

SNAP Parent Carer Forum SEND Survey Report

MARCH 2022



SNAP PARENT CARER FORUM
CENTRAL BEDFORDSHIRE

Introduction

Our report reflects 498 voices from parents and carers about their lived experience with a child or young person with Special Educational Needs Disability (SEND) who live in Central Bedfordshire. The SNAP Parent Carer Forum (SNAP PCF) SEND Survey measures parents and carers' satisfaction with the services they and their children access within Education, Health, and Social Care. This SEND Survey compares data to the previous SEND Survey we carried out in November 2020 which received 636 family responses. Please see [our website](#) to view our previous survey results and reports.

What is the purpose of our SNAP PCF Survey?

- To gain an understanding of the lived experiences and views of parent carers within Central Bedfordshire. To ascertain what they believe is working well in the Local Area, the areas or services that they feel need improving, and to identify gaps that need development. In this report where we refer to the Local Area, we mean Central Bedfordshire Council (CBC), Clinical Commissioning Group (CCG), Bedfordshire Community Health Services (BCHS) and East London Foundation Trust (ELFT).
- To measure the improvements made since November 2020 that have been 'felt on the ground' by families, from the work completed by Central Bedfordshire Council (CBC) and the Clinical Commissioning Group (CCG) Written Statement of Action Plan (WSOA).
- SNAP PCF parent representatives use the data and comments from the SEND Survey to direct their work on specific projects, to highlight gaps in services and needed changes, and to make recommendations for improvement.
- The data and comments from parents are presented to the Local Area Senior Management to inform and help shape improvements to services.
- The SNAP PCF Survey was used to help inform the [Joint Strategic Needs Assessment](#) and is also used for the [SEND partnership data dashboard](#).

Methodology

SNAP PCF has repeated the questions from the 2020 SEND Survey in our 2022 Survey; to take a benchmark from the previous data, and measure improvements in families experiences within the Local Area over the last 15 months. We have in fact used the same questions within our annual surveys for the past three years. These survey questions are based on the Ofsted framework. This enables us to measure the extent to which the action plan that underpins the Written Statement of Action (WSOA) has improved services for families within Central Bedfordshire who have a child or young person with SEND.

We added four new questions this year

There were four additional questions in this year's SEND Survey. The additional data is designed to help SNAP PCF offer more clarity when in discussion with the Local Area about local services, as we try and improve the outcomes for children and young people with SEND.

The new questions are as follows:

Q11 Due to COVID, do you feel that your child or young person needs additional support with their mental health/wellbeing?

Q12 Has your child or young person tried to access CHUMS or CAMHS and were they signposted to another service?

Q25 If your child has transitioned to a new educational setting, how would you describe the experience for your child or young person?

Q26 Overall, if your young person has turned 18 years of age and has transitioned into Adult Services, how well did the services work together to support your young person's needs?

OFSTED and the Care Quality Commission Inspection - Written Statement of Action (WSOA)

It has now been over two years since Central Bedfordshire Council and the Clinical Commissioning Group received a Written Statement of Action (WSOA) from Ofsted and the Care Quality Commission (CQC), which detailed six areas of significant weakness:

1. Existing Education, Health, and Care Plans (EHC Plans) are not of sufficient quality to ensure that the needs of children and young adults are being properly identified and appropriately met.
2. Leaders do not have sufficient oversight of the quality of new EHC Plans.
3. Area leaders in education, health and care do not have a shared understanding of the outcomes they want to see for children and young adults with SEND.
4. The areas SEND strategy is not clear.
5. Co-Production is not well developed and informed by the views of children, young people, and their families.
6. The Local Offer is not effective.

Our 2020 and 2022 SEND Surveys attempt to measure the impact of the work following the WSOA, by listening to parents who have a child or young person with SEND within Central Bedfordshire. There were nine key priority areas of improvement which were identified by the SNAP PCF SEND Survey in 2020. The results section in this SEND Survey uses these original nine key priority areas as headings to identify improvements within Education, Health, and Social Care.

SNAP PCF would normally repeat our SEND Survey annually. However, this year we wanted to allow the Local Area additional time to work on and embed their WSoA changes and improvements; it was decided to delay the launch of the 2021 Survey by three months until March 2022.

Satisfaction Percentage Scores

Overall Satisfaction Percentage Score

This year we have added an Overall Satisfaction Percentage Score to the results section. The Overall Satisfaction Percentage Score reflects how families in Central Bedfordshire view the SEND services delivered by the Local Area overall. SNAP PCF used the satisfaction data from the individual questions of the survey to arrive at this overall score.

Explanation of new questions used in this data

Questions 25 and 26 are new for the survey this year; and the range of possible responses for these questions has been expanded to include an extra response option of “neither satisfied nor dissatisfied”. As a result, for these two questions, the Satisfaction Percentages Score was calculated by combining both “Very Satisfied” and “Satisfied”.

Three individual overall Satisfaction Percentage Scores in Education, Health, and Social Care

There are also separate Overall Satisfaction Percentage Scores for Education, Health, and Social Care. These scores were calculated from the responses received to questions 7, 8, 10, 13, 14, 15 and 19 only, as these questions provide separate answers for Education, Health, and Social Care.

The Overall Satisfaction Percentage score uses data from a much larger set of questions, including areas outside of Education, Health, and Social Care. Because of this, the Overall Satisfaction Percentage Score is not directly comparable to the individual scores for Education, Health, and Social Care.

Results from the SNAP PCF Survey 2022

Satisfaction Percentage Score

Overall Satisfaction Percentage Score

For the first time, we have provided an Overall Satisfaction Percentage Score. SNAP PCF will repeat this within next year’s survey and measure the difference in parent satisfaction. The Overall Satisfaction Percentage will give an overview of the progress made from the WSoA and the SEND Strategy.

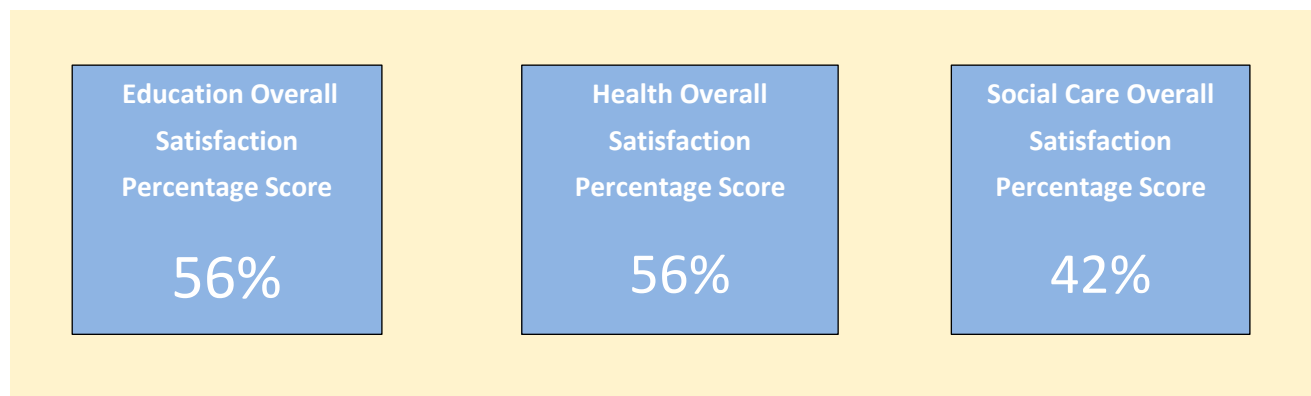


Overall Satisfaction Percentage Score

45%

Education, Health, and Social Care Satisfaction Percentage Survey

There are also separate Overall Satisfaction Percentage Scores for Education, Health, and Social Care. These were calculated from questions 7, 8, 10, 13, 14, 15 and 19 only, as these questions provided separate answers for Education, Health, and Social Care.



Our main findings of the SNAP PCF Survey 2022

Similar data to the previous SNAP PCF Survey 2020

The main finding from our SNAP PCF SEND Survey 2022 indicates that overall, there has been little to no change in parent carer satisfaction with local services since our previous SEND Survey in 2020. This result is hugely disappointing. There has been a lot of [activity by The Local Area to make improvements](#). SNAP PCF has worked alongside some dedicated and passionate professionals who are really trying to effect positive change however, despite this too many parents are still telling us they have not seen a difference in the delivery of services over the past 15 months.

SNAP PCF had hoped to highlight the progress that had been made from the action plan that underpins the WSoA. By measuring the lived experiences of parents across the two surveys, we wanted to be able to demonstrate the positive impact of improvements made. Sadly, the data that we have collected does not support this.

Data and written comments from the SEND Survey 2022

SNAP PCF response from the key themes for improvement raised in the SEND Survey 2020

Theme 1 - SEND Survey 2020 - The quality of their child or young adult's Education Health Care Plans (EHCP)

The comparison of the 2020 SEND Survey as compared to this year's Survey, shows that there is no significant change in the data. The following themes have again been repeated in this SEND Survey:

- Waiting times for Educational Psychologists, Speech and Language Therapy (SaLT), Child and Adolescent Mental Health Services (CAMHS), as well as Paediatricians at both the Edwin Lobo and Child Development Centre, continue to have a significant detrimental effect on the statutory time needed to process new EHCPs, and for the timely Annual Reviews of existing EHCPs.
- 55% of parents still did not feel listened to by the SEND Team (Q29). This is unchanged from 2020. 58% of respondents reported they did not experience good communication from the SEND Team during their child's EHCP processes (Q28), although this represents a small 6% improvement since 2020.
- Some parents commented that the provision included within their child's EHCP was not specified or quantified; one parent explained that this was due to professional reports lacking the specific detail needed to write section F provision effectively.
- Several parents wrote that the provision in Section F of their child or young person's EHCP was not being delivered properly within schools and questioned who was accountable when this happens.
- Parents commented on the waiting times for the Annual Review of their child's EHCP and that there were delays in returning the final EHCP to families following the review meeting.
- A few parents had taken CBC to tribunal over the contents of their child's EHCP and expressed frustration that this seemed to be the only way to achieve an effective EHCP outcome because communication and robust conversations with the SEND Team had not yielded the necessary progress.
- It was also evident that families who had recently received a 'new' EHCP seemed more positive than those families who were experiencing the Annual Review process. There could be many possible reasons for this. The SEND Team may be working more effectively for families who have recently experienced the EHC Needs Assessment and EHCP process. It may also be that longstanding parents have gained a better understanding of the EHCP process over time (years) and the strengths and weaknesses of the many processes or stages; consequently, becoming more easily frustrated if they believe their child is not reaching their full potential because of poorly written EHCPs and lack of suitable provision.

- Some parents had explained they had commissioned their own independent reports for their child's EHCP and found the detail in these independent reports had more effectively informed the contents of the EHCP. SNAP PCF fully understands why parents have paid privately for individual reports; but we are obviously concerned for families who cannot afford to pay for independent reports, and what this means for the outcomes for these children and families as a consequence. SNAP PCF are also aware that many children and young people with Dyslexia are being primarily diagnosed through independent professional assessments.
- Central Bedfordshire Council commissioned an independent audit of their EHCPs. SNAP PCF was asked to review and feedback our comments and recommendations into the EHCP audit tool. Disappointingly, none of our feedback was used and our involvement was subsequently overstated. SNAP PCF did not co-produce the audit tool or endorse the structure or remit of the EHCP audit, and due to its lack of detail, we felt strongly that we needed to highlight this to our membership. [SNAP PCF wrote a report](#) to this effect, which resulted in CBC contacting The Department for Education (DfE) alleging that SNAP PCF had breached the conditions of its grant funding. SNAP PCF robustly defended its position and could see there was a lack of understanding within CBC about the remit and role of a Parent Carer Forum. SNAP PCF asked CONTACT, who administers the DfE funding, to support us through this challenging time. SNAP PCF are now in the process of developing a Memorandum of Understanding with local partners to ensure that we can all work together with a shared understanding of the purpose and role of the Parent Carer Forum, and in equal partnership (co-production), to ensure that SNAP PCF is not compromised, and our role is clearly defined, respected, and understood.

"We pay for private SALT and OT now because it's practically non-existent since the pandemic began." Parent

"I got stuck at the EP phases and then fobbed off for a while until SNAP/SENDDIAS helped me get further. It was well over the 20 week deadline." Parent

Theme 2 - SEND Survey 2020 - Improvements in the delivery of the provision detailed in the EHCP

- Our Survey showed mixed responses within the written feedback from parents. Some families were very satisfied with the provision that their child or young person had received. Some relationships between families and professionals were respectful and proactive. It was noticeable from the written comments that parents needed to feel not just listened to,

but that appropriate support and interventions for their child were provided when concerns were raised.

- It was evident that some parents felt their child's EHCP provision was not being delivered by the school for a range of reasons, e.g. the child needing to be in a different educational setting (special school places); a lack of resources within the school (Q24 showed 4.5% decrease in satisfaction from the SEND Survey 2020); school staff needing more training; and a lack of accountability when provision was not being delivered.
- There was an overwhelming response regarding the lack of access to CHUMS or CAMHS; as well as further comments lamenting the lack of sensory integration therapy, speech and language therapy, and the understanding of conditions such as Pathological Demand Avoidance (PDA).

Theme 3 - SEND Survey 2020 - Improved communication and trust, with parents expressing increased confidence in the Local Area services

"Was referred to Edwin Lobo last year and now on 34 week waiting list. So unsure of the communication." Parent

- The survey showed a 6% increase in satisfaction from parents who felt that the SEND Team communicated well and kept them regularly updated (Q28). This means 42% of parents now feel positive about the communication they receive from the SEND Team. There were also positive comments about specific professionals from the SEND Team, Edwin Lobo Centre, Social Care, and other services. A few professionals were mentioned by name more than once, showing that there are pockets of good practice happening that need to be replicated more widely.
- There were a considerable number of comments concerning waiting times for services; the lack of information provided about these waiting times; families being passed from service to service with no positive outcome; professionals not understanding SEND and needing more training; difficulties in contacting the SEND Team and occasional rudeness from professionals when challenged by parents.
- Parents expressed concern around transitions, particularly when children were moving to a new school or when moving from Children's Services to Adult Services (Q26). From the parents' comments, it was evident that communication during transitions needs to be

improved so that parents are more aware of the right pathway and what services are available to them.

- Worryingly, the satisfaction with the process of Preparation for Adulthood has decreased by 10% compared to the previous year. Pathways into Adult Services need to be more clearly communicated, gaps identified, and pathways delivered effectively.

Theme 4 - SEND Survey 2020 - Recognition of a 'Culture Change' across the Local Area, with parents and young people feeling that their views are listened to and equally valued with those of professionals.

SNAP PCF can see evidence that the Local Area has been working to try and create a 'culture change' of greater partnership working and valuing the contributions from other stakeholders.

