carers are still finding it difficult to understand the options available for supported living- how it works, who they can speak to, what care providers are available, eligibility and how to start the process. Information available is very limited.

**Mental Capacity**- Family Carers have told us that they have struggled to find clear information around Mental Capacity. This includes knowing when a Mental Capacity Assessment is needed, and who can make decisions for their young person.

**Contribution Payments**- Families have told us sometimes they do not receive information before the young person turns 18 about what contribution payments are and what to expect.



# Thank You!

Please ask any question or get in touch for a chat  
[enquiries@paccshropshire.org.uk](mailto:enquiries@paccshropshire.org.uk)

**Sarah Thomas**

Influence & Change  
Strategic Lead



Parent  
Carer  
Community  
Shropshire

Join the PaCC  
Community



Everyone has different working patterns, I may send emails when it works for me, I do not expect a response outside of your normal working hours.