

Working Together for Parent Participation (WTPP) 2025 - 2026

This group has been formed to unite Parent Carer groups that coproduce within the local area. It brings together key local partners - including the Parent Carer Forum, who are recognised by the Department for Education as a Strategic Partner for coproduction - alongside representatives from Education, Social Care, and Health.

The WTPP aims to develop and deliver a communication system that facilitates productive discussion, development, and coproduction between Telford and Wrekin Council, Education, Social Care, Health partners and Parent Carers in the community. Its overarching purpose is to ensure consistent, high quality engagement and strategic coproduction and participation across Telford and Wrekin services.

Our objectives:

- **Identify what is working well** (WWW) areas for improvement (EBI) and next steps.
- **Explore good practice:** ensure that services relevant to the needs of parents and carers are shared, discussed and developed.
- **Provide updates** from a selection of education, health, and social care partners on current developments.
- **Capturing Voices:** We want to understand what works well. How can we effectively capture your feedback, experiences and how we can share and develop these practices across other services.
- **Information Cascade:** Parent Carer representatives will cascade information back to their groups.
- **Recognise and embed** the role of the Parent Carer Forum as a strategic coproduction partner.

To make sure parent carer voices are heard, PODS Parent Carer Forum receive an annual grant from the Department for Education to support 'Participation and Co-Production'. Each year, PODS carry out an experience survey to gather feedback from families of children and young people aged 0–25 on education, health, social care, and community services. The findings are published in a report alongside the Local Authority's response.

Telford and Wrekin follow a 'You Said, We Did' approach, meaning we listen to your feedback, investigate any issues raised, and take action with our key partners. Below, you'll find comments shared by parent carer groups and the steps Telford and Wrekin partners have taken in response.

The SEND Team

You Said	We Did
You were impressed by the Hub and Resource base offer	Hub settings have been effective, providing a balance between mainstream and additional support.
I have found that Hub settings work perfectly for my son. Specialist settings can't offer him what he needs educationally (he's high functioning) but struggles with full mainstream. Hub settings give the perfect balance so he can access mainstream for lessons and get the education he needs but has the Hub support when things get too much. However, there definitely needs to be more Hub settings available so other children in same situation can access them.	The LA has a short term and long-term vision to grow the Hub Provision Offer. Old Park, Hollinswood x2, Millbrook (Jan 26), Newport Infant School, Newport Junior School, John Fletcher of Madeley x2. Expecting news on 2 more hubs for 26/27 in Primary. In talks with Secondary for further hub creation.
Specialist schools have been praised for their excellent support and development programs, but...there is a shortage of specialist schools and hub settings. Mainstream schools often struggle to cope with the needs of children with ASD, ADHD, and other conditions.	This year the LA have an 'Enhanced Provision' working group with Head Teachers, collaborating on improving the inclusive provision in mainstream schools. We have provided access to schools to improve and create physical changes to buildings to support sensory rooms etc.
Parent carers are uncertain of the AP (alternative provision) offer in Telford and Wrekin.	We will develop an area on the local offer 'What is AP?'. We will ask our AP Lead to come to talk to our WTPP parent carer rep's at one of our monthly meetings.
There are issues with EHCPs, including delays in processing and inadequate support from Local Authorities.	The percentage of plans issued within the statutory timeframe of 20 weeks: National - 46.4% , T&W - 97% cumulative figure up to end of Nov 2025.

You Said	We Did
How are you ensuring greater understanding of attitudes towards disabilities and conditions that people may not fully comprehend?	We work very closely with our Health team to ensure joined-up planning. SENCo's have visits from specialists to share best practice and strengthen support. Impact: Greater awareness, improved collaboration, and better outcomes for children, families, and professionals. SEND Family Newsletter with health updates and practical resources. SENCo Network meetings feature expert speakers and peer collaboration. We have delivered information on Neurodiversity Week activities to raise awareness and celebrate inclusion. Telford is benefiting from a nationally funded pilot project building on the success of the national Autism in Schools Project. PINS will bring together health and education specialists and expert parent carers into mainstream primary settings.
Increased support for children and young people (CYP) without an EHCP	Inclusion Support funding continues in Telford. Peer-peer advice and guidance and outreach support. Further information available in SEND support in 'Other support' area. We have updated the Learning Support Advisory Team model of support so that there is an equitable offer.
We would like more activities in the community for SEND children and young people (CYP), to create opportunities to socialise.	We have updated the Activities and Events area on the local offer. SEND Newsletter highlights holiday offers and recently had a focus on term time activities and events. Next Newsletter will have a 0-2yrs focus for Early Year's. Next area of development is CYP Zone, supported by CYP.

Health

You Said	We Did
Families are unsure of what support they are entitled to and find it difficult to access services.	As a system we have developed resources which explain referral pathways and the services available for frequently used services and needs. Dec 2025 SEND Family Newsletter had an update on a range of local services. This is a standing item on our newsletter
Families are reaching crisis point without receiving the necessary support.	We recognise that we need to more clearly explain what support is available around emotional wellbeing and mental health, this is on the agenda for the next 12 months. We have created a Support while waiting for your appointment document.
Health professionals often lack understanding of specific disabilities.	Within the children's health workforce there are partnership meetings to join up training and support offers, such as around Neurodiversity. For example all children's clinicians in ShropComm have access to a training resource of Foetal Alcohol Spectrum Disorder. Work has been done with hospitals and primary care around reasonable adjustments and digital flags
There are long wait times for BeeU, Occupational Therapy (OT), Speech and Language Therapy (SLT), Specialist Dentistry	Waiting times for SLT, and 0 – 5 Autism Assessments are slowly coming down with fewer children waiting over 12 months. ShropComm OT sees children within 18 weeks consistently. Commentary is required regarding social care OT. Waiting times for Mental Health Services in BeeU have reduced. Waiting times for Autism and ADHD services in BeeU have remained the same.