- a. SNAP PCF have co-produced three e-learning packages with CBC for SEND, Coproduction, and Pathological Demand Avoidance (PDA).
- b. Four SEND Advisory Teachers have been in post since September 2021, and we have heard positive feedback about the support given by them to families and schools.
- c. An EHCP Template (Form) for 0-14 years has been created; and CBC have now introduced an EHCP template for 14-25 years with a specific emphasis on education or employment, independent living, participation in society, and being as healthy as possible in adult life.
- d. A new SEND Strategy co-produced with families and partners is about to go out to wider consultation.
- e. CBC launched a [New Local Offer](#) in October 2021.
- f. A [PDA Position Statement](#) has been co-produced with SNAP PCF.
- g. A [Parent Pledge](#) has been co-produced with SNAP PCF.
- h. SNAP PCF and other stakeholders have co-produced a [Post Diagnostic Support Pack](#).
- i. SNAP PCF co-produced an [information health week](#) with Bedfordshire Community Health Services and East London Foundation Trust.

Whilst there has been a great deal of work and productivity in the Local Area, unfortunately this has not translated into significant change in the data we have collected since 2020. We regret that yet another year has passed, during which a clear commitment was made to improve services; and yet too many of the families who have responded to our survey still do not appear to be seeing any significant improvement in their experience with SEND services. Too many parents are continuing to have to battle for the services their child needs, whilst watching those needs persistently not being met and their children suffering as a result. This is often a painful and traumatic experience for

young people and their parents, a reality worth remembering by professionals when they are working and communicating with families.

SNAP PCF has been encouraged by the parent feedback received about specific professionals who have been recognised for their professionalism and care.

The new Local Offer launched in October 2021 should be an effective way to communicate with families and will continue to be developed to ensure that it meets the needs of the young people and their parents. The Local Offer will hopefully be part of the foundation that will continue to develop and cultivate the 'culture change' that many parents still tell us is needed across the Local Area.

SNAP PCF has noticed a positive shift in how we co-produce with local partners within the last six months; working with Senior Leaders who listen better, treat us as equal partners at meetings, and who want the voice of young people and families to be heard and understood. There is a better understanding of the importance of incorporating young people and family experiences in accessing SEND services, to enable the future development and shaping of services that are needed.

Theme 5 - SEND Survey 2020 - Parents see evidence of different services across CBC and the BCCG routinely working together to meet the needs of their child or young adult

- Parents report a 4% decrease in satisfaction from the previous year when asked to indicate how well different professionals work together (Q16 – 29% of parents were satisfied regarding professionals working together to support their child or young person). It is evident from parents written comments that families with children or young people who have complex needs still must provide the same information multiple times to different professionals. The word 'disjointed' was also used to describe how well services are working together. SNAP PCF have worked in co-production with CBC to develop a CBC SEND Strategy; and we are hoping that this overarching approach will begin to address the concerns that parents have around services working together effectively.

"I am extremely fed up of repeating his story over and over again to every professional we encounter. It is very exhausting." Parent

Theme 6 – SEND Survey 2020 – There is good SEN support with clear accountability, and training for all staff and professionals who work with families

- SNAP PCF held a Parent Panel with a Social Care focus in February 2021. Following this, three working groups have been established to try and improve services relating to: (1) The Early Help offer, (2) Improving the Social Care training offer, and (3) Improving the Parent Carer Needs Assessment process and offer. We will continue to work with Social Care in the hope that there will be enough capacity to provide these services. SNAP PCF has met regularly to work in co-production with Social Care and we hope to be able to report improved responses and outcomes for families after next year's survey.
- [SENDIASS](#) has successfully supported many families within Central Bedfordshire, which is evidenced by the parent comments that speak about this service with high regard.

“Sendiass have been extremely helpful and supportive with all queries about the EHCP process.” Parent

Theme 7 - SEND Survey 2020 - Parents report an increased awareness of the Local Offer, feel it is easily accessible and provides the information that they need when they need it

Local Offer results

- The area that has seen the most improvement within the SNAP PCF SEND Survey 2022 is the Local Offer (which is Theme 4 of the WSoA). In October 2021, the new Local Offer was launched following a considerable amount of work to improve its accessibility and the quality of the structure, content, and information provided.
- It needs to be highlighted that 55% of parents who answered the SNAP PCF survey had still not heard of the Local Offer. SNAP PCF views the new Local Offer as a positive start that over time can be developed and improved through co-production with parents; to improve the ease with which they find the information they need; and also identify and fill information gaps, to ensure that parents can easily access the right information about the support and services available to their child (this was evident in the parents' comments). Q18 specifically asked how easily parents were able to find information about services that are available. Worryingly 70% of parents still found it difficult to find the information they needed, highlighting that there is still a lot of work to do in this area.

"Much better! (the Local Offer) Thanks for listening and the improvements made." Parent

"It's absolutely AWFUL (the Local Offer). Highly inaccessible and why all the lists of links?" Parent

- It is clear from the survey data that there has been a 15% increase (Q21) in the number of parents and carers who now say they have heard of the Local Offer, since our previous SEND Survey in 2020.
- There is also a 23% increase in the number of parent carers who reported that they found information on the Local Offer either 'very easily' or 'after a bit of a search I found what I was looking for' (Q22).
- It is fair to say that the relaunch of the Local Offer has increased its profile and improved the quality and accessibility of the information for some families, however, it is also important to recognise that 55% of parents had not heard of the Local Offer and 41% of parents are still reporting that they could not find the information they were looking for on the Local offer.

What is next for the Local Offer?

- The Local Area must continue to work to ensure that all families who have a child or young person with SEND are aware of the Local Offer and what its purpose is. SNAP PCF recognises from both this SEND Survey and previous SEND Surveys that parents with a child accessing SEN Support are the largest group who have not yet heard of the Local Offer. As schools are the main service involved with a child or young person who is accessing SEN Support, teachers and SENCO's must play a vital role in making more parents aware of the Local Offer.

15%

Increase of parent and carers who say that they have heard of the Local Offer

23%

Increase of parent who found information on the Local Offer, either 'very easily' or 'after a bit of a search I found what I was looking for'

Theme 8 - SEND Survey 2020 - Improved parental satisfaction with Social Care support including the Early Help offer

- From Q7 of the survey parent satisfaction with Social Care support has improved by 8%, reaching a 36% satisfaction rate regarding the identification of a child or young persons' needs. Overall, the satisfaction percentage score for Social Care was 42%. Parent comments focused on the following issues:
 - i. Being refused a Social Care assessment as their children were not known to the service.
 - ii. Social Care professionals needing more training regarding SEND and Neurodiversity. Some positive comments were also received about the social work teams.
 - iii. Insufficient respite care options and availability for families.
 - iv. The lack of an adequate Early Help offer, including unsuitable parent training. Some comments from families had found Early Help supportive and one parent said the parent training was useful.
 - v. The Parent Carer Needs Assessment needing clarity regarding the offer and how this is communicated to families.
 - vi. Concerns and dissatisfaction with the process for a young person transitioning into Adult Services.
 - vii. Lack of opportunities for children and young people to socialise in Central Bedfordshire, in particular the lack of young peoples' activities.

Theme 9 - SEND Survey 2020 - Parents report that there are not enough leisure opportunities and social activities within the county which needs to be improved for their child or young person

- Q20 asked, 'Do you think there are enough leisure activities for children or young people to access in Central Bedfordshire'. This was the poorest result in the survey with only 11% of parents feeling satisfied. This is a 4% decrease compared to the 2020 survey. As the population is expanding, SNAP PCF recognise the leisure and social opportunities for children and young people with SEND will need to increase rapidly to meet the needs of families within the county.
- Parent comments highlighted the need for a wider choice of leisure activities that will suit the needs of all children and young people in Central Bedfordshire. Other comments refer to a club or activity being held on different days and to support parents who work or who are unable to transport their children.

- Parents asked for more suitable activities to help their teenage children to socialise with others.

The effects of COVID

“School referred to Chums. Chums said it was a school issue. School spoke to the school nurses who provided no intelligible solutions. School said speak to GP. GP said it was a school issue. School spoke to Early Help team. Early Help team said they didn't have capacity and that I should do a parenting course.” Parent

Wellbeing

SNAP PCF asked parents an additional question to better understand how children and young people with SEND have had their mental health and wellbeing affected by the COVID pandemic. 45% of parents felt that their child or young person’s mental health had been negatively affected by the national response to the pandemic.

From the parents’ written responses to Q12 regarding signposting, it is evident that there is a gap in services for families needing support. The signposting to other services being offered appears to create further challenges for families as they are passed from one service to another. Some parents had started seeking support from private practitioners, with other children and families sitting on long waiting lists, unsure of what will happen next and when.

Points of Interest

Further information from the SNAP PCF Survey

- Parent responses were received for 173 girls, 326 boys, 3 non-binary children, and 3 parent carers who preferred not to say.
- The largest age group of children represented (53%) were 5–11-year-olds.
- The largest ethnic group represented was White British (87%) this showing no significant change from the 2020 Survey.
- The most prevalent primary need was Autistic Spectrum Conditions (62%). The survey results also included PDA (7%), Epilepsy (5%) and Down Syndrome (2%). Most families selected multiple responses to describe their child’s needs.

- The percentage of children and young people with an EHCP had increased by 10% in this SEND Survey as compared to 2020.
- 97% of parent carers felt that they understand their child or young person's needs well.
- Q11. 45% of parent carers felt their child or young person needed additional support with their mental health/wellbeing because of the Covid pandemic.
- Q12. 34% of parents indicated that they had tried to access CHUMS or CAMHS for their child and were then signposted on elsewhere. Unfortunately, many parent comments showed that this signposting had been ineffective and inadequate, and that many families were just being passed from service to service without any effective outcome.
- Q16. The survey saw a slight decrease of 4% in parent satisfaction regarding services and professionals working together. 63% of parents thought that professionals worked together 'not very well' or 'poorly'.
- Q17. Parent carer satisfaction with Preparing for Adulthood has dropped by 10%, with 71 % now being dissatisfied with these services.
- Q20. 72% of parents would like children and young people with SEND to have access to more leisure activities.
- Since the 2020 survey, there has been a 15% increase in parent carers who have heard of the Local Offer; and satisfaction with the Local Offer, in terms of accessibility of information, has increased by 23% however, only 45% of parents who responded to the survey had heard of the Local Offer and only 45% of those could find information 'very easily and quickly' or 'after a bit of a search'.
- SNAP PCF currently has 1,469 members.
- 46% of parents who completed the SNAP SEND Survey 2022 were not members of SNAP PCF.

SNAP PCF Recommendations

- SNAP PCF would like to see increased funding and capacity for SENDIASS, particularly over the next two years whilst the WSoA work is being embedded. As services start to significantly improve, parents may then have less reliance and need for this service. We are fortunate in Central Bedfordshire to have a good SENDIASS service; but this service needs additional resource to be able to effectively support more parents, particularly as cases become more complex in nature and families need a greater degree of support.
- SNAP PCF believe that a [Preparing for Adulthood](#) Steering Group needs to be established to map out the current offer; to develop better ways to clearly communicate this to families, and to develop the services needed to ensure that young people do not experience a 'cliff edge' when moving into adult services at either 18 or at 25 years of age.

- SNAP PCF would like to see an Early Intervention offer for schools that is linked with the Early Help Offer, and which is co-produced with all key partners including SNAP PCF.
- Additional resources are needed to deliver on the improvements to the Early Help offer and Parent Carer Needs Assessment.
- An operational group is needed, to include SNAP PCF, to look at the SEND partnership data dashboard.
- Improved training for all professionals to better understand neurodiversity and Pathological Demand Avoidance.
- A training package for parents running across the year, like Hertfordshire's model using Families in Focus.
- Co-produce an Audit tool for the EHCP Audit, using the advice from the SNAP PCF report so families can trust and have confidence in results which are detailed, robust, and transparent.
- Embed the [Co-production Charter](#) within all departments and provide a workshop for senior managers at CBC to ensure a clear and collective understanding of what the principles of co-production are, so that they can then disseminate this to all staff. To help move this agenda forward, SNAP PCF would like to see questions on co-production integrated into the recruitment process, interview stage, induction, and appraisal process for all staff who work within SEND services.
- Ensure better publicity and awareness of service developments and improvements amongst families, coupled with meaningful and timely communication with individual families by all services.
- Create a dedicated section on the Local Offer that maps out all support available to children and young people with their mental health and wellbeing. This will help promote what is available to families and highlight the gaps in current service provision.
- The Local Offer needs to be accessible as more than just a website. SNAP PCF would like to see an information booklet being produced with a printed copy being placed in all schools, children centres, libraries, and health settings etc. We would also recommend having regular drop-in sessions where parents can receive an online tour of the Local Offer and be assisted to navigate and access the information they require. This would both support parents to use the Local Offer and highlight areas that need development and opportunities to improve it. SNAP PCF would also like to see an events calendar within the Local Offer that displays all local SEND related events, clubs, and activities in an improved format to that currently available (perhaps like the one shown on the SNAP PCF website).
- SNAP PCF would like to see a review of all waiting times across education, health, and social care services; with a commitment to commission additional services to support families

whilst they are waiting to access these services, and for this information to be included on the Local Offer website.

- A detailed CBC plan for school places, which communicates a clear strategy and vision for additional special school places so that wherever possible children can attend school within their local area.

Conclusion

Little to no change in the data from our previous survey

- We will change our survey questions next time to track progress on the new outcomes framework. We hope that by then parents will be seeing and experiencing the improvements that they need.

The implementation of the WSoA needs to be embedded

- The action plan that will underpin the new SEND Strategy will need to drive improvements across the Local Area.

It is important to note the 2022 SNAP PCF SEND Survey had 147 fewer responses than the survey conducted in 2020, and there could be many reasons for this. Despite this, we feel the data still indicates that there has been little change or improvement felt by many families across most areas since the last survey. We believe this has made many families feel very despondent, making them more reluctant to engage with our survey process, and less convinced that doing so will help to bring about meaningful change for them. It was also evident from our data that there was a sharp reduction of families from mainstream education completing our survey this year. SNAP PCF recognises that responses from parents with children aged from 5-11 years fell by 129 participants. As an organisation, SNAP PCF will continue to work closely with families in Central Bedfordshire to try and ensure that many more parents of children/young people with SEND have an opportunity to complete our next survey. SNAP PCF will need further support from local partners to be able to reach more families and increase our membership within the Local Area.

Overall summary from the SEND Survey data

Similar data from the SEND Survey 2020

Overall, there was a slight decrease in parent carer satisfaction with Health services of 5%, and Social Care support of 3%. Education has remained almost static, with a slight improvement of 0.5% (see data from questions 7, 8, 10, 13, 14, 15, 19).

The new Local Offer has started to make a positive impact for parents. SNAP PCF hopes that the structure of the Local Offer will continue to develop and evolve with regular updates and

improvements informed by parent feedback. SNAP PCF will continue to work alongside CBC to improve the new Local Offer, ensuring that it is kept up to date, and that where gaps in information or issues with accessibility are found, we will work to co-produce solutions to these issues.

Despite the very best intentions and commitment from CBC and CCG, young people and their families are still not seeing and feeling the improvements to services that are needed. Every year that passes is a year that sees too many children not having their needs met and their potential realised. SNAP PCF are disappointed that the work to date around the WSoA has not yet made a significant difference to many families.

