



# **SNAP PARENT CARER FORUM**

CENTRAL BEDFORDSHIRE

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## **Annual Report March 2018 – March 2019**



## **What is a Parent Carer Forum?**

“Parent Carer Forums are representative local groups of parents and carers of children and young people with disabilities who work alongside local authorities, education, health and other service providers to ensure the services they plan, commission, deliver and monitor meet the needs of children and families” Para 1.13 SEND Code of Practice 2015

## **Our Mission Statement**

To be a proactive group whose members collaborate with and advise Local Authority and the NHS Clinical Commissioning Group on the development and direction of their services. We aim to influence and positively affect outcomes for families in Central Bedfordshire.

## **How we work**

SNAP Parent Carer Forum works alongside Central Bedfordshire Council (CBC) and the Bedfordshire Clinical Commissioning Group (CCG) as a strategic partner and critical friend. We have built strong working relationships, and have a trusted role as parents of children and young people with Special Educational Needs and/or Disabilities aged 0-25. We are experts by experience and as such, have a unique understanding of how challenging life can be raising a family.

## **Central Bedfordshire SEND Vision**

We have worked with the Central Bedfordshire Council and the Bedfordshire Clinical Commissioning Group to produce a set of guidelines of how we define co-production within Central Bedfordshire. We have a set of principles of how we will work together and co-produce services. This has been signed off by the Council Executive and the Health and Wellbeing Board.

### The agreed definition of how the local authority and health authority will work with SNAP PCF

‘Co-production happens when service providers and service users recognise the benefits of working in true partnership with each other. This process is adopted ‘from the start’, when planning, developing, implementing or reviewing a service. It means that all the right people are around the table right from the beginning of an idea, and that they are involved equally to: Shape, design, develop, implement, and review services  
Make recommendations, plans, actions, and develop materials.  
Work together right from the start of the process, through to the end.  
Consultation is not the same as co-production. A stage of consultation can be part of an overall co-production process. It usually occurs after the early stages of co-production have been completed.’

The views of parents and carers are presented through Central Bedfordshire’s Parent Carer Forum - SNAP PCF (the Special Needs Action Panel). This is the parent carer forum comprising a representative group of parent service users.

SNAP PCF bring a valuable independent perspective and constructive challenge to the future planning of services. We recognise the high value of the information derived from the informal networks SNAP has developed with other parents.

### **The Strategic Boards we are members of:**

- The SEND Delivery Board
- School Transport Project Board
- The Local Offer Workstream
- Preparing for Adulthood Workstream
- Futures in Mind Transformation Steering Group
- Children's Emotional Resilience and Wellbeing Board
- EHCP Integration board
- Alternative Education Project Board
- Short Breaks Project Board
- Children's Commissioning Forum
- Joint Commissioning Board

### **How we are funded & our company structure**

We receive grant funding from the Department for Education, Contact (a national charity) hosts this grant for each Parent Carer Forum. This funding pays for the running of the forum and parent participation. We are also funded by Central Bedfordshire Council, this pays for a Participation Manager and a Business Support Administrator. We became a not-for-profit Community Interest Company in March 2017, prior to that we were hosted by Families United Network. Our Director Kirsty Green oversees the running of the forum with the support of a Steering Group, the following parents are members: Anne Collinson, Jo Blair Stuart, Julie McGrory, Sarah Oliver, Sonia Philips, Stephanie Wallis and Tracy Jones. We also have engagement representatives who are paid volunteers and run our participation training and engagement events.

### **Website information**

Please take the time to look at our website <http://www.snappcf.org.uk/> We are currently developing an events calendar <http://www.snappcf.org.uk/events-calendar/> here you will find information about local events. If your event is not shown please email [admin@snappcf.org.uk](mailto:admin@snappcf.org.uk) with the details.

You will find information on our useful links page which includes, local charities and support groups as well as national charities such as IPSEA and SEN SOS who can help you with your education enquiries, Contact also has a helpline for parents and the Council for Disabled Children has helpful resources for parents.



### **Free MAX Cards for our members**

We currently give our members a free MAX Card. The Max Card is the UK's leading discount card for families of children with additional needs. Families can use their Max Card at venues across the UK to get free or discounted admission.