Children's Social Care

You Said	We Did
Families appreciate and value activities such as Arthog and the specialist playscheme.	Specialist playscheme has been ran this year by Genius – positive feedback. Genius have a 3 year contract. iCan2 activities have continued to run throughout the majority of the school holiday weeks and attendance continues to increase.
Youth club allows children with disabilities to make friends and be themselves.	iCan2 Youth Club runs on an increased offer of 2 nights every week. Attendance is increasing.
iCan2 booking process is a concern. Lack of iCan2 marketing.	We are working with iCan2 providers to review and simplify the booking process. We have had positive feedback regarding the Genius booking system.
Social Workers lack knowledge of particular disabilities.	Each team has a SEND Champion to raise awareness and disseminate information from children with disabilities team (CWD). Social Workers research disabilities when the need arises.
Social Care and Carers Assessments are not easily available.	Parent carers needs are incorporated within the Child and Family Assessment. Parent carers of children age 14+ who have been referred to Adult Social Care are able to have a Carers Assessment as part of transition plans.
Families are not aware of what support they are entitled to.	The Short Breaks Statement details the tiered offer available to children with disabilities in Telford.
Parents would like to see a wider variety of activities, particularly for those in nursery.	Our Dec 2025 SEND Family Newsletter had a focus on 0-2 years offer. Family Hubs PODS run u5's Little Buds stay and play , premature/neonatal, Blossom and Bloom u5's playing together. Numerous drop ins and group events. Linked to 0-2 Start for Life offer.

You Said	We Did
	Play and together inclusive sessions for u5's free for everyone to access. Hollinswood, Park Lane and Donnington. There are lots of stay and play sessions commissioned by Family Hubs for u5's Tums and tiny's and Rise and Shine, drop in and play and u2's session. Individual community hubs have further offers, e.g., sensory room at Park Lane. This offer is live and fluid. New Chit chat session and baby weaning, please see further information at What's on, constantly updated. Early Years team activities may be found on the 5 x 5 website and LiveWell Telford sites for stay and plays etc.
Challenges finding suitable respite provisions.	Work continues to increase our Short Breaks offer for iCan2 and Specialist provision. We now have 11 approved providers on the DPS framework.
Parents would like an increase in residential support	Current significant shortage of providers able to offer overnight short breaks/respite for children with disabilities. Many parents manage their child's direct payments, and we want to support families to use this funding by accessing good quality and regulated providers (Ofsted and/or CQC registered providers). We aim to increase the overnight short breaks offer by: - Increasing residential placements for children with complex health needs. - Tendering a foster care agency to recruit and train foster carers to meet overnight needs. - Utilising existing, approved providers to support with Personal assistant hours and overnights in the child's own home. - Childminders to support overnight short breaks in the childminders home for a maximum of 24 hours (more than 24 hours requires a childminder to register as a foster carer).

Adult Social Care

You Said	We Did
Lack of overnight respite for Adults 18 years	Reviewed current respite offer in Telford & Wrekin, as many young people are having travel to provision in neighbouring boroughs. Extended a contract with a residential provider to allocate 2 x beds for overnight respite in their service. Implemented a 12 month pilot of having a respite service in a supported living scheme Held a workshop with Social Care Providers, Parents carers, Learning Disability Social Work team, individuals who use services to gather feedback and help shape respite services including overnight support. We aim to increase the overnight respite offer by: Increasing number of Shared Lives Carers who offer respite Develop flexible overnight respite options available to individuals who purchase their care through a direct payment
Want to improve the physical activity opportunities for all adults with disabilities and their carers.	Engaged with lots of groups and are developing a programme of activities for Adults aged 18 and over in partnership with SNAC including gym, foot golf, yoga, gymnastics, cycling, multisport, movement to music, bowling, basketball, boxing, and general fitness. Programme will be funded by Sports England
Disability Related Expenditure is not understood	A coproduced public information guide will be made available to the Public and all Staff to better understand Disability Related Expenditure

You Said	We Did
Do not feel the Carers Centre understand transition families to provide appropriate advice and support	We funded a project with the Carers Centre to engage with Parents carers to understand better how they could support families in transition. Further funding was granted to recruit 2 x Care Navigators for Learning Disabilities & Autism
Develop service provision that supports working carers.	We spoke to day service providers who adjusted their opening times to support this, social workers will work with families and the chosen provider to arrange this on a case by case basis.
Preparing for Adulthood information is not accessible	Adult Social Care have updated the Learning Disability and Autism Webpages, alongside the SEND Local Offer page. The Preparing for Adulthood and PFA Finance booklets are available on the SEND Local Offer.
Families want better access to supported living options during transition	Built future accommodation discussions into transition planning. As part of the Care Act assessment , social workers (If appropriate) will talk through housing options with families. Make appropriate referrals for supported living. We have started planning a housing guide to include in Preparing for Adulthood (PFA) booklets.