SNAP PCF are involved in the co-production of the SEND Strategy. This document will help to improve the services which are delivered to families living in Central Bedfordshire. SNAP PCF has always believed that effective co-production 'from the start' is the best way forward to ensure gaps in services are identified quickly, and that services are designed and shaped in a way that ensures children and young people with SEND have the best opportunities and outcomes. SNAP PCF has experienced a more meaningful and positive approach to co-production in the last six months with CBC, and we look forward to working with the newly appointed senior officers in the very near future.

Thank you

We would like to thank all the parent carers who took the time to complete our SEND Survey this year, and for all the feedback they gave about our organisation; it really means so much to us.

"I have nothing but words of praise and support for SNAP PCF. From courses to coffee mornings, SNAP has helped me engage with CBC and understand better what CBC should be doing for my child. Thank you." Parent

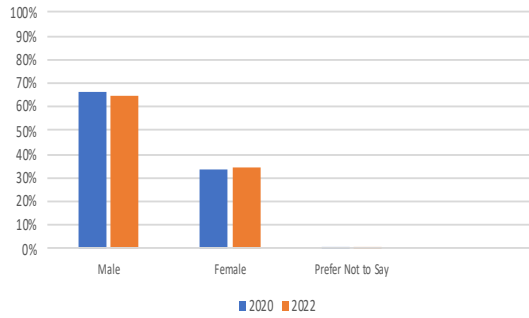
SNAP PCF membership is open to all parents and carers living in Central Bedfordshire who care for a child or young adult with any Special Educational Need and/or Disability (SEND) aged from birth to 25 years. Membership is FREE and a diagnosis for your child or young person is not required to register as a member. If you would like to become a member, please complete our [Parent Membership Form](#)

We also have a [Professional Membership Form](#) for practitioners who wish to join our database and receive information to share with parents and families.

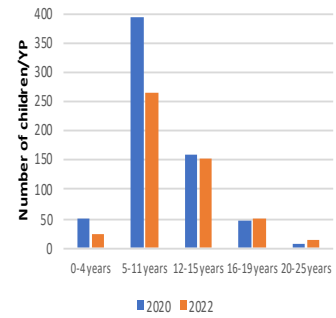
For further information about the SNAP Parent Carer Forum please see our [website](#).

The pages below show the graphs comparing the data from the November 2020 Survey with the February 2022 Survey.

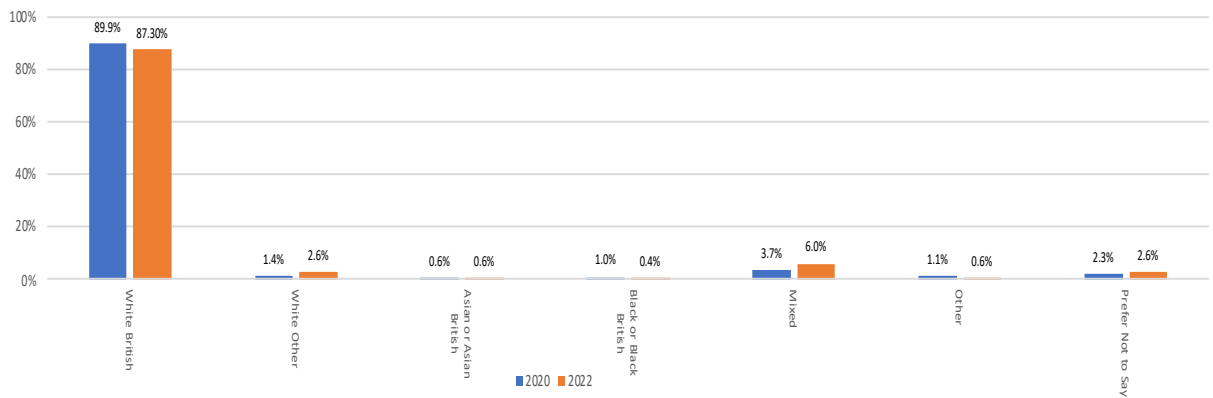
Q2 What is your child/young person's gender?



Q3 What age range is your child/young person?



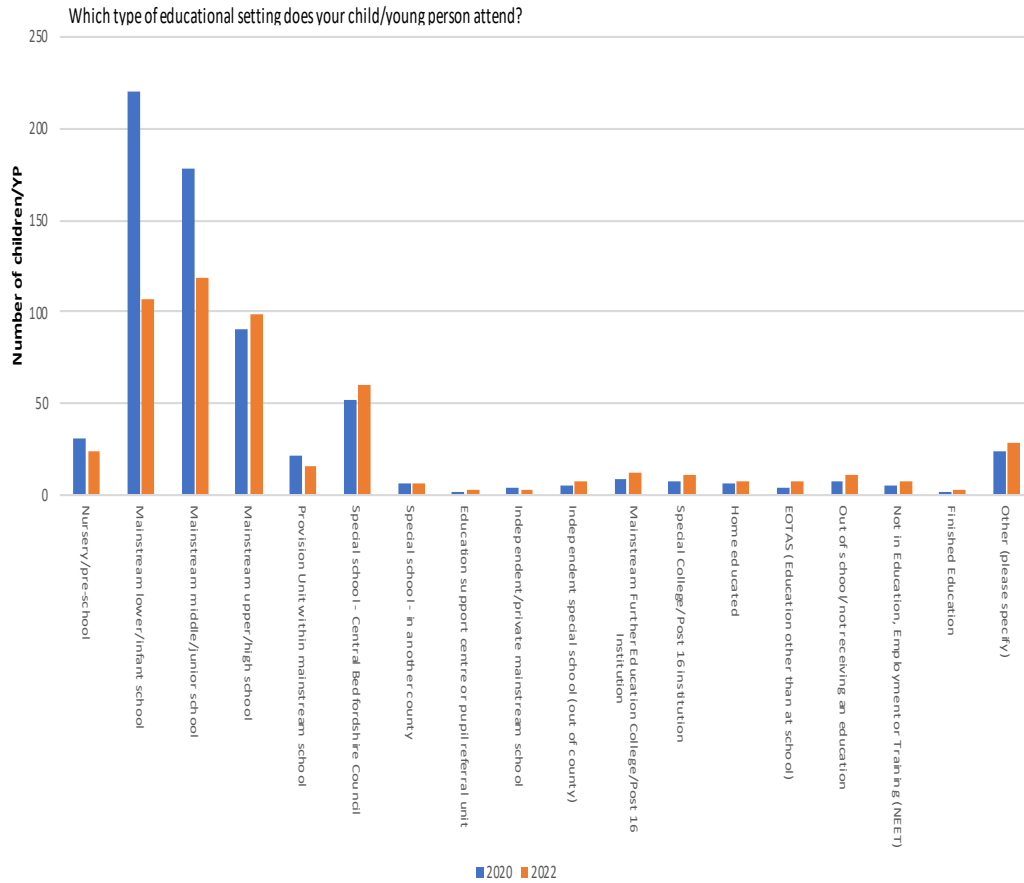
Q32 What is the ethnic background of your child/young person (Optional)



The gender and ethnic breakdown are similar to 2020. 0-4 and 5-11 age groups are less well represented this year.

This may be due to the lack of responses from mainstream lower/middle settings (see Q4).

Q4



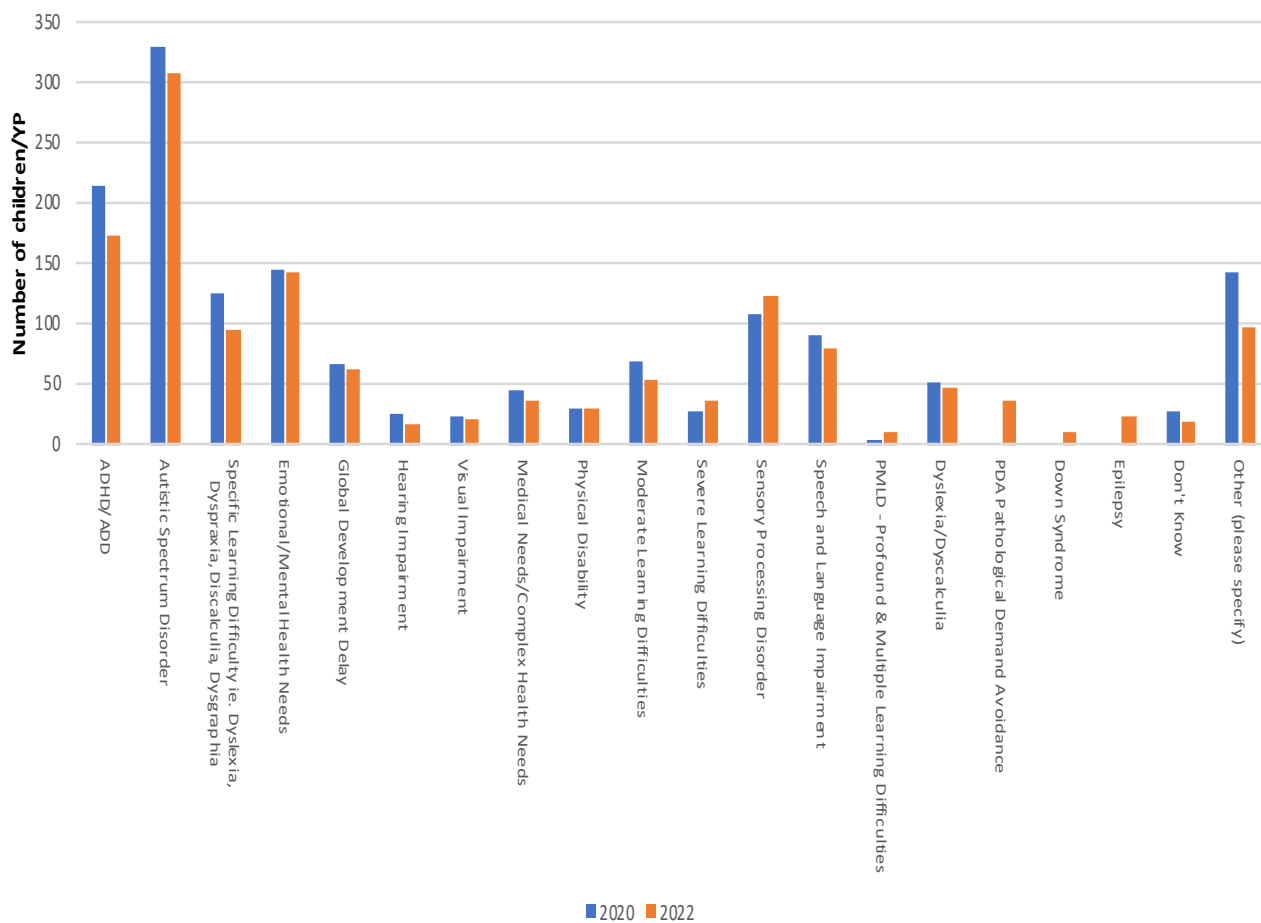
There was a notably lower response rate from Mainstream Lower/Middle/Junior in 2022 compared to 2020.

All the other settings gave a similar number of responses in both 2020 and 2022.

Note: this graph shows total numbers of responses, not percentages.

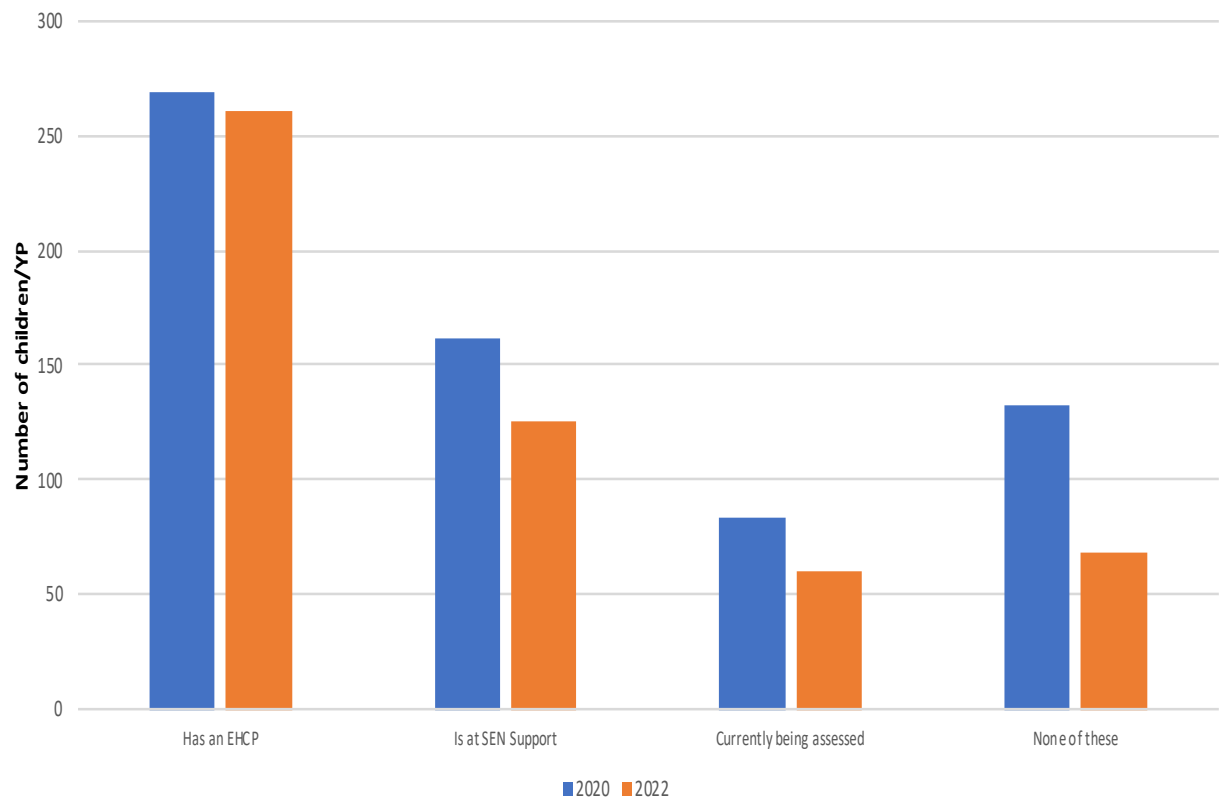
Q5

What type of needs has your child been assessed as having? Tick as many as apply.



Pathological Demand Avoidance (PDA), Down Syndrome and Epilepsy have been added to the SEND Survey 2022.

Q6 Which of the following apply to your child/young person:



Q7 Please tell us how well you think your child/young person's needs have been identified by:



Education is virtually unchanged from 2022.

Health satisfaction has dropped by 6%.