The scheme is designed to help families save money on great days out at castles, zoos, bowling alleys, trampoline parks and many more. Max Cards aim to provide a sense of community through stimulating learning experiences and enjoyable days out for everyone. To find out more about MAX Cards locally: <http://www.snappcf.org.uk/max-cards/>

**To become a member of SNAP PCF is easy and free to do just complete our membership form**

<https://www.surveymonkey.co.uk/r/MembershipformtojoinSNAP>

**Our members receive our newsletters, annual report, attend our Parent Panels, coffee mornings and parent training.**

**Please also follow us on:**

**Facebook** <https://www.facebook.com/snappcf.org.uk/>

**Twitter** <https://twitter.com/snappcf>

### **Coffee mornings**

We are running a coffee morning at The Chilterns School Kingsland Site, we would like to thank the students who run the café for us. All parents who have a child or young person with any additional needs and/or disabilities are invited to attend. It is run by parents for parents and a warm welcome awaits. There is no need to book, it is free to attend and children are welcome (you are responsible for them, no creche is provided).

If you would like us to run a coffee morning in your area please get in touch. We also visit other organisations coffee events, please let us know if your group would like us to visit - just email [admin@snappcf.org.uk](mailto:admin@snappcf.org.uk)

## **We deliver training for our members**

We have arranged for the SEND Team to deliver training to parents which the education establishments also receive. We have already run two Annual Review Twilight sessions on the Annual Review process.

### This is what some of the parents said about the Annual Review Training

*"I am now completely informed about the EHCP process for reviews" Parent.*

*"Informative and well presented" Parent.*

*"I feel I have a clearer knowledge of the review process and can now challenge school about the process if they aren't doing it correctly" Parent.*

We have asked our members what training they would like to receive, we will be running the following training from May 2019 with the SEND Team.

- Annual Review Training
- SEN Support in mainstream school – what are my child's rights?
- EHC needs assessment
- Making the child's EHCP work

*We will send an email confirming the parent training dates to our membership once the training sessions have been booked.*

## **Joint Outcomes Training**

SNAP PCF have been involved in the development of Joint Outcomes Training which is available to parents and practitioners who are involved in contributing towards Education, Health and Care Plans. The training is run by SNAP PCF, Bedford Borough Parent Carer Forum (BBPCF), Central Bedfordshire Council and The Bedfordshire Clinical Commissioning Group.

This is a fantastic opportunity for parents to attend training alongside the professionals who contribute towards the EHCP process. By the end of the session you will have an overview of the 2014 SEND Reforms and how this is implemented locally, understand what Person-Centred Planning looks like, and what tools you could use to support this, what a good outcome looks like, how to write reports in an outcome focused way. *We have emailed our members with the dates for 2019 for this training.*

## Preparing for Adulthood Roadshow

We held two Preparing for Adulthood information meetings for parent carers who have a young person 14+ this gave them the opportunity to meet with the Adult Social Care Team. The feedback was really positive. Parents learnt about the Care Act, Supported Internships and how adult Social Care support young people from the age of 14 to 25 years of age who meet their criteria. We also looked at the My Journey information book which can be found here:

[http://www.centralbedfordshire.gov.uk/Images/your-journey\\_tcm3-25726.pdf](http://www.centralbedfordshire.gov.uk/Images/your-journey_tcm3-25726.pdf)



## Local Offer

SNAP PCF have continued to work with Central Bedfordshire Council (CBC) to develop the Local Offer. We held two Parent Panels to review the Education and Care part of the Local Offer. From the findings of our 'Satisfaction of SEND Services Survey', 55% of parents told us they had not heard of the Local Offer. CBC have committed to advertising the Local Offer to ensure as many families as possible know what the Local Offer is. In the meantime please look at The Local Offer, it is meant to be a 'one stop information shop for parents' to find out information about local services, education, social care and health provision

<http://www.centralbedfordshire.gov.uk/children/sen-disability/landing.aspx>

## Short Breaks

SNAP PCF has been working with the local charities who provide Short Breaks to families and also with Central Bedfordshire Council (CBC) to understand the current funding position and the activities families are accessing locally. During 2018, the grant funding arrangements changed to some of the charities who were providing a short break service to families. Due to our positive working relationship with CBC we were able to raise our concerns that families were in danger of being left with limited resources within Central Bedfordshire. As a result of these conversations, in December 2018, CBC committed to funding the charities they were working with fully until April 2020 to stabilise them and allow time to fully understand what parents needed.

