



SNAP Parent Carer Forum (PCF)

End of Year Report 2025

Executive Summary

This end of year report has been created for our parent carer community and the families who make SNAP Parent Carer Forum what it is. It is a humble reflection on the positive difference that we have been able to make together, through shared experiences, collaboration, and mutual support.

Rather than focusing on systems or organisations, this report celebrates:

- the strength, honesty, and resilience of our parent carers.
- the courage families show by sharing their lived experience.
- the progress that has happened because parent carers spoke up and worked alongside us.

Everything achieved has been possible only through the trust and partnership of our members. This report is therefore not about SNAP PCF alone, but it is about our collective voice and the change we create when we stand together.

We share this report recognising that many families continue to face significant challenges. Our tone is one of appreciation and hope acknowledging progress while never losing sight of the ongoing realities for our community.

The Role and Importance of SNAP PCF, Shaped by Our Members

SNAP PCF exists to ensure that parent carers are meaningfully involved in the planning, commissioning, delivery, and evaluation of SEND services.

Our role is defined through:

- **Representation** – gathering and amplifying lived experience from families across Central Bedfordshire.
- **Co-production** – working alongside statutory partners to shape services from the outset.

- **Challenge and accountability** – holding the SEND Partnership to account through evidence-based feedback.
- **Influence** – contributing to local, regional, and national policy discussions.

Our [Partnership Agreement](#) with Central Bedfordshire Council and the BMLK ICB underpins how we work with partners, setting clear expectations around transparency, respect, shared decision-making and impact.

Progress and Impact in 2025

Throughout 2025, SNAP PCF has focused on supporting families, creating safe spaces for parents' voices, and turning shared experiences into positive change. Wherever possible, we have gathered feedback, listened carefully, and carried those messages forward with care and respect. Whenever possible, outcomes have been captured through surveys, feedback loops, and published reports.

Co-production and 'You Said, We Did.'

Parent carer feedback:

"For the first time, I could actually see what had changed because parents spoke up. It made me feel that giving feedback was worth it."

"The 'You Said, We Did' updates helped rebuild some trust that our voices are not just being listened to but acted on."

SNAP PCF has continued to embed co-production as a core principle across SEND workstreams. The [You Said, We Did, Co-production Week 2025 publication](#) on Central Bedfordshire Council Local Offer website demonstrates how parent carer feedback has directly influenced service changes, policy reviews and areas of focus.

Shaping and Influencing SEND Services

Measurable outcomes:

- SNAP PCF representation is embedded across multiple [strategic SEND groups](#) spanning education, health and social care.
- Parent carer lived experience is used alongside performance data to inform service discussions.
- Increased early engagement with SNAP PCF at service design stage rather than post-implementation.

Parent carer feedback:

"Having SNAP PCF in the room makes a difference they say the things parents are worried about but don't always feel able to say themselves."

“It feels like services are starting to understand what these processes are really like for families, not just how they look on paper.”

Through active involvement in strategic groups SNAP PCF have contributed to shaping SEND services across education, health, and social care.

Our work includes:

- Ongoing involvement in service development such as the new [EBSNA toolkit](#).
- Input into SEND improvement planning including the refreshed SEND Strategy.
- Supporting partners to understand the lived experience behind the data.

Position Statements and Evidence Based Challenge

Measurable outcomes:

- Publication of multiple position statements informed by surveys, case studies, and direct parent carer feedback.
- Evidence from SNAP PCF reports referenced within SEND partnership discussions and improvement planning.
- Greater clarity for partners on parent carer priorities and areas of concern.

Parent carer feedback:

“The position statements put into words exactly what so many of us are experiencing. It felt like someone was finally joining the dots.”

“Knowing there is evidence behind what SNAP PCF says gives parents confidence that issues can’t be easily dismissed.”

SNAP PCF has published a series of robust [position statements](#) and [reports](#), drawing on survey data, case studies, and parent carer feedback.

These include:

- SEND School Transport Updates and Position Statements.
- Tribunals Position Statement (2025).
- Preparation for Adulthood (PfA) Survey Report.

These documents have:

- Clarified parent carer priorities.
- Highlighted systemic issues affecting families.
- Provided constructive recommendations for improvement.

Holding the SEND Partnership to Account

Measurable outcomes:

- Regular publication of independent reports assessing progress and system pressures.
- Clear themes identified across education, health, and social care through the [6 C's and Test the Temperature reports](#).
- Increased transparency for partners on where families experience improvement and where challenges remain.

Parent carer feedback:

“The reports say what many parents are feeling but in a professional way that services have to take seriously.”