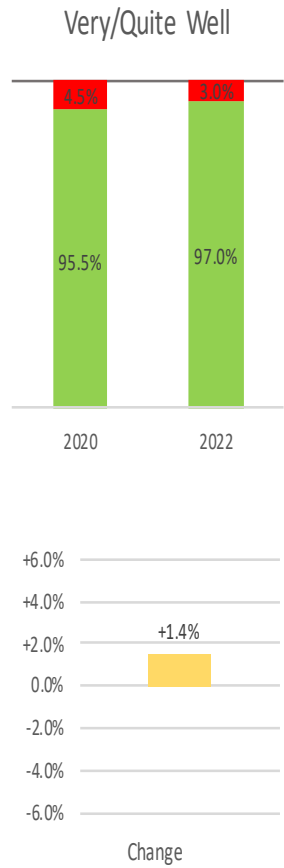
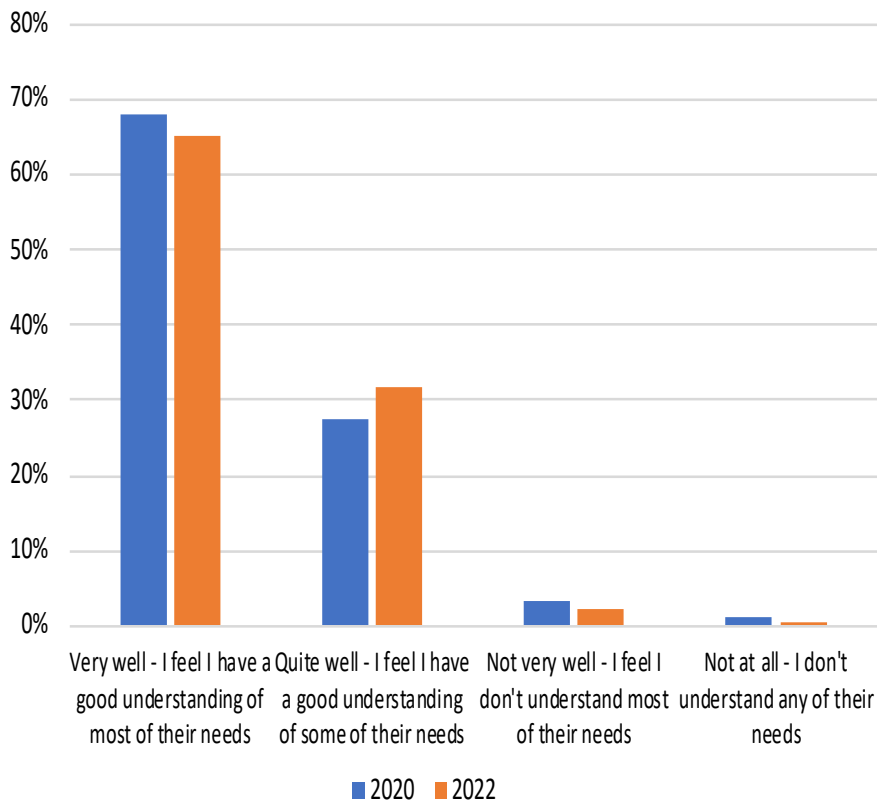
Social care has improved but still only 36% of parents feel that their child or young person's needs were identified very well or quite well.

Q8 Please tell us how well your views were taken into account when your child/young person's needs were identified by:



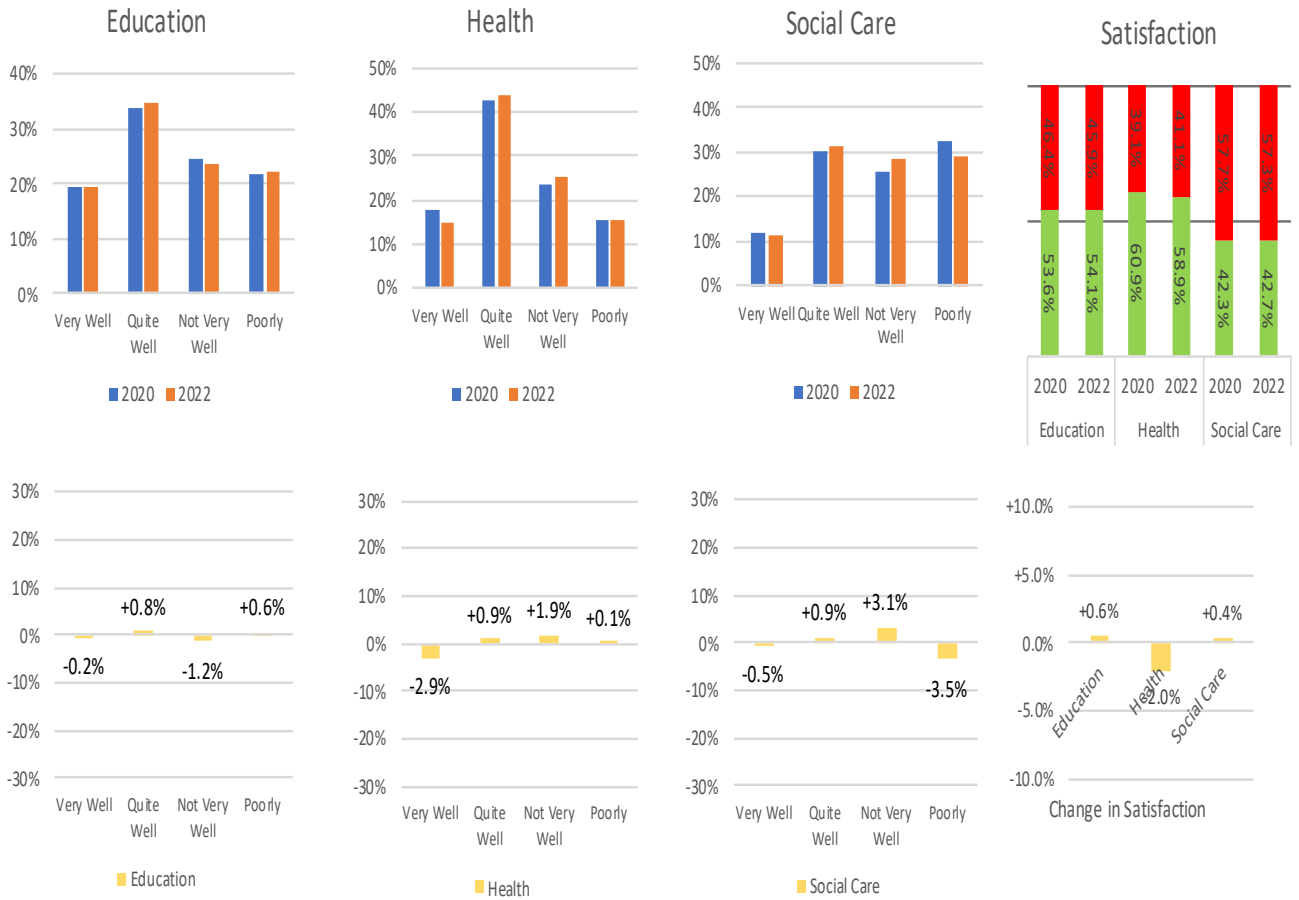
This data shows little change from the previous SEND Survey. Health and Social care have dropped by 5% each.

Q9 How well do you understand your child/young person's needs?



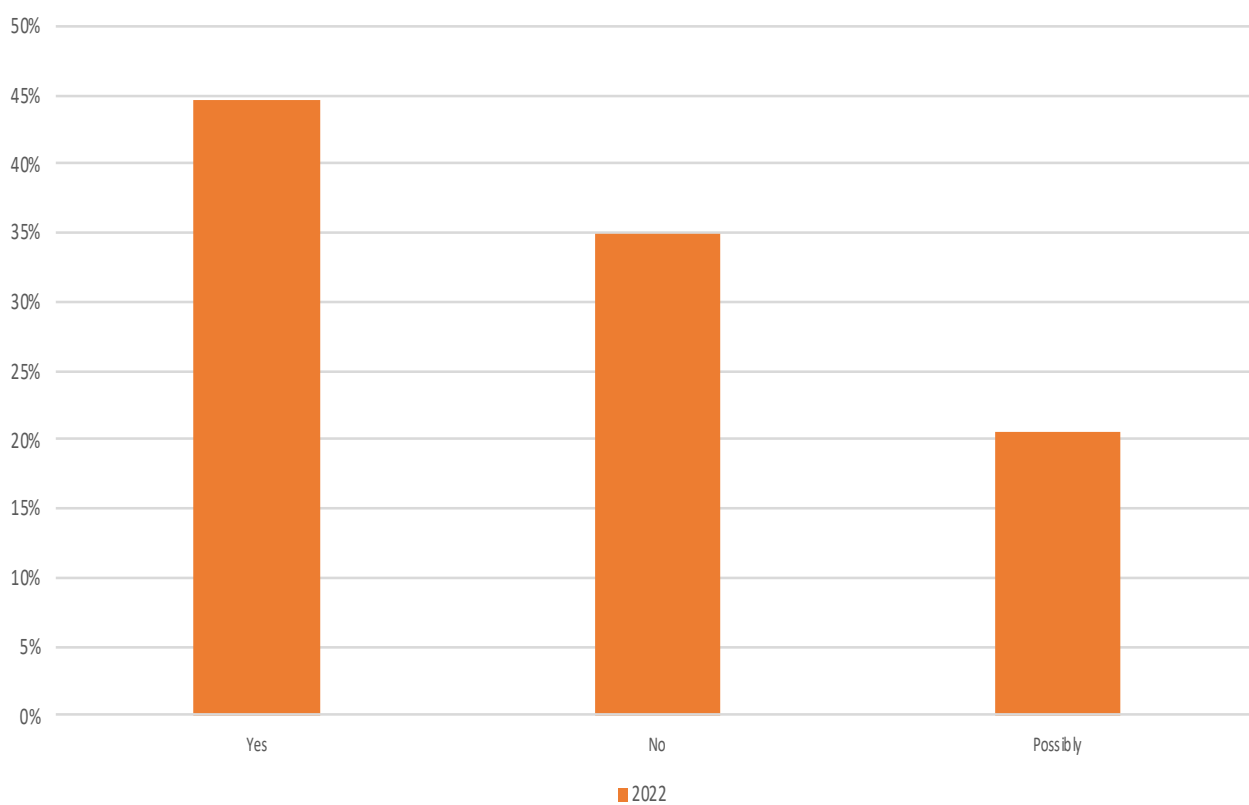
This is a very similar result for both surveys.

Q10 Overall, how well do you think Health, Education and Social Care understand your child/young person's needs?



2020 and 2022 yielded very similar results here.

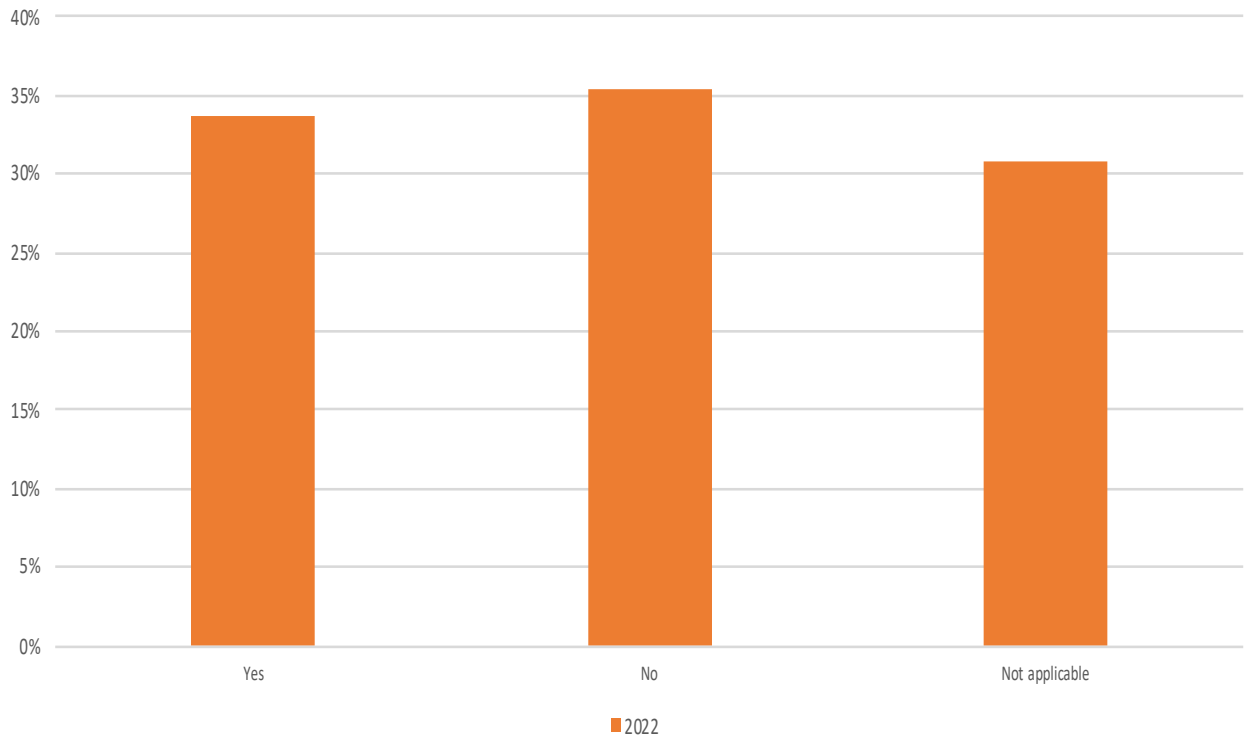
Q11 Wellbeing: Due to Covid, do you feel that your child or young person needs additional support with their mental health/wellbeing?



This question was not asked in 2020.

Parents feel there is a clear need for services to support children and young people's wellbeing.