*"We have been listening to SNAP PCF and these organisations along with our children and families and we are working with them in order to find a positive way forward together."* Sue Harrison, Director of Children's Services

We continue to work, on both an operational and strategic level, with CBC and are members of their Short Breaks Project Board. In January 2019, we presented with Sue Harrison, Director of Children's Services and Emma Reade, Chief Executive Officer, Autism Bedfordshire at the Children's Overview and Scrutiny Board where we shared a progress update and a co-produced plan towards personalisation. As part of this plan, in February 2019 we will run two Parent Panels to look at how inclusive local services such as libraries, leisure services, youth clubs and children's centres are. We are also supporting CBC in holding participation events to understand what personalisation means and looks like in Central Bedfordshire.

Further information on Short Breaks including the Overview & Scrutiny videos, SNAP PCF report, SNAP PCF survey results can be found here: <http://www.snappcf.org.uk/short-breaks/>

### **Satisfaction of SEND Services in Central Bedfordshire Survey**

SNAP PCF are running a survey to gather parent's views on how well education, health and social care are doing in Central Bedfordshire. The feedback from the survey will be shared with heads of service at the local authority and health, will help to focus our priorities and will be shared with OFSTED and the Care Quality Commission when they carry out a joint area SEND inspection.

We would like to thank the 193 parents who have already completed the survey.

There is an opportunity to win a £25.00 M&S voucher for completing this.

**Here is the link to the survey:**

<https://www.surveymonkey.co.uk/r/G6YVBNW>

The survey questions are based on the OFSTED Area Inspection Framework, the results from 175 parents can be seen here along with our report <http://www.snappcf.org.uk/strategy-meeting-25th-june-2018-update/>. It is important we hear the views of parents please complete the Satisfaction of SEND Services in Central Bedfordshire Survey.

### **Strategy Meeting with the Local Authority and Health Partners**

Every year SNAP PCF holds a Strategy Meeting where we focus on what our members have been telling us about local services. On the 25<sup>th</sup> of June 2018, we presented our findings of the survey results to heads of service and senior managers from Central Bedfordshire Council and the Bedfordshire Clinical Commissioning Group. We read out a huge number of parent quotes and would like to thank everyone who responded to SNAP's request for feedback. Please continue to tell us your experiences, both good and bad, to help us support change for the better. Here is a link to the survey results and our report: <http://www.snappcf.org.uk/strategy-meeting-25th-june-2018-update/>

### **Next Steps from the survey results**

Following on from presenting the Survey results in June 2018, these are now part of Central Bedfordshire Council's Self Evaluation Plan which can be viewed here: <http://www.centralbedfordshire.gov.uk/children/sen-disability/local-offer/sef.aspx>



## **So what difference has the Satisfaction of SEND Services in Central Bedfordshire survey results made?**

SNAP PCF has continued to work with Central Bedfordshire Council and the Bedfordshire Clinical Commissioning Group to co-produce in order to improve services locally for families, this is what we have agreed so far and put in place:

- We held two Parent Panels to look at the Education section and the Care section of the Local Offer.
- We also held a Parent Panel to help develop information leaflets for parents at the Edwin Lobo Centre.
- We are also running Parent Panels to help to influence how local services can be more inclusive.
- We have met with Bedfordshire Clinical Commissioning Group to help them to develop the health section of the Local Offer
- We have written a letter to be given to parents who have just received a diagnosis at The Edwin Lobo Centre to signpost them to local services. We are currently working with the Child Development Centre and CAMH to have a similar parent information letter for their families.
- The Local Offer is about to be advertised locally to ensure as many parents now know about the website.
- The SEND Team have agreed to run Annual Review Training for parents. Following on from the success of this training the SEND Team have also committed to Hold these training sessions:
  - SEN Support in mainstream school, what are my child's rights?
  - EHC Needs Assessment
  - Making the child's EHCP work
- We are part of the Self Evaluation Action Plan and continue to challenge the progress of the work.
- Attended a Quality Assure meeting to review the EHCP process.
- Currently reviewing the letters parents receive from the SEND Team around the EHC process.
- We recently challenged the SEND Team around communication with parents, they have listened and now there is a communication officer to answer parents calls and a Senior SEND Officer to answer complex cases
- Our Director is part of the Interviewing panel for the new SEND manager
- We have monthly meetings with Louise Bartos Head of SEND
- Quarterly meetings take place with Sue Harrison the Director of Children's Service
- The SEND services at CBC attended the SNAP PCF conference

## **How can parents get involved and participate?**

We encourage parents to become a member of our forum by completing our membership form: <https://www.surveymonkey.co.uk/r/MembershipformtojoinSNAP> We will then add you to our email membership database.



