

Health System response to the Summer 2024 SNAP Parent Carer Forum 'Test the Temperature' Survey

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On behalf of BLMK Integrated Care Board and our health colleagues I would like to thank you for sharing the Special Needs Action Panel (SNAP) Test the Temperature Survey results. It is important that our Parents and Carers continue to share their experiences of accessing services and support and along with our colleagues in the Local Authority and Education we listen to those and respond accordingly. I am encouraged to see the improved satisfaction for health services and committed to continuing to work in coproduction with SNAP to address the areas for improvement highlighted within the survey report.

As part of our continued commitment to the SNAP partnership and in line with our joint agreement, I am pleased to bring together our feedback below from a health perspective.

BLMK ICB

SNAP Recommendation:

An action plan coproduced from the previous two Education Health and Care Plan (ENCP) audits.

- **We will** continue to work in coproduction with SNAP Parent Carer Forum and the Local Authority to enhance the EHC audit process, ensuring that themes for improvement inform health system training and process development. The Designated Clinical Officers (DCOs) will co-chair CBC multiagency EHCP Audits and lead on the health elements of any co-produced action plans.
- **We will** continue to work with provider services and the EHC team to enhance Annual Review processes and ensure that plans are informed by quality health advice. Findings from the October 2024 DCO led Annual Review Health Advice Audit will also inform improvements to current Annual Review practice across health services.
- **We will** continue to have oversight of health system SEND training, The DCOs are currently working in co-production with SNAP to review and enhance the DCO training package. A health focused preparing for adult (PFA) training package has now been created and was initially delivered to community health professionals in September 2024. A GP SEND training session has also been co-produced with the ICB and SNAP and will be delivered to CBC GPs on 24th October 2024. The training will be recorded, and the link shared with Paediatricians working at the Bedfordshire Hospitals trust.
- **We will** also continue to enhance health advice Quality Assurance processes. The DCOs are currently working with the Quality Improvement Team to digitalise the processes and considering software and AI technology that enables efficient and timely audits.

SNAP Recommendation:

Create a problem-solving task and finish group to review, the survey feedback and find solutions.

- **We will** support a problem-solving task and finish group. The DCO will lead on this, working in co-production with SNAP and multiagency partners. The DCO will also support provider services to deliver the recommendations made in survey.

SNAP Recommendation:

A review of the current offer of Occupational Therapy (OT) – The focus of this request is for Sensory OT support, which is not commissioned by the BMLK ICB. It is recognised however, that this is an unmet need currently within BLMK and this has been reported in our previous survey report.

- **We will** coordinate a working group led by the CBC SEND Joint Commissioner to follow up on the findings of the CCS Led review of support for children with sensory needs across the multi-agency system in Bedfordshire.

SNAP Recommendation:

A review of all waiting times across education, health, and social care services; with a commitment to commission additional services to support families Post 16 whilst they are waiting to access these services

- **We will** continue to develop the BLMK Health SEND dashboard to review waiting times and to support System improvements with CBC Send Partnership.

BLMK ICB commitment to the 6 Cs:

- **We will** commit to working in alignment with the 6 Cs.

CAMHS

We thank SNAP for producing the Test the Temperature report which sets out the lived experience of families in Central Beds in relation to the SEND system. It is clear there is a need for the system to radically improve outcomes and lived experience for children and young people with SEND and their parent carers.

SNAP Recommendation:

Improved training for all professionals to better understand neurodiversity and Pathological Demand Avoidance.

We are currently rolling out the National Autism Training Programme to Child and Adolescent Mental Health Services (CAMHS) practitioners. This programme has been co-produced at a national level between experts by experience and the Anna Freud Centre. The training includes a discussion of a presentation of a Pathological Demand Avoidance profile associated with Autism. To date 110 CAMHS practitioners have attended the 3-day training and a further cohort of 30 are due to attend training in October. 1-day sessions have also been delivered to teams including Mental Health Support Teams linked to schools. There have been several 2-hour sessions delivered to parent carers.

The Oliver McGowan training is mandatory for CAMHS staff and as of March 2024, 78% of staff had attended Tier 1 of the training.

CAMHS co-produced a short film, with young people and the Parent Carer forums, about Autism Awareness. Young people and a parent carer feature in the film together with a practitioner from the CAMHS Neuro-Development Team. This film is designed for all CAMHS practitioners and is available on the ELFT website. The film was launched during Autism Acceptance Week in April 2024.

SNAP Recommendations:

Ensure better publicity and awareness of service developments and improvements amongst families, coupled with meaningful and timely communication with individual families by all services.

Information about the criteria, referral process and waiting times for CAMHS referrals.