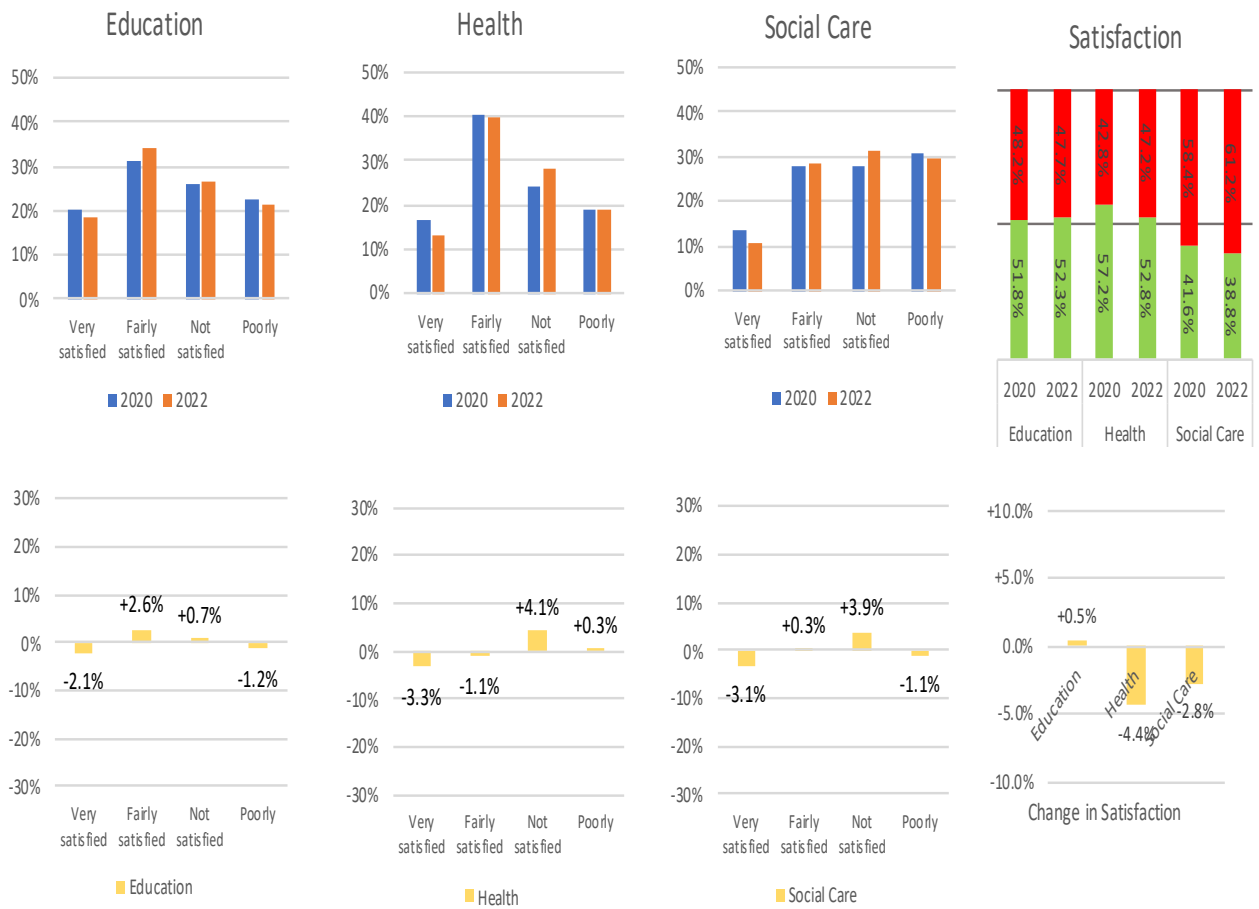
Q12 Has your child or young person tried to access CHUMS or CAMHS and was then signposted to another service?(For example, if you were told that your child or young person did not meet the threshold criteria to access CHUMS or CAMHS but you were signposted to contact another service)



This question was not asked in 2020.

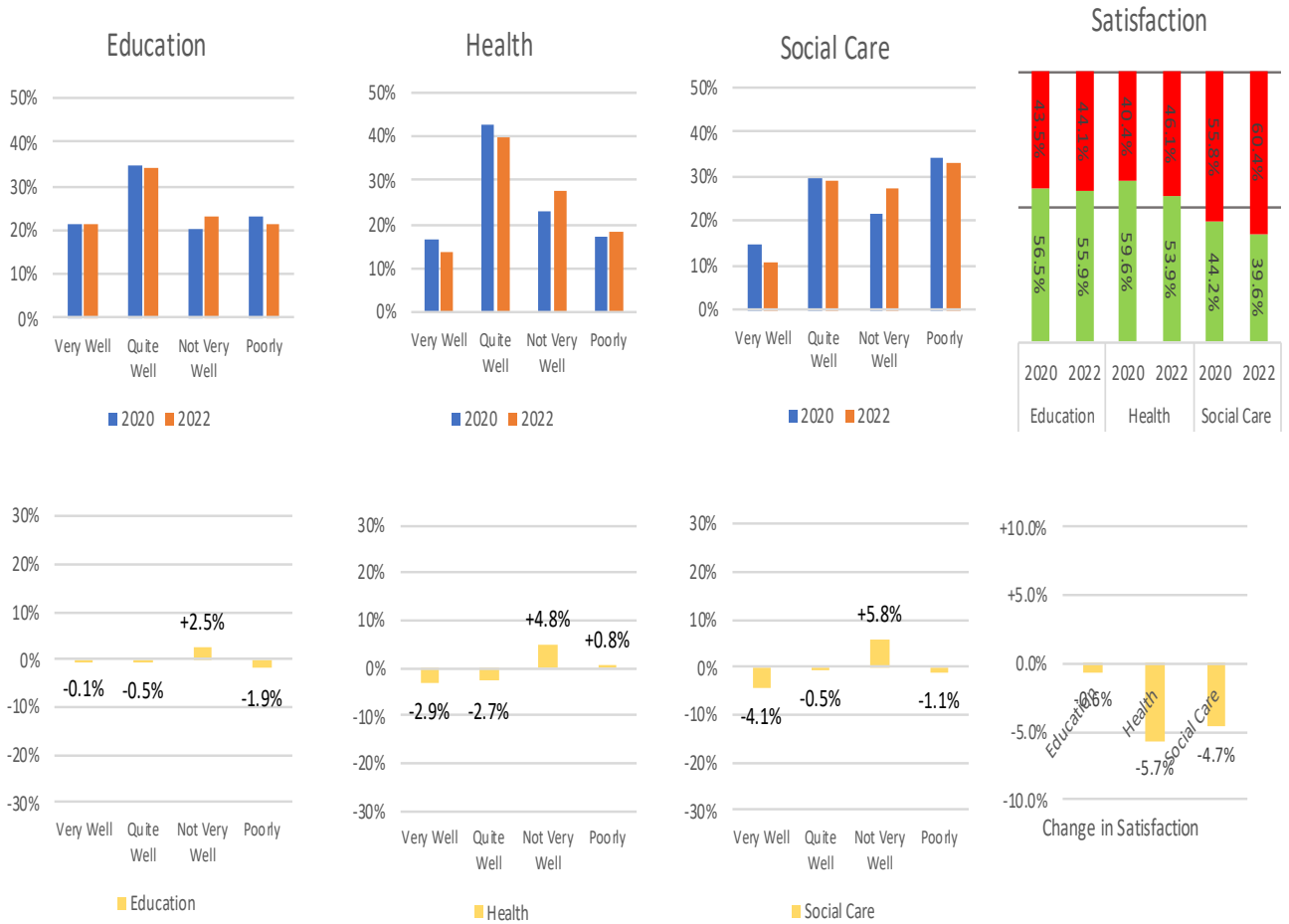
The comments from this question gave great insight into the difficulties families were facing while trying to access CHUMS and CAMHS.

Q13 How satisfied are you with the ongoing monitoring and assessment of your child/young person's needs?



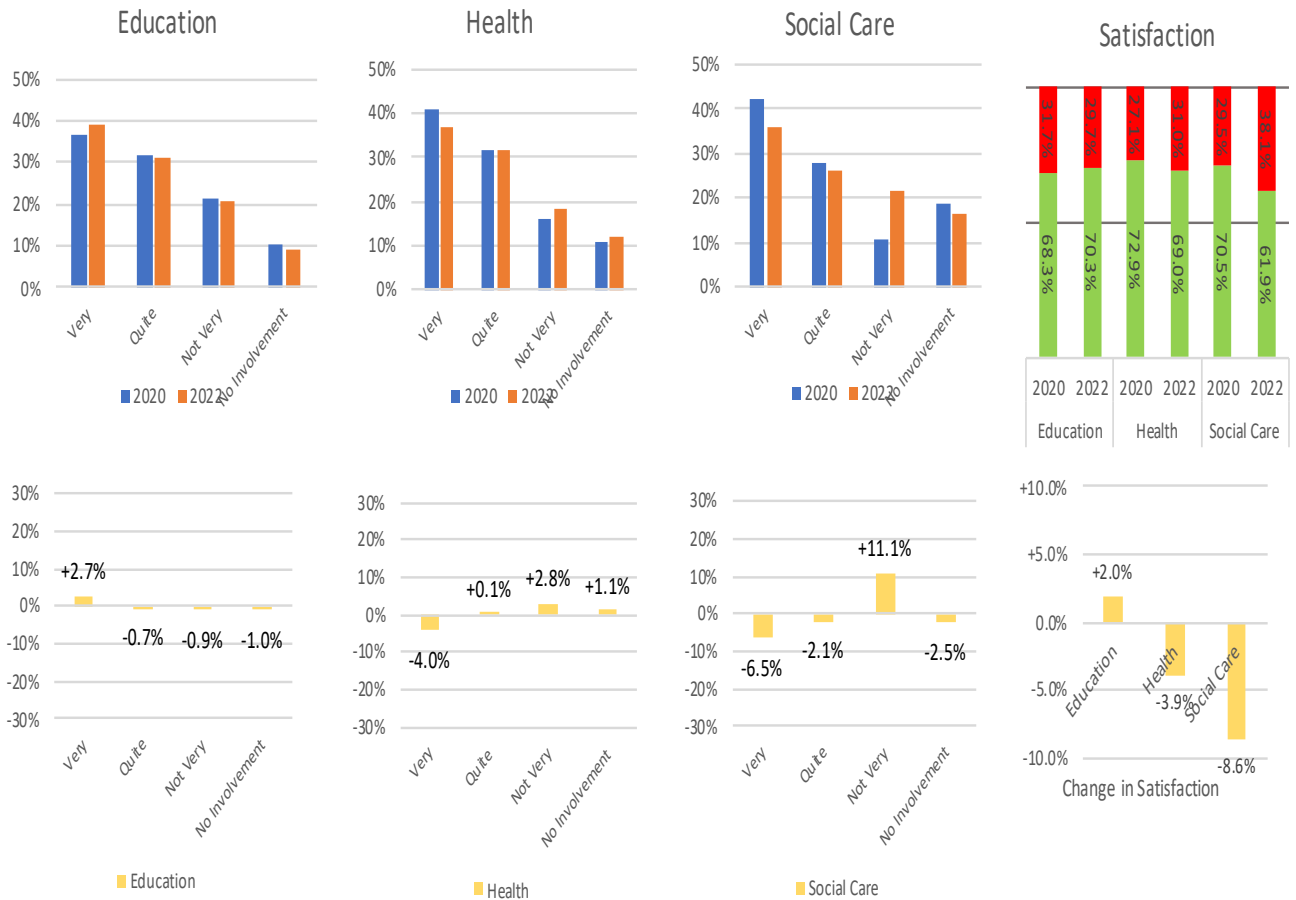
This is a similar result to 2020.

Q14 How well do you think your child/young person's needs are met by the following service areas?



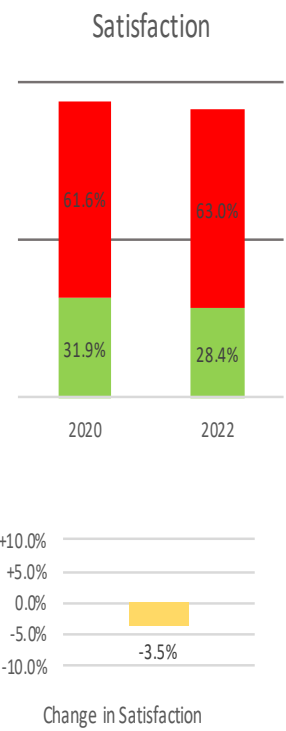
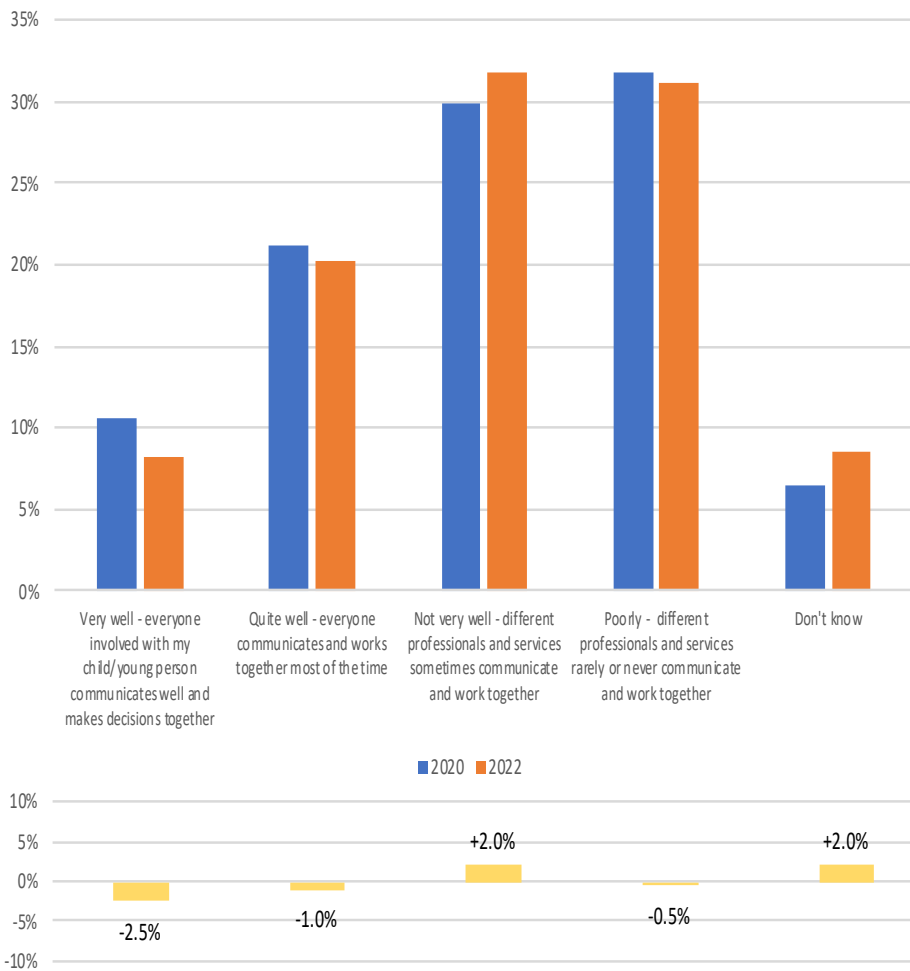
Once again, health and social care have slightly worse results in 2022, dropping by 6% and 5% respectively.

Q15 As a parent carer how involved are you in setting targets and outcomes for your child/young person?



Social care still has positive satisfaction in 2022 but this has declined significantly from 2020, dropping by 9%.

Q16 How well do you think services and professionals work together to support your child/young person?



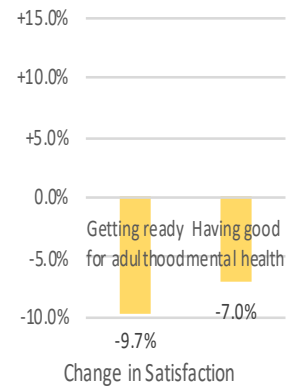
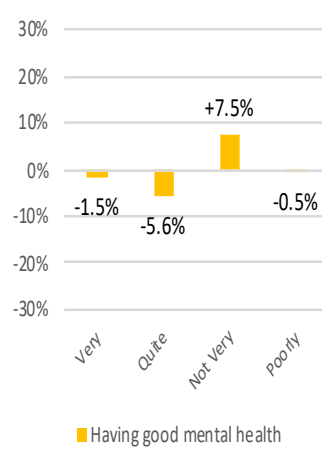
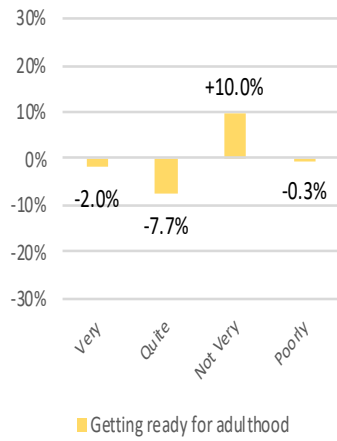
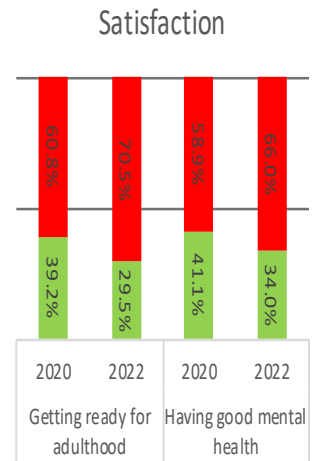
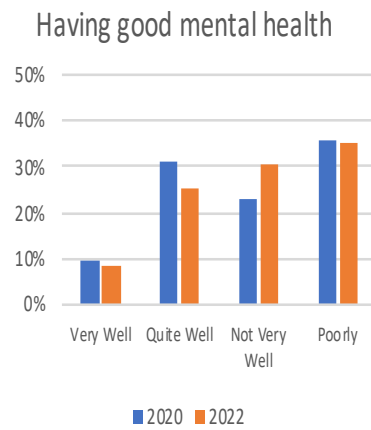
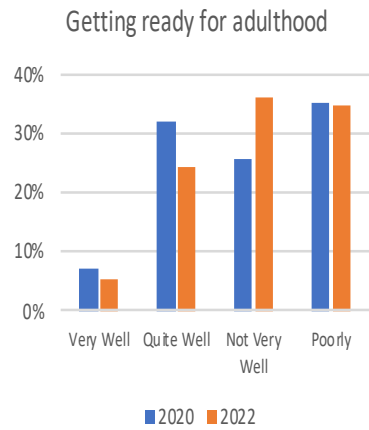
This is broadly the same in 2022 and 2020 with only a small drop.

Q17 page 1 Overall how well do the services your child/young person uses help them to reach their potential?



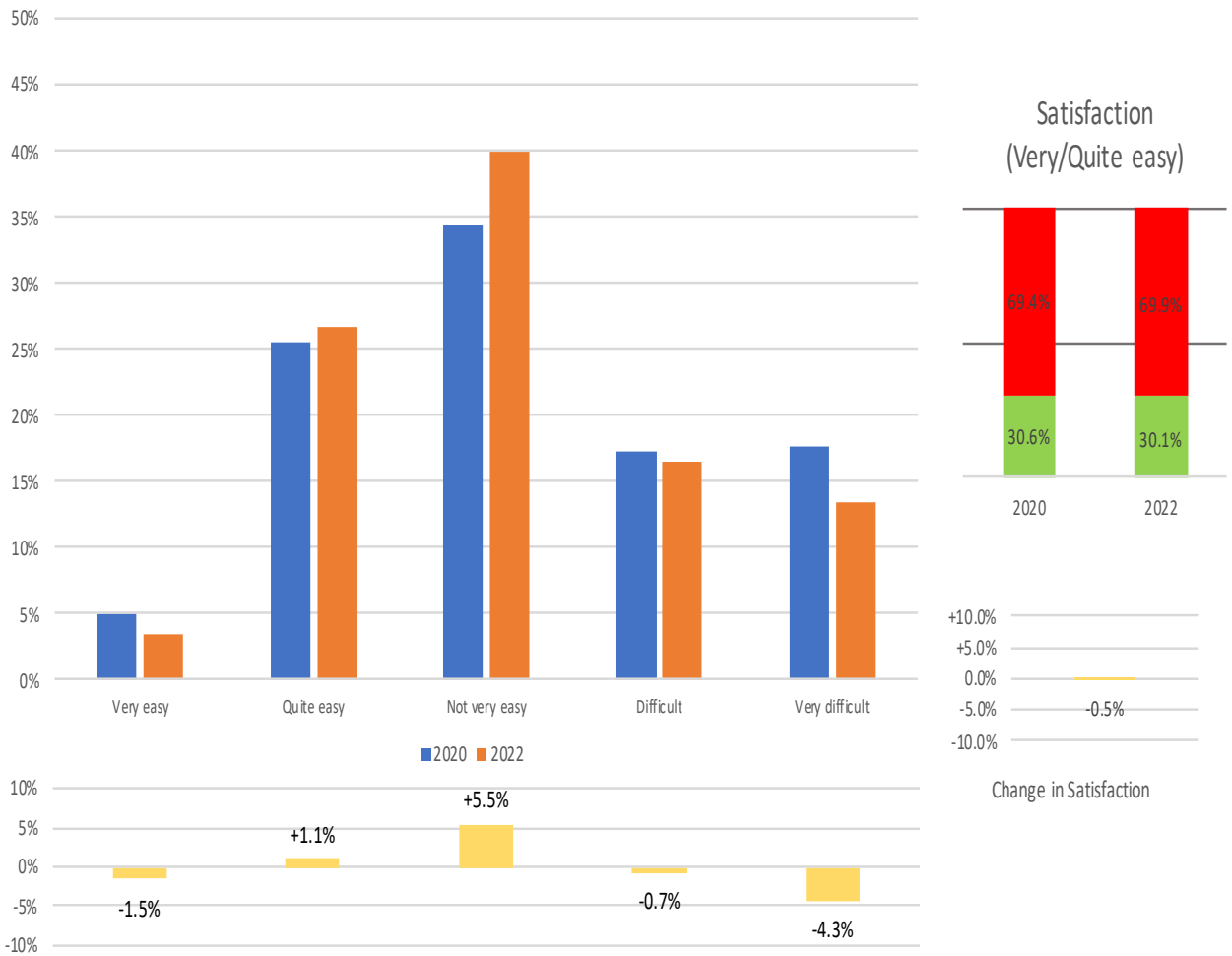
Satisfaction with community activities has improved a little but is still only 40%.

Q17 page 2 Overall how well do the services your child/young person uses help them to reach their potential?



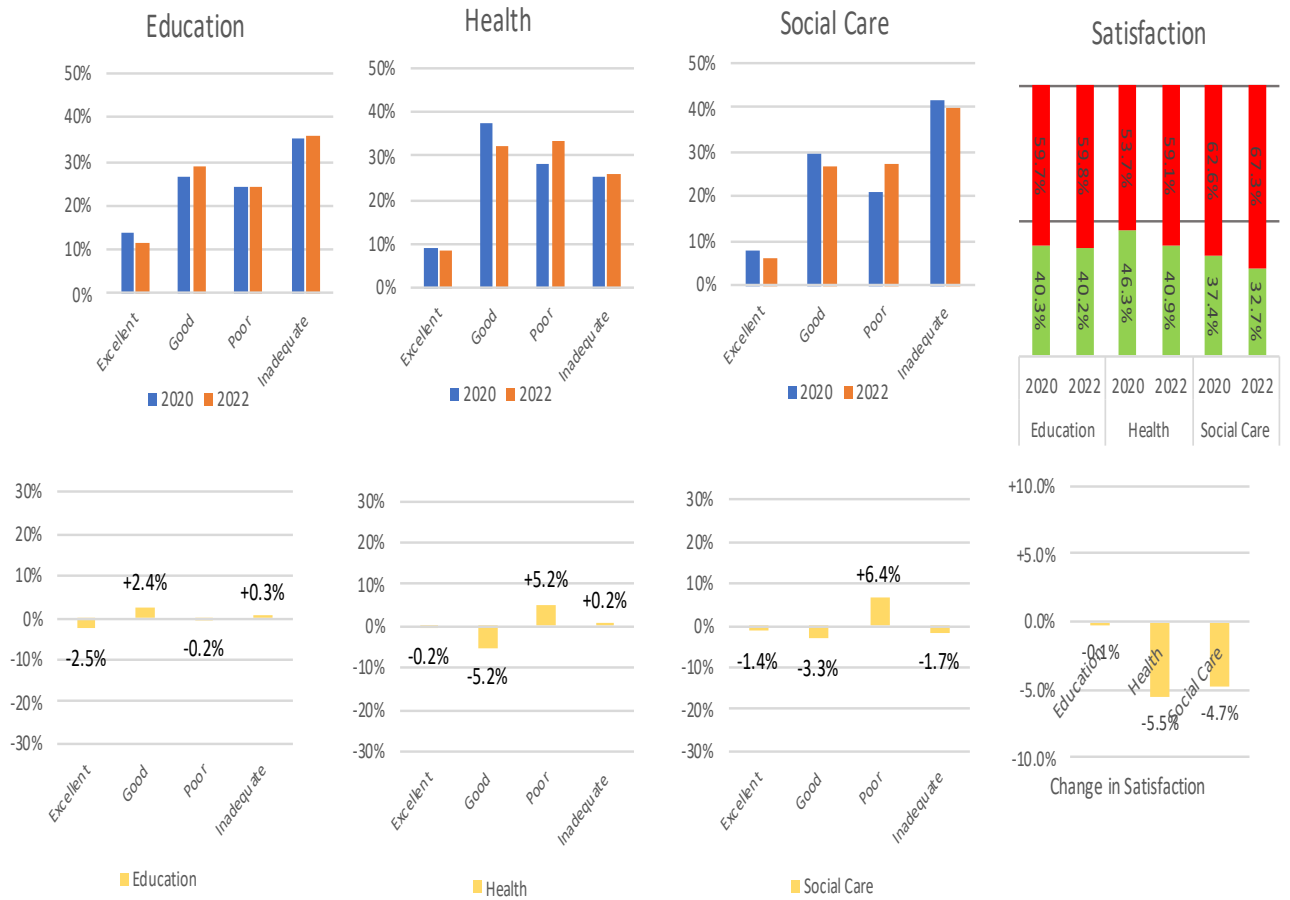
Satisfaction with getting ready for adulthood has dropped by 10%.

Q18 How easy do you find it to get information about what services are available and what they do?



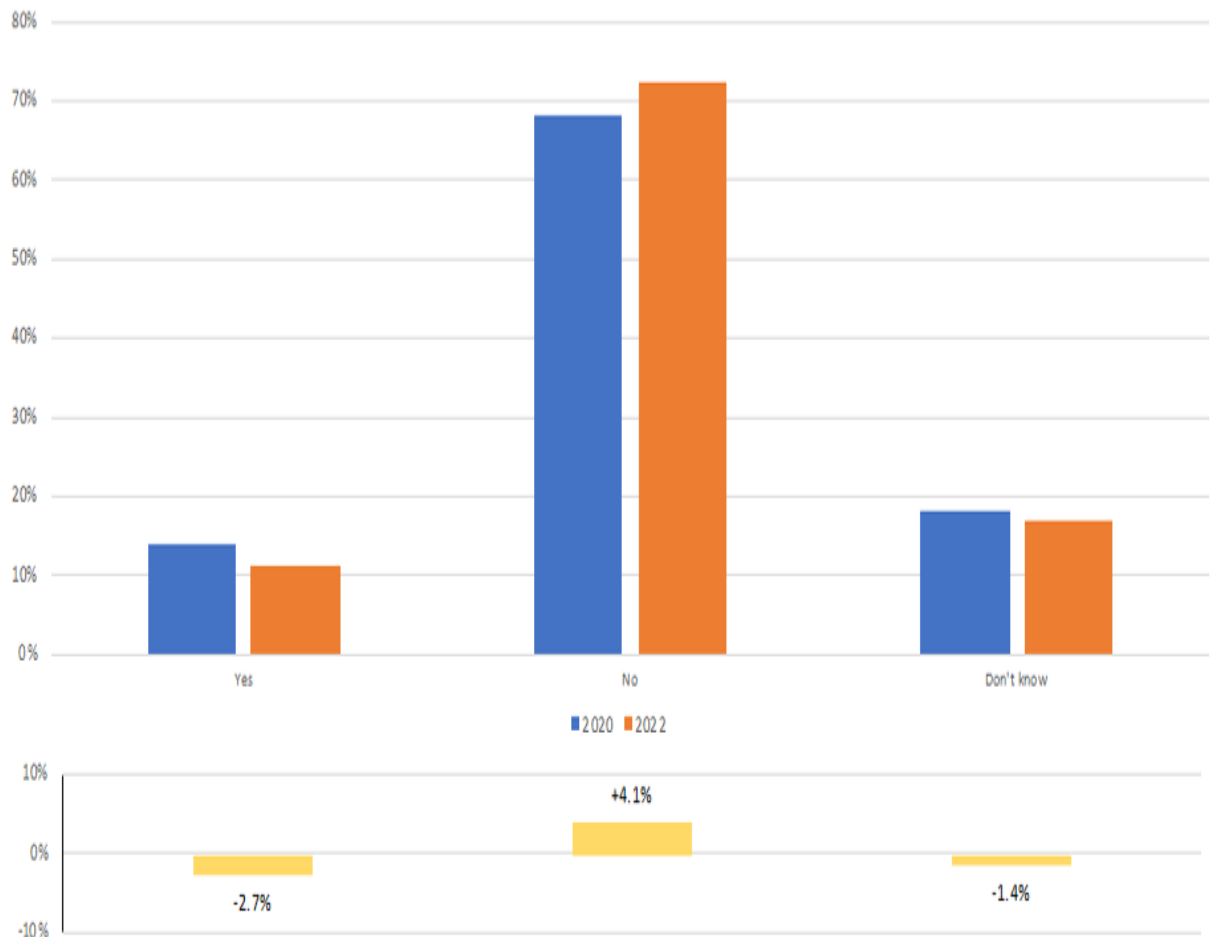
This does not show much change from 2020. The proportion of parents finding this aspect "very difficult" has reduced a little.

Q19 How would you rate the SEND provision provided locally?



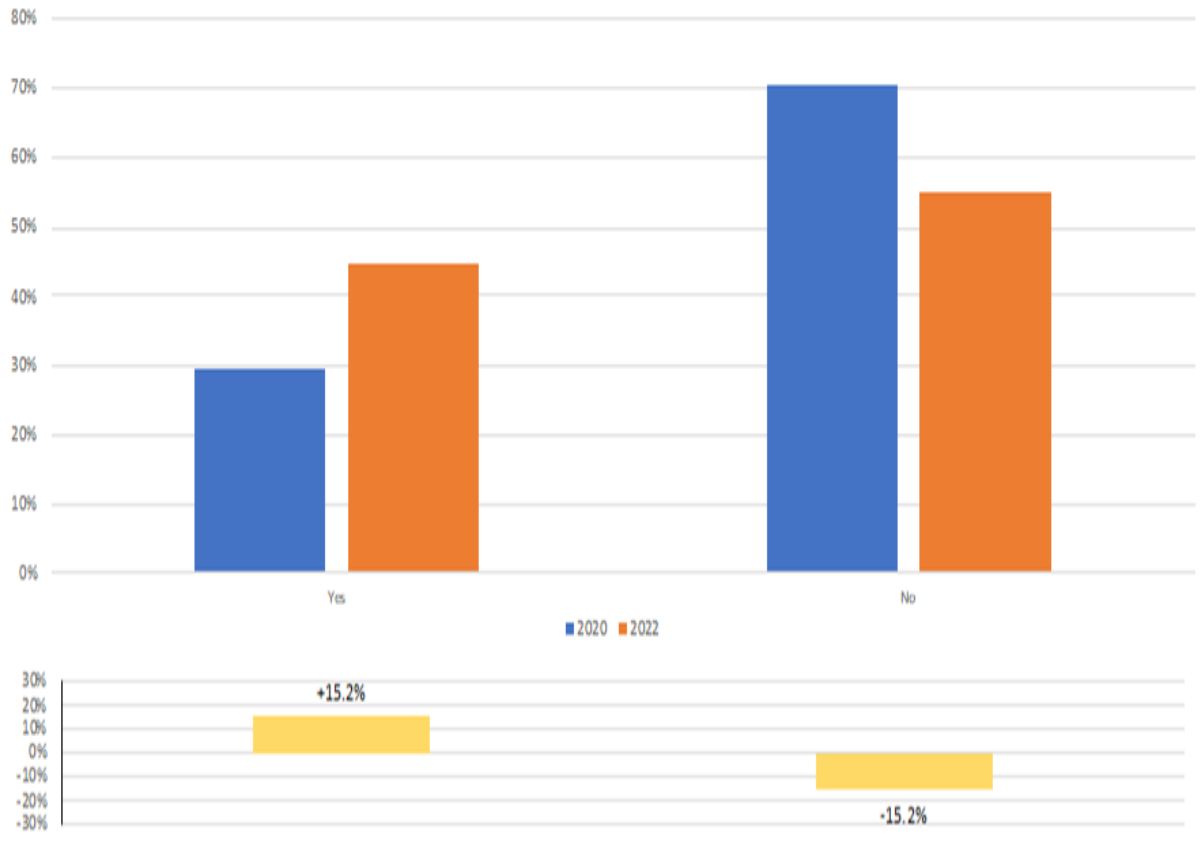
The satisfaction levels overall are still below 50% here and have dropped by 5% for both Health and Social Care.

Q20, Do you think there is enough leisure activities for children or young people to access in Central Bedfordshire?



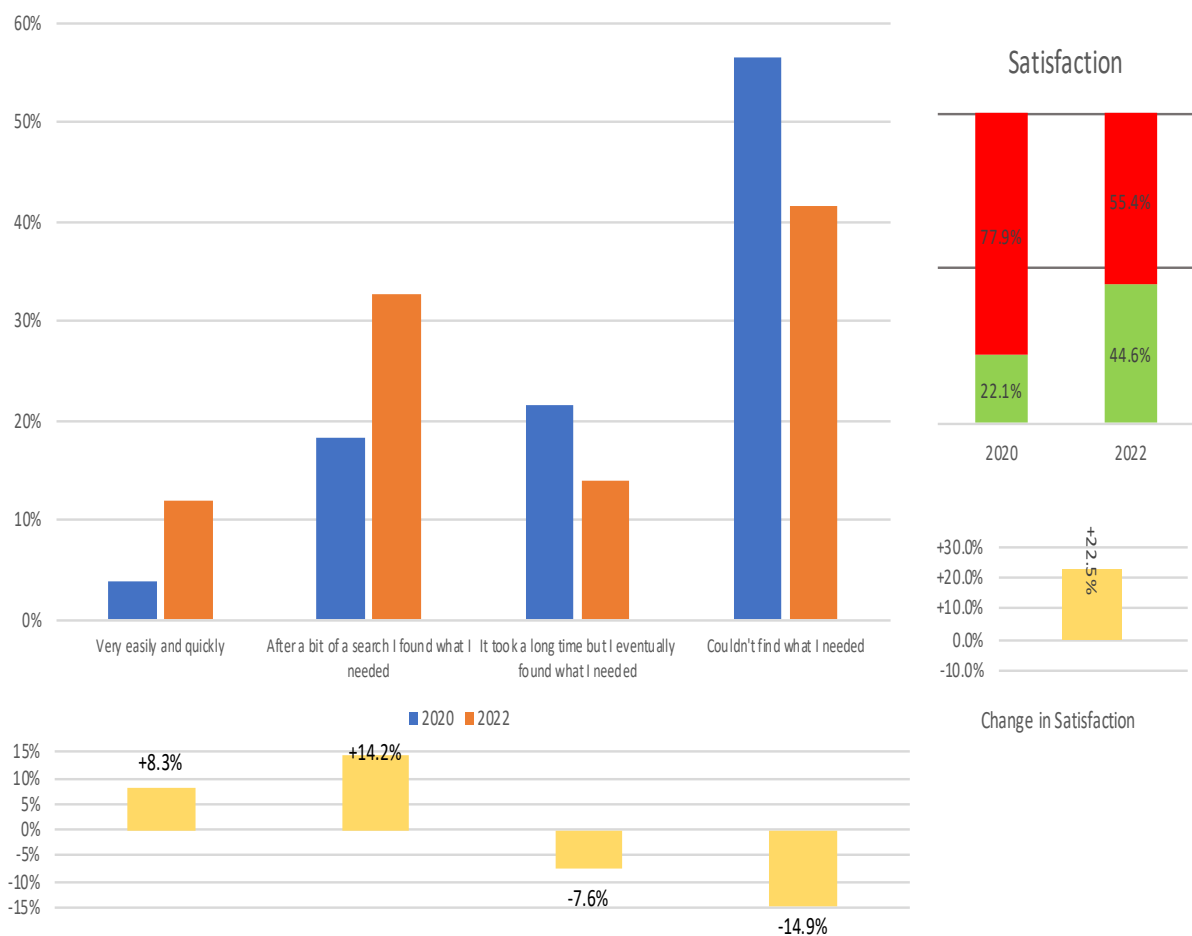
This clearly demonstrates that parents feel there is a need to increase leisure activities for children and young people with SEND in Central Bedfordshire.

Q21, Have you heard of the new 0-25 Central Bedfordshire Special Educational Needs and Disability Local Offer?



While Local Offer awareness has improved, 55% of parents were still not aware of it.

Q22 If you have used the new Central Bedfordshire SEND Local Offer, how easily did you find what you were looking for?



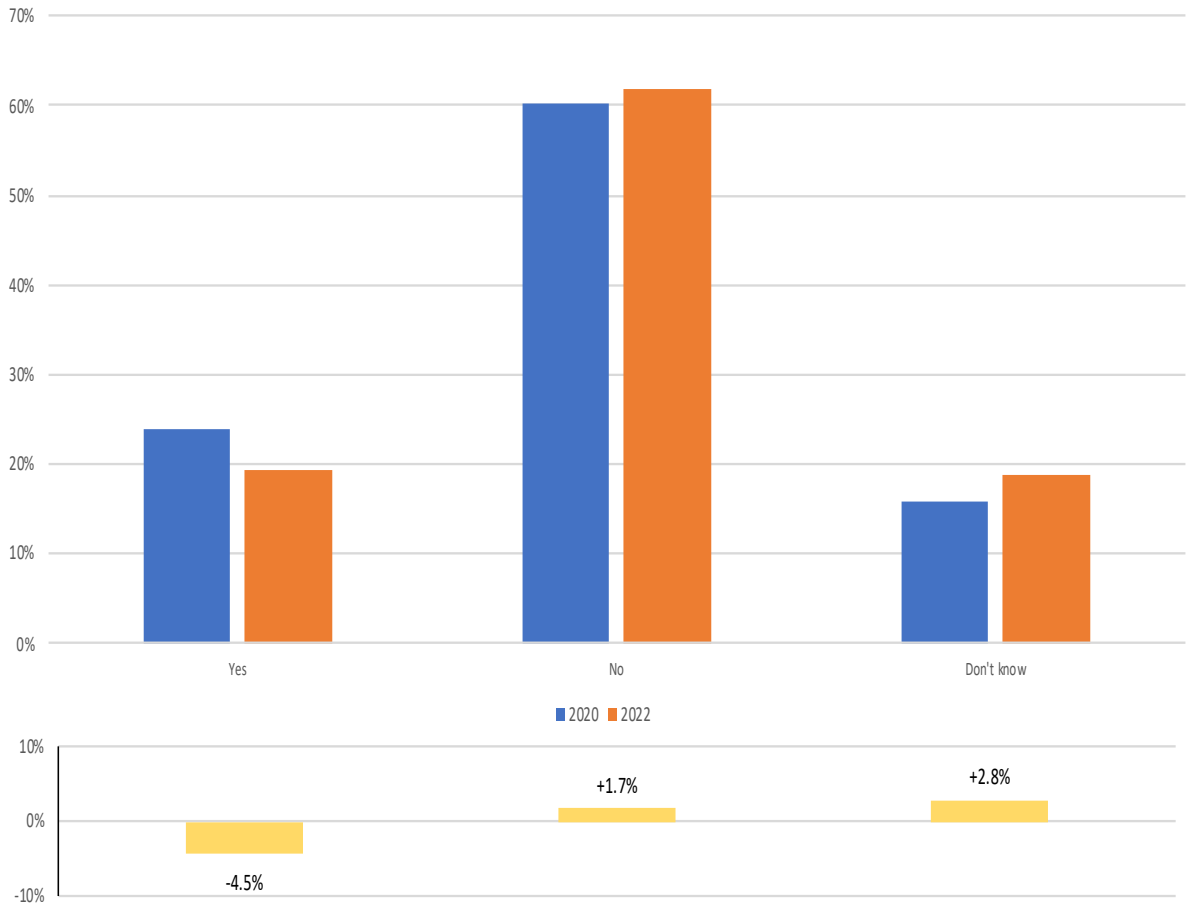
Only half of those surveyed responded to this question, which is appropriate given that 55% were not aware of the Local Offer in the previous question.

In overall numbers, 213 answered this in 2020 and 258 answered in 2022.

People are finding the new Local Offer easier to use but still 42% couldn't find what they needed.

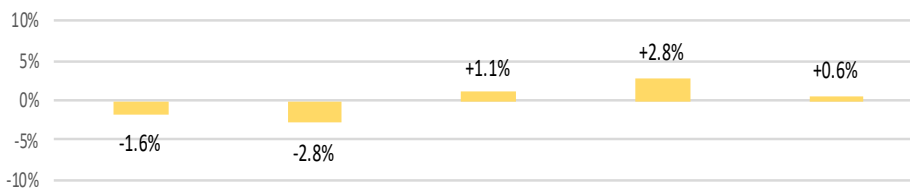
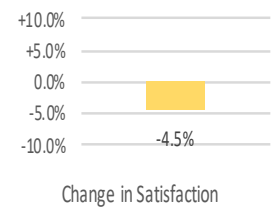
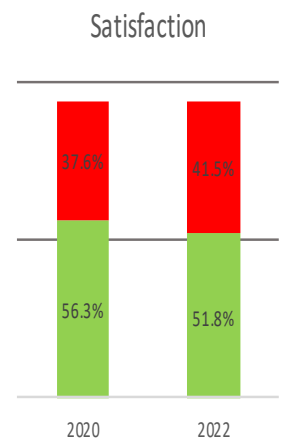
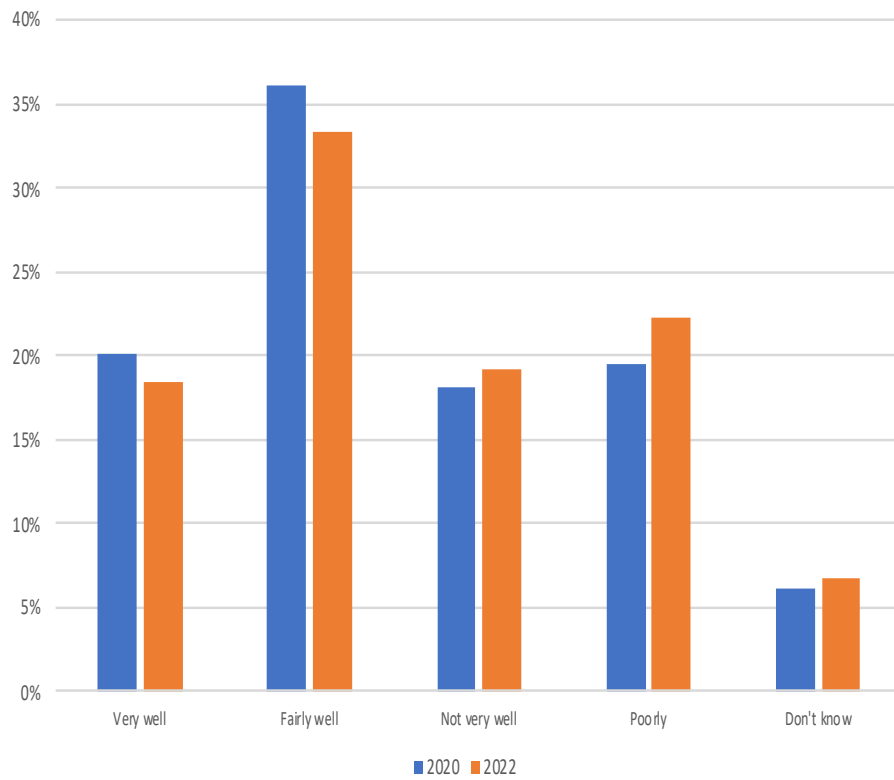
For the Satisfaction chart here, Green represents "very easily and quickly" plus "after a bit of a search".

Q23 Do you feel your child/young person has the help they need to achieve their best possible outcomes?



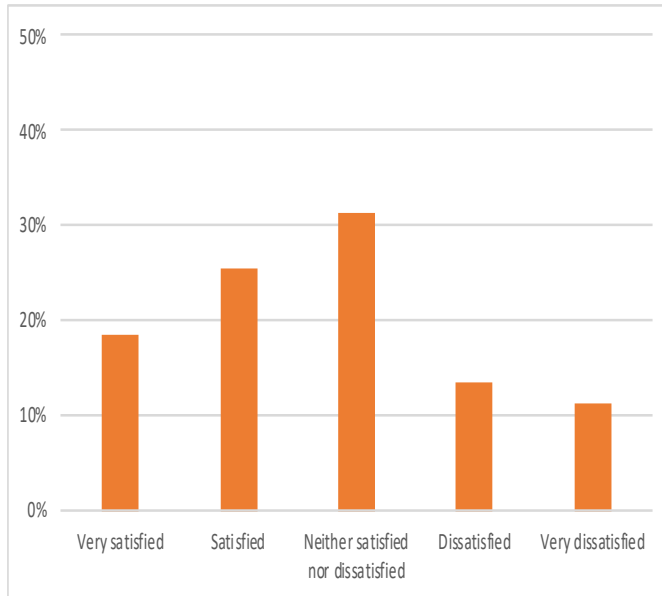
This is a slight decrease compared to 2022.

Q24 Is your child/young person's education setting well resourced to meet their needs?



This is a slight decrease compared to 2022.