We run our Satisfaction of SEND Services Survey which any Central Bedfordshire parent of a child or young person with SEND aged 0-25 can complete. There is no need to be a member of SNAP PCF to complete this, here is the link to the survey:

<https://www.surveymonkey.co.uk/r/G6YVBNW>

Our members can attend our Parent Panels. This gives parents an opportunity to meet with other parents, participate and feedback your views directly to a Central Bedfordshire Officer and to make a difference with the services delivered locally.

### **SEND Conference – To inform and empower parents**

SNAP PCF gained additional funding from the Department for Education to hold our second conference. Another fantastic turnout! 85 parents attended along with 26 stall holders from local charities, a national solicitor's firm, local health providers, Central Bedfordshire Council's Early Help Team, Children with Disabilities Team and Preparing for Adulthood Social Care, the SEND Team, the Youth Support Team along with the local Special Schools. We also held pamper sessions for parents. Professionals from Central Bedfordshire Council, and the Bedfordshire Clinical Commissioning Group held mini-surgeries. This enabled parents to have a unique opportunity to meet with key decision makers who they would not usually have access to. This also enabled the professionals to hear the real-life experiences of families and have an opportunity to offer some practical support and strategies.

### **We would like to thank the following charities and organisations for supporting our conference.**

- Autism Bedfordshire <https://www.autismbedfordshire.net>
- Bedfordshire District Cerebral Palsy Society (BDCPS) <http://www.bdcps.org.uk>
- Calibre Audio Library <https://www.calibre.org.uk>
- Carers in Bedfordshire <https://www.carersinbeds.org.uk>
- Chilterns and Ivel Valley Special School <https://chiltern.beds.sch.uk/>  
<https://www.ivelvalley.beds.sch.uk/contact/>
- Disability Resource Centre/Advice Central <https://www.drcbeds.org.uk>
- Families in Focus <http://www.familiesinfocus.co.uk>
- Families United Network (FUN) <http://familiesunitednetwork.org.uk>
- Freddie & Friends Sunshine Stop <https://www.freddiesunshine.co.uk>
- Groundworks <https://www.groundwork.org.uk/sites/east>
- Healthwatch <https://healthwatch-centralbedfordshire.org.uk>
- Homestart <https://www.home-startcentralbeds.org.uk>
- Leighton Buzzard Rotary Club (disability sports) <http://leightonlinsladerotary.com/yes-we-can/>
- Outside - In <https://outsidein-solutions.com>
- SEN Legal <https://www.senlegal.co.uk>
- SEND Parent, Children and Young Person Partnership Service <http://www.centralbedfordshire.gov.uk/children/sen-disability/send-partnership/overview.aspx>
- Shared Lives <http://www.centralbedfordshire.gov.uk/health-social-care/adults-disability/learning-disabilities/shared-lives.aspx>
- Special Needs Out Of School Club (SNOOSC) <https://www.snoosc.co.uk>
- Spectrum Community Arts <http://www.spectrumca.co.uk>
- Tactic Leighton Buzzard <https://www.tactic-centre.co.uk>

We would also like to thank Central Bedfordshire Council and the Bedfordshire Clinical Commissioning Group for attending our mini-surgeries to enable parents to meet with key decision makers and for also for running a stall to ensure they met with as many parents as possible.

- Early Help Team and Children with Disability Team (CBC)
- SEND Team (CBC)
- Youth Support Team (CBC)
- Preparing for Adulthood (CBC),
- School Nursing Team 0-19 (Health)
- Neurodevelopment Team (CAMS, Health)

## How to contact SNAP PCF

Email [admin@snappcf.org.uk](mailto:admin@snappcf.org.uk)

Phone 07984 545044

Facebook

<https://www.facebook.com/snappcf.org>

Twitter <https://twitter.com/snappcf>

Website <http://www.snappcf.org.uk/>

Members of



National Network of Parent Carer Forums  
'Our Strength is our Shared Experience'  
[www.nnpkf.org.uk](http://www.nnpkf.org.uk)

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