We have co-produced a film on the referral process into CAMHS via the Single Point of Entry. The film was co-produced with the Parent Carer Forums and young people and features young people and a SNAP representative, it was launched on World Mental Health Day in October 2022:

<https://www.elft.nhs.uk/services/camhs-south-bedfordshire-and-luton>

We have produced regular updates on waiting times for Autism Assessments. The latest data was circulated in April 2024.



Autism Assessment
waiting times - text fo

Update re SEND Training and EHCP Quality Assurance:

- SEND compliance training delivered to nearly 400 CAMHS practitioners since 2021.

- Compliance training emphasises the essential importance of co-producing outcomes for advice with children/young people and parent carers.
- Compliance training slides have been updated in consultation with two SNAP reps and, in particular, there is greater emphasis given to the co-production of advice, particularly the outcomes section.
- CAMHS advice template has been strengthened to ensure the voice of the child/young person, as well as parent carer and CAMHS, is sought and, where provided, made clear in the advice.
- Monthly multi-agency CAMHS advice audits chaired by CAMHS focus on voice of child/young person – the audit tool is to be reviewed and revised. In Q1, 71% of advice graded as Good or Outstanding.

CAMHS commitment to the 6 Cs:

CAMHS is committed to working in alignment with the 6'Cs this is demonstrated through the workstreams and activities below. We have also contacted the SNAP chair for dates to discuss co-production of commitment statement together with ELFT Strategic Transitions Lead.

Communication:

- **We have** sent regular updates sent to CBC for inclusion in fortnightly SEND updates.
- **We have** commenced quarterly meetings between CAMHS Senior leadership team, SEND lead and People Participation with the 3 PCFs commenced in October 2024 to strengthen communication, co-production, accountability and working relationships.
- **We currently have** open communication between PCFs and the SEND lead on a regular basis.
- **We have** produced Six monthly You Said/We Did updates in response to feedback from the Bedfordshire PCFs.
- **We have** circulated regular updates on Autism Assessment waiting times in response to feedback from the PCFs.
- **We have** developed an online self-referral form into CAMHS following feedback from parent carer via SNAP.
- **We have** reviewed and updated the CAMHS website in co-production with some parent carers and young people.

Co-production:

- **We have** co-produced an Autism Awareness film for CAMHS practitioners with PCFs and young people. A parent carer and young people feature in film.
- **We have** delivered extensive co-production work led by People Participation and CAMHS Discovery College with young people.
- **We have** commenced quarterly meetings between PCFs, SEND lead and People Participation in advance of meetings with the Senior Leadership Team and have a commitment to strengthening co-production with SNAP (and other PCFs).
- **We have** produced a Position statement from CAMHS on managing requests for advices for EHC needs assessment agreed earlier this year and circulated.
- **We have** given support to the SNAP partnership agreement. Bedfordshire and Luton Child and Adolescent Mental Health Services (CAMHS) fully supports the SNAP partnership agreement across the SEND Local Area Partnership. CAMHS is an active partner in the SEND local area partnership and works closely with all partners, including SNAP, to improve outcomes for children and young people in Central Bedfordshire. We believe that together we are stronger and better in making improvements for children and young people. The Beds and Luton CAMHS People Participation Team and the Beds and Luton Discovery College lead an

extensive programme of co-production with children and young people across Beds and Luton to ensure that the views and voices of children and young people are at the heart of all we do. Bedfordshire and Luton CAMHS is committed to strengthening further our co-production approach with SNAP. We have successfully collaborated on a number of projects with SNAP, with other Parent Carer forums and young people, and we are planning to co-produce an agreement on how co-production with the Parent Carer Forums can be strengthened.'

Care:

- **We deliver** an ongoing training and CPD for CAMHS practitioners. A full training programme, including mandatory training, can be provided if required. Oliver McGowan training is mandatory and as of March 2024, 78% of practitioners had attended Tier 1 training. Training includes roll out of National Autism Training Programme across CAMHS – 110 practitioners have attended to date and further cohort of 30 practitioners are to attend during October.
- **We deliver** quarterly quality meetings which the ICB and PCFs are invited to attend. The meetings receive presentations on the relevant quarter's highlights and also challenges. There will also be presentations and discussion on services relevant to one of the 4 quadrants in the I-Thrive model.

Consistency:

- **We have** ensured that the CAMHS monthly audit processes drive through continuous improvement, need for consistency. Audits and themes of audits have been shared with practitioners to embed learning.
- **We have** kept the template for CAMHS advice under continuous review and improvement to embed learning from audits.
- **We have** a clear process for submission of CAMHS advice – flow chart of managing advice requests to CAMHS including escalation process, position statement (all submitted to CBC) and monthly monitoring and reporting of compliance to CBC (and other local authorities and ICB). Compliance averaging 95% plus.

Clarity:

- **We have** co-produced with PCFs and young people on referral process into CAMHS. The film does require updating to reflect that CHUMS is no longer a provider of commissioned (by CAMHS) Emotional Wellbeing service.

Commitment:

- **We have** demonstrated strong commitment to improving outcomes for children and young people with SEND. CAMHS representation and active contribution at multiple multi-agency panels including Assessment Panel to assess requests for Education, Health Care Needs Assessments (EHCNAs); Children Out of School Panel; Specialist provision panel and the Central Beds SEND Strategic and Operational Group and on many of the working groups connected to delivery of the Central Beds SEND strategy. SEND lead co-leads working group on Right Support, Right Time. CAMHS SEND lead submits detailed information on requests from CBC colleagues to evidence delivery on CAMHS actions related to SEND Strategy and Accelerated Progress Plan.

Bedfordshire and Luton Community Health Services (CCS)

Many thanks for sharing the Summer 2024 Test the Temperature report. We are grateful to the parents and carers for providing feedback, we take seriously and want to respond to the views of those parents and carers who participated in the survey to support our journey of continuous improvement.

We have taken time to review the report and are pleased to note many positive themes where things are working well in community health services. As well as areas where improvement has been identified where we continue to work with you on, as per our positive co-production approach in our regular communications meeting, and via our quarterly SEND operational group.

SNAP Recommendation:

Ensure better publicity and awareness of service developments and improvements amongst families, coupled with meaningful and timely communication with individual families by all services.

- **We have** established regular meetings with SNAP PCF and the CCS communication team attend these meetings, to co-produce messages for families. The Director of SNAP PCF has used CCS as an example of good practise in this area. We have also asked all of our services to review their communication plans, in collaboration with all stakeholders including SNAP PCF.
- **We will** continue to review waiting times on a weekly basis and publish an infographic for parent/carers on a monthly basis, which details the average waiting time and support available whilst waiting for an appointment.
- **We will** continue to develop our support for families whilst they are waiting for specialist support/assessment. Our Early Intervention Team continues to expand and there is a suite of resources on our website (and CBC Local Offer) for children and families.
- **We will** also increase the visibility of the Early Support Workshops (with face to face, online and translated options), a host of recorded online workshops on targeted areas such as sleep, challenging behaviour, sensory processing, 'What is Occupational Therapy?', and 'Child's posture in standard seating', as well as Speech and Language Therapy early support advice sessions, the SEND Health Focus Week events and a developmental concerns padlet.
- **We have** introduced a new "Early referral" pathway for pre-school age children which ensures that all parents are able to access specialist speech, language and communication support with a Speech and Language Therapist within 20 weeks. This is no longer dependent on referrals being triaged and then accepted or declined.

SNAP Recommendation:

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.

- **We have** been working with partners in education to implement a needs-led approach, including co-producing an 'Early Support and transition' Pilot for Neurodiversity and building professional knowledge across the system. The pilot is underway now and it focuses on a group of preschool children who will make the transition into reception class next year. We hope that the pilot will transform support for children and families at an early stage in their journey as well as speeding the system up as a whole.

- **We have** jointly funded Link Speech and Language Therapists in all CBC Primary schools from September 2024. We are confident that this will make a huge difference to children waiting for access to Specialist Communication Support in schools.

SNAP Recommendation:

A review of the current offer of Occupational Therapy (OT) – The focus is for Sensory OT, which is not commissioned by the BMLK ICB.

- **We have** completed a review of support for children with sensory needs across the multi-agency system in Bedfordshire. The review was led by Harriet Snowdon (Head of Service for Allied Health Professionals and Audiological Services) and identified current gaps in support. Findings were presented at the ICB SEND Group meeting in September 2024 and further work will now be undertaken by the CBC Joint SEND Commissioner.

SNAP Recommendation:

Information about the criteria, referral process and waiting times for Paediatrician referrals.


- **We have** coproduced videos with the PCFs for parents and referrers in relation to the referral process and waiting times. Simon Harwin (Service Director) is leading this, and recording took place during the Summer Term. The video is in its final edit, and will be available before for parents, carers and partners before Christmas.

Effective Contributions to Annual Reviews:

- **We are** working hard to ensure that our administration is as efficient and effective as possible. We are harnessing new AI technology to improve timeliness of reports being sent to families and other agencies and are looking at our processes and professionals' engagement in annual reviews for children with EHCP's to ensure that we are providing relevant information at the right time.

CCS commitment to the 6 Cs:

- **We will** work with SNAP and Central Bedfordshire Council to develop a Commitment Statement, demonstrating how we will incorporate the six Cs into our service



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