“It helps to know someone is holding the system to account, especially when families feel worn down by the process.”

SNAP PCF has maintained a strong focus on accountability through published reports, including:

- [6 C's Improving SEND Services through shared values and culture change report](#)
- Previous [Test the Temperature Reports](#)

These reports offer an honest assessment of progress, challenges, and gaps, supporting partners to reflect and respond. Our role remains essential in driving sustained improvement and maintaining transparency. Our director also attends SEND Overview & Scrutiny Sub-Committee meetings as a co-opted member.



Sharing Our Story Beyond Central Bedfordshire Contact Success Stories

SNAP PCF's impact has been recognised nationally through the national charity [Contact](#), which has [published SNAP PCF success stories](#).

This recognition:

- Validates the effectiveness of SNAP PCF's approach.

- Raises the profile of parent carer participation in Central Bedfordshire.
- Demonstrates how local PCF work can influence national learning and good practice.

What still needs to progress?

Alongside celebration, it is important to be honest. Many families continue to tell us that daily life remains challenging and that progress is not yet felt. We will continue to walk alongside families, share experiences safely and advocate for change always grounded in compassion and lived experience.

Parent carers have reminded us that:

“Even when things are tough, knowing there is a community who understands makes a big difference.”

“Progress feels slow sometimes, but it helps to know we aren’t facing this journey alone.”

We remain committed to working steadily, kindly, and collaboratively keeping families at the heart of everything we do.

Looking Ahead

SNAP PCF will continue to:

- Represent parent carers with independence, integrity, and evidence.
- Strengthen partnerships while maintaining constructive challenge.
- Publish clear, accessible reports to support accountability.
- Champion co-production as a driver of better outcomes.
- Arrange more of our valuable SEND Roadshows.
- Provide [free training](#) for our members.
- Deliver on our [Partnership for Inclusion of Neurodiversity in Schools \(PINS\) Project](#).

As pressures on the SEND system continue, the role of SNAP PCF remains vital. Our work ensures that parent carers are not only heard, but that their voices lead to real, measurable change.

A Heartfelt Thank You to Our Parent Carer Community

Everything we achieve as a forum is only possible because of you, our members, volunteers, parent representatives, steering group members, staff, and families who give your time and energy to share experiences and support one another.

We want to say a sincere and heartfelt thank you to:

- the parents who complete surveys, attend meetings, and speak honestly about difficult experiences.
- our parent representatives who sit in meetings, read papers, listen carefully, and speak up for families.
- families who reach out to others in the community with kindness, empathy, and encouragement.

Your voices guide our priorities. Your honesty shapes our direction. Your courage strengthens our collective work.

“Being part of SNAP PCF reminds me that my voice matters and that I don’t have to do this journey on my own.”

We hold a deep respect for every family who trusts us with their story. Thank you for walking alongside us, we cannot do this work without your support.

Closing Reflection from Kirsty Green, Director of SNAP Parent Carer Forum

This year has shown, once again, the strength, compassion, and resilience within our parent carer community. Every conversation, every piece of feedback, every shared experience has contributed to positive change not only in services, but in the way, families feel heard, valued, and connected.

As Director, I am humbled by the trust families place in SNAP PCF. I see the emotional weight that many parents carry, and I am continually inspired by the courage with which you advocate for your children and support one another.

Our progress is the result of collective effort, quiet conversations, honest reflections, and steady partnership working. There is still much to do, and we will continue to approach that work with kindness, integrity, and hope.

Thank you for being part of this community - for your strength, your compassion, and your belief that, together, our voices can make a difference.

With appreciation,

K Green

Director, SNAP Parent Carer Forum

***SNAP Parent Carer Forum, strengthening SEND through lived experience,
co-production and community.***

Join Us – Our Strength Is in our numbers help us to try and build a better future for our families.

We believe that the best services are shaped by the families who use them.

If you are a parent carer of a child or young person (0–25) with, SEND and **live** in Central Bedfordshire, you can **join SNAP PCF for free** and help influence local support and services, a diagnosis is not required.

Parent Carer [Membership form](#)

Why Become a member?

As a member of SNAP PCF, you can:

- Receive our newsletters with local SEND news and updates.
- Have your say through surveys, consultations, and feedback opportunities.
- Access free events and training run by SNAP PCF
- Get involved through our Facebook community and online discussions.
- Members can apply for a free Max Card

For Professionals

If you're a professional and would like to stay updated on SNAP PCF's work, events, and news, you can [join our professional mailing list](#)