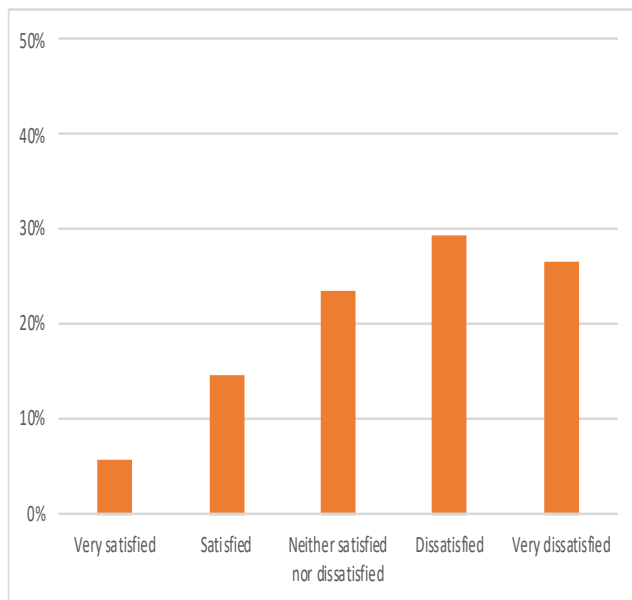
Q25 If your child or young person has transitioned to a new educational setting, how would you describe the experience for your child or young person?



This question was not asked in 2020.

This question was answered by 319 parent carers.

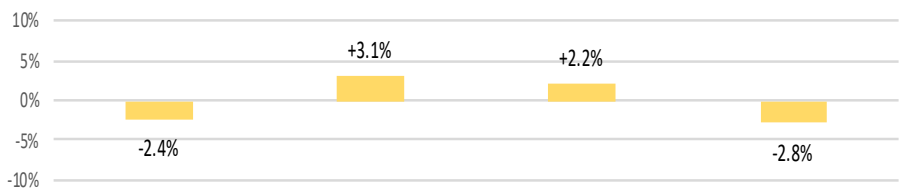
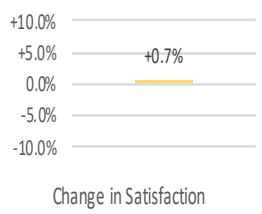
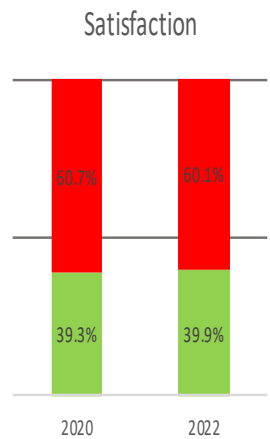
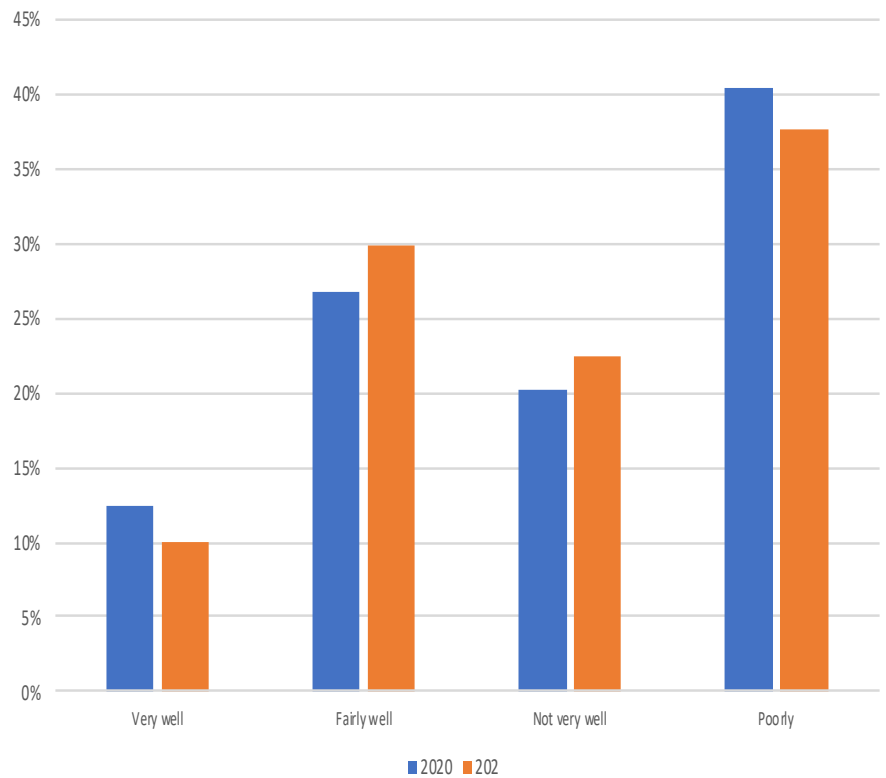
Q26 Overall, if your young person has turned 18 years of age and has transitioned into Adult Services, how well did the services work together to support your young person's needs?



This question was not asked in 2020.

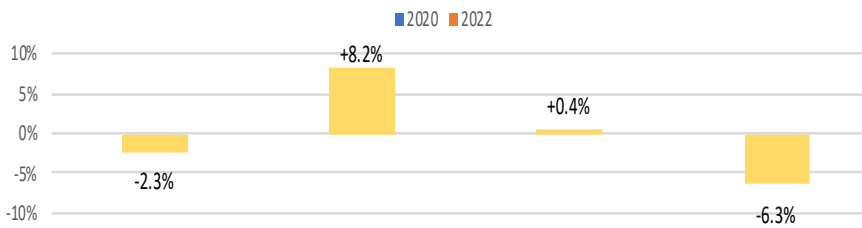
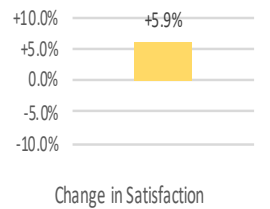
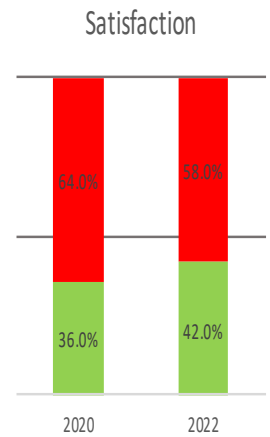
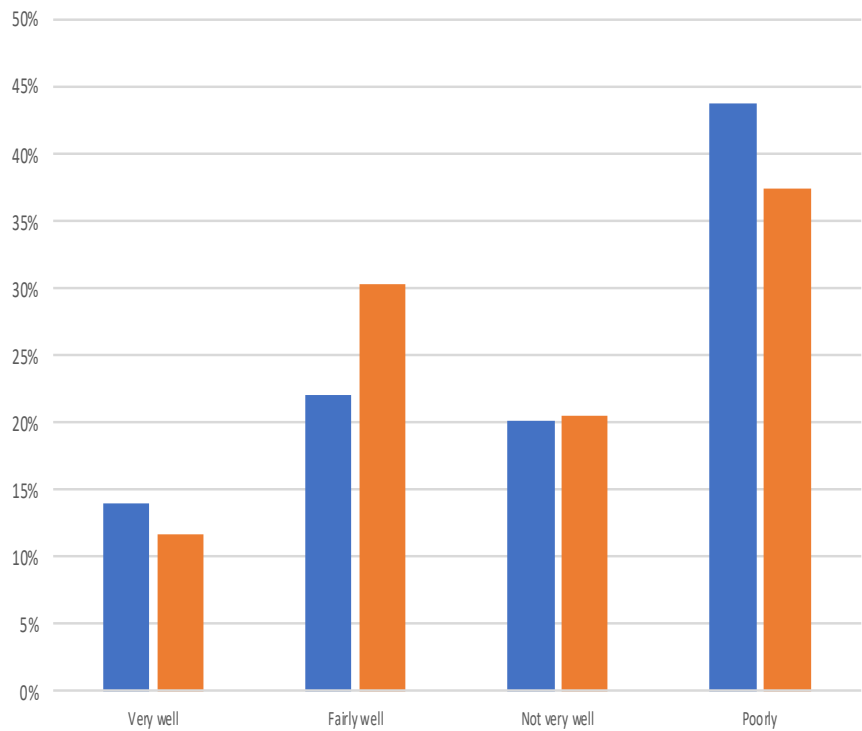
This question was answered by 34 parent carers.

Q27 How would you describe your overall experience of the EHCP Process?



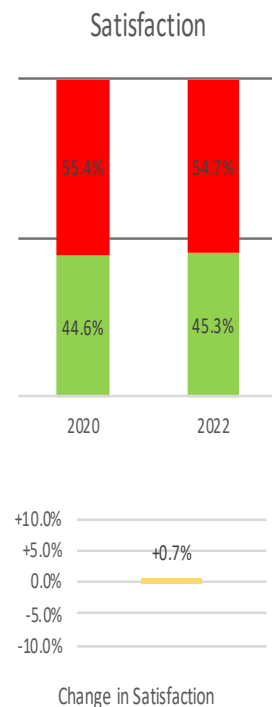
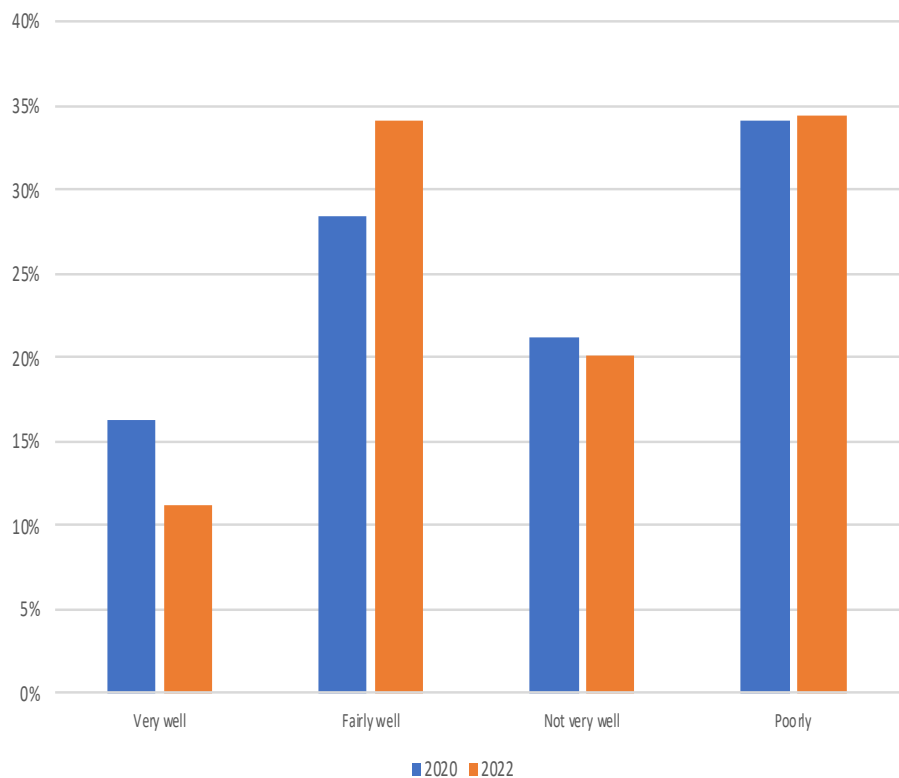
Overall, this shows the same level of satisfaction as last year.

Q28 How well have the Central Bedfordshire Council EHCP Team communicated with you and kept you up to date with your Child's/Young Person's EHCP?



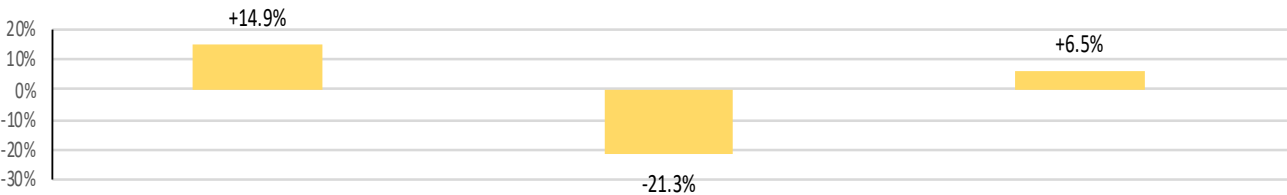
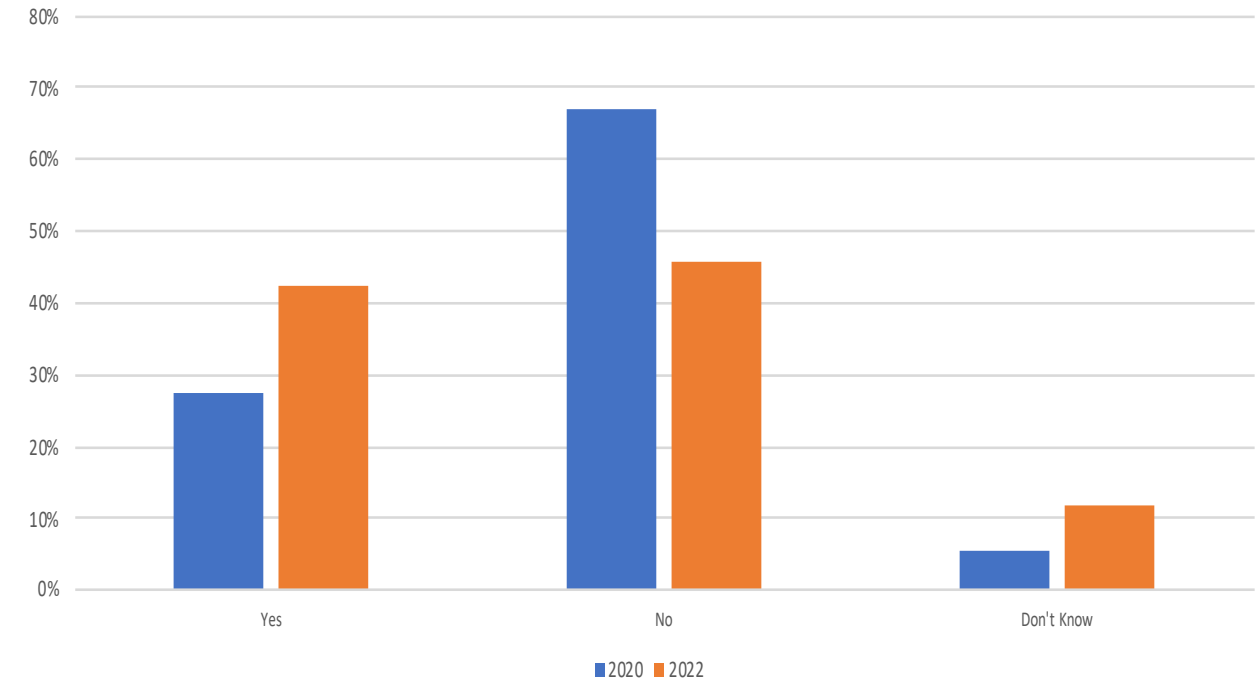
Satisfaction with communication has improved by 6% but is still below 50%.

Q29 To what extent have you felt listened to by the Central Bedfordshire Council EHCP Team



Although the overall satisfaction level remains the same, in 2022 5% less parents felt "very well" listened to.

Q33 Are you a member of SNAP Parent Carer Forum?



Questions 30 and 31 were for general comments boxes.

Question 32 is included with the demographic data on page 1 of this report.