

What did SNAP PCF recommend?	What are the actions are being taken?	Who will ensure that this happens?	When will this be done by?	How will the impact be measured?	What will success look like?	
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.	SNAPA1	We will establish and embed a fit-for-purpose Preparing for Adulthood Steering Group	Co-Production and Engagement Lead	Oct-22	<ul style="list-style-type: none"> • <input type="checkbox"/> Preparing for Adulthood Steering Group established • <input type="checkbox"/> More than 40% parents/carers respond positively (very satisfied or satisfied) in terms of Preparing for Adulthood (SNAP PCF Annual Survey 2023) • <input type="checkbox"/> More than 75% parents/carers respond positively (very satisfied or satisfied) in terms of Preparing for Adulthood (SNAP PCF Annual Survey 2023) 	<ul style="list-style-type: none"> • <input type="checkbox"/> Joined up pathways across the area which are visible, accessible and effective in meeting children and young people's needs • <input type="checkbox"/> A system that supports young people to move successfully into adulthood (Preparing for Adulthood)
	SNAPA2	We will enhance the PFA section of our Local Offer and ensure linkage with new 'young persons zone'	Co-Production and Engagement Lead	Mar-23		
	SNAPA3	We will develop a communication campaign for families around PFA	Co-Production and Engagement Lead	Jan-23		
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.	SNAPA4	We will co-produce a 'young person's zone' on the Local Offer website	Co-Production and Engagement Lead	Mar-23	<ul style="list-style-type: none"> • <input type="checkbox"/> SEND reference group of children and young people provide positive feedback on 'young person's zone' (September 2023) • <input type="checkbox"/> 60% CYP with SEND surveyed report positively on young person's zone (September 2023) • <input type="checkbox"/> Upward trend in number of clicks to 'young persons zone' (baseline 1 month after launch) 	<ul style="list-style-type: none"> • <input type="checkbox"/> Leisure and wellbeing activities that are responsive to need of children and young people in their community and are accessible on our Local Offer • <input type="checkbox"/> Inclusive and accessible community settings and activities for every child or young person that has a Special Educational Need or Disability (SEND)
	SNAPA5	We will create a dedicated section on the Local Offer website for children and young people to find support with their mental health and wellbeing.	Co-Production and Engagement Lead	Dec-22		
	SNAPA6	We will hold quarterly feedback sessions with SEND reference group of young people for ongoing enhancements	Local Offer and Engagement Officer	Sep-23		
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.	SNAPA7	We will develop a co-produced, hard copy Local Offer resource to share with our families. This will be placed in all schools, children centres, libraries, and health settings etc.	Co-Production and Engagement Lead	Dec-22	<ul style="list-style-type: none"> • <input type="checkbox"/> Design and produce a hard copy Local Offer • <input type="checkbox"/> All schools and settings in Central Bedfordshire will have a hard copy Local Offer (January 2023). • <input type="checkbox"/> All health settings in Central Bