



CONTACT SUCCESS STORIES – CELEBRATING OUR WORK

Parent Carers Making a Difference

SNAP PCF continues to work hard providing the lived experiences of our members to senior decision makers across Central Bedfordshire Council, the BMLK ICB, Bedfordshire Community Health Services and CAMH. Our work has been recognised and celebrated by Contact (a family) and published on their website on four separate occasions Success stories: parent carers making a difference

We are proud of the difference we are making for the families in Central Bedfordshire through our role of high support and high challenge to try our best to improve SEND services in Central Bedfordshire.

The work we have been recognised for are:



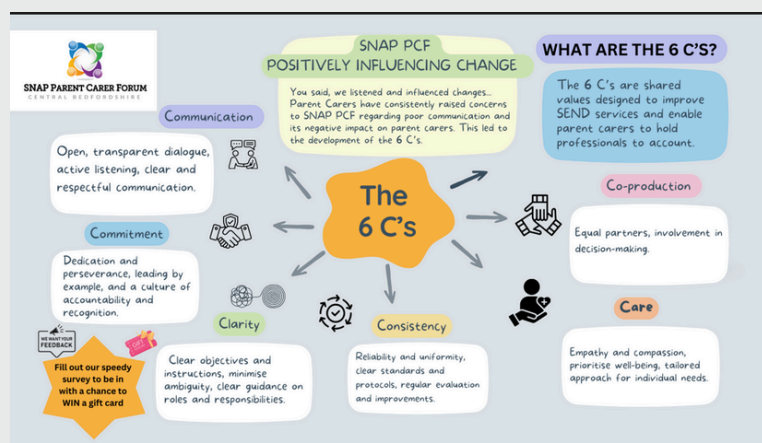
The 6C's Framework

Therapeutic Thinking

PDA

Online Support Pack

- The 6C's Framework across Central Bedfordshire SEND Services
- Therapeutic Thinking into schools to support children and young people with Emotionally Based School Non-Attendance (EBSNA)
- Improving support for children and young people with Pathological Demand Avoidance (PDA)
- Developing an online support pack for children and young people running up to or following a diagnosis of a neurodiversity such as Autism or Attention Deficit Hyperactivity Disorder (ADHD).





SNAP PARENT CARER FORUM
CENTRAL BEDFORDSHIRE

contact *For families
with disabled children*



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The 6C's Framework

Improving Bedfordshire SEND Services: How the 6 C's are making a difference

Communication

Co-production

SNAP Parent Carer Forum Central Bedfordshire worked with the local council, Integrated Care Board and local health services to transform the way local SEND services communicate with parents.

Consistency

Care

Improving Bedfordshire SEND services: How the 6 C's are making a real difference Parent carers in Central Bedfordshire told the local parent carer forum, SNAP PCF, that they no longer had confidence in local SEND services being able to communicate with them in a meaningful way. They felt left out of decisions made about their child and thought that communication with them was unclear and inconsistent – leaving parents and carers feeling unheard and disempowered.

Clarity

Commitment

In response, SNAP PCF worked with Central Bedfordshire Council, the Bedfordshire, Luton and Milton Keynes Integrated Care Board (BMLK ICB), and local health services to co-produce a values-led solution named the '6 C's' six shared values designed to transform the current way local SEND services communicate with parents.

The 6 Cs were co-produced during a workshop with SNAP PCF and professionals following SNAP PCF's Test the Temperature survey, which revealed parents' frustrations with the lack of communication across the local SEND services. SNAP PCF are now working to embed the 6 Cs across all local SEND services, making it clear that the values are more than just words – they are principles to drive real, positive change. Every service area has now co-produced its own commitment statements, which are publicly available on the [Local Offer website](#).

These statements set clear expectations that families can use to celebrate good practice—or challenge when things fall short. What difference has using the 6 Cs made? SNAP PCF continue to play a central role in embedding the 6 Cs approach taking part in strategic conversations with, local SEND services, supporting implementation and monitoring progress through regular feedback and surveys asking questions like 'how are you demonstrating the 6 C's in your work? How do you know you're being effective?'

SNAP PCF, parents and professionals are already seeing the impact. Professionals are increasingly explaining why decisions are made. And parents are using the commitment statements and feeling more empowered to hold services accountable. Importantly, the focus is shifting from services reacting to complaints to preventing them by ensuring communication is kind, consistent, and transparent from the start. The 6 C's are creating a real and sustained culture change across services built on shared values, lived experiences, and genuine co-production. Find out more here: [The 6 C's | Central Bedfordshire SEND Local Offer](#)



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Therapeutic Thinking

Special Needs Action Panel (SNAP), the parent carer forum in Central Bedfordshire Helped to embed 'therapeutic thinking' in schools to support children experiencing emotionally based school avoidance or trauma attendance.

Parents raised concerns with SNAP PCF that their Autistic children were unsupported due to the lack of understanding, specialist provision, and the increase in school non-attendance. Many children and young people experienced emotionally based school avoidance and/or trauma from their attendance at mainstream schools unable to meet their needs. 63 children did not have a suitable placement.

SNAP PCF noted the significant gap in the specialist education provision available for children and young people with SEND within Central Bedfordshire. Families needed a specialist provision that supports Autistic children who are cognitively able with high anxiety or social, emotional or mental health needs (SEMH). Using their core funding (from the forum's DFE parent participation grant, ICB and LA) to do this work, SNAP PCF wrote a report for the local authority using data, position statements, and case studies from two families to evidence the impact and to ensure that parental concerns were heard.

SNAP PCF became aware of a beneficial approach called Therapeutic Thinking (TT), which uses a trauma-informed approach to behaviour to encourage a safe school environment. TT analyses children's behaviour in order to be able to understand what they are attempting to communicate, resulting in the child feeling heard and empowered and allowing them to have tools to manage their own behaviour. Other nearby areas were using TT and there was evidence it reduced exclusions and increased attendance and attainment. SNAP PCF championed TT and the LA took this onboard and introduced TT at a Head Teachers summit so that they could support the new approach once rolled out. The LA is now preparing to roll out TT into their schools, and social care and health are also included in the training and approach. The training is free to schools through Delivering Better Values (DBV) funding.



SNAP PCF has attended information sessions alongside school senior leaders and are invited to take part in the 3-day training. They will be championing Therapeutic Thinking to schools and everyone else to get them involved, and because of their hard work they have built relationships with senior leaders in the local authority and are driving change for children with disabilities living in Central Bedfordshire.

Therapeutic Thinking understands the trauma behind children's behaviour and uses a therapeutic approach where exclusions, part-time timetable, detentions and team TEACHH are all reduced.

This video was played to Head Teachers at a recent Inclusion Summit and at engagement events and describes what the approach is trying to achieve. It is called [Why I am Rude](https://therapeuticthinking.co.uk/). For more information on the approach go to <https://therapeuticthinking.co.uk/>



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Improving Support for Children and Young People with PDA

Special Needs Action Panel (SNAP) improving support for children and young people with PDA

Special Needs Action Panel (SNAP) the Parent Carer Forum in Central Bedfordshire worked with families and partners to make sure there was a common understanding of Pathological Demand Avoidance (PDA). The forum used their core funding (from the forum's DFE parent participation grant, ICB and LA) to carry out this work. This helped get the condition recognised and included in Education Health and Care plans, and get the right support in place for local children and young people. [The position statement](#) they co-produced is now available for all families and professionals to look at on the local authority's local offer webpage.

[Read more about how SNAP have improved understanding and support for children and young people with PDA.](#)

'Bedford Borough Parent Carer Forum, the former forum in Luton, and SNAP PCF worked together with a number of partners such as children and young people, children's services and community services NHS Trusts to develop a diagnosis support pack for children, young people and their families running up to or following a diagnosis of a neurodiversity such as Autism or Attention Deficit Hyperactivity Disorder (ADHD). The diagnosis support pack is a one-stop shop of information including things like, sleep, medication, mental health, preparing for appointments, sensory processing needs, supporting social communication and much more. Lots of steps have been taken to make it as accessible as possible so it's broken into topics so people can dip in and out as they need to, or as they feel ready to. It includes videos, interviews and animations, but also it is downloadable and printable to be provided to people who might not have internet access or appropriate technology at home. The webpage has the facility to be translated into different languages or be read out loud.

Working in co-production has really enhanced this project. It meant that parent carers and young people worked together as part of the team every step of the way in creating this pack: they planned it, reviewed it, and took equal, shared responsibility in making sure it was fit for purpose and suited to the needs of the people using it.

POSITIVE

One of many things acknowledged in the process of working together was that parent carers and children and young people's experiences of the language describing neurodiversity can focus on the challenges, and it was agreed to include more positive aspects about neurodiversity in the pack with some uplifting, empowering, and positive messaging.

Watch a video explaining [the co-production journey of the Diagnosis Support Pack](#), including what the pack is, and brilliant commentary from some parents and a clinician involved, on their experience of co-production. [View the Diagnosis Support Pack.](#)

[Watch this fantastic film about the positives of neurodiversity with some of the families and young people involved.](#)