



SNAP PARENT CARER FORUM
CENTRAL BEDFORDSHIRE

SNAP PCF SEND Survey Report

March 2022

Highlights

- Survey ran from 11th January – 22nd February 2022
- 498 parents completed the survey, 138 fewer responses than last year
- Compared the two-surveys from November 2020 with February 2022
- The largest age group of children represented (53%) were 5–11-year old's
- 97% of parent carers felt that they understand their child or young person's needs well



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Satisfaction Scores

Overall satisfaction score 45%
(first time we have measured this)

- Individual scores:
 - Education 56%
 - Health 56%
 - Social Care 42%

Disappointing figures when considering the huge amount of work undertaken on the WSoA and the commitment of professionals to improve services



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Some of the issues reported

- Waiting times for EP's, Pediatrician, SALT, CAMH & CHUMS
- Delays to EHCPs and Annual Reviews
- EHCP's not specified or quantified
- Needing to pay for private reports and legal advice
- EHCP provision not being delivered in education settings
- Lack of professional understanding of neurodiversity
- PfA agenda a 10% decrease in satisfaction levels
- Being refused a social care assessment
- Lack of opportunities for young people to socialise
- Disjointed services, having to tell your story more than once
- Ineffective signposting



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Positives

- Diagnosis support pack
- Positive comments from parents who have a new EHCP
- PDA Position Statement
- New EHCP Templates
- Parent Pledge
- Coproduced health information week
- Positive comments about some individual staff
- Positive comments about SENDIASS, Autism Bedfordshire, Home Start & SNAP PCF
- Coproducing with Social Care to improve their PCNA and EH offer
- New Local Offer website
- Coproduced three SEND e-learning packages
- SENDATs



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EHCP

- 55% of parents still did not feel listened to by the SEND Team (Q29) - 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
- Issues with EHCP not specified or quantified
- 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
- 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
- Families who had recently received a 'new' EHCP seemed more positive than those families who were experiencing the Annual Review process
- Delays to EP services has impacted on the 20-week process, delays of identification of need
- SEND Team Officers some positive individual feedback



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Health

- Accessing into services
 - Diffusion of responsibility
 - Understanding the offer
 - Outcomes achieved
 - Independent reports
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- Waiting times
 - CAMH
 - CHUMS
 - SALT
 - OT



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Local Offer

- How easy do you find it to get information about what services are available and what they do? 70% of parents not easy to difficult.
- A 15% increase of parents who have heard of the Local Offer and a 23% increase of parents who can find information on the Local Offer
- 55% of parents had still not heard of the Local Offer
- 41% of parents are still reporting that they could not find the information they were looking for
- Further information needs to be added including the voice of children and young people



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Some recommendations

- Increase funding for SENDIASS
- PfA Steering Group
- Coproduced early intervention offer
- Operational group to review the Data Dashboard
- Coproduce an audit tool EHCP
- Increased understanding of neurodiversity and PDA
- Family training package
- Develop the Local Offer
- Review waiting times for services and mitigate this
- Better communication



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Moving forwards

- Evidence of better outcomes for children, young people and families
- Positive culture change
- True coproduction with good outcomes
- SEND Strategy – delivered and impact measured
- A better understanding of SNAP PCF role
- Improved communication
- Local accessible schools
- A clear SEN Support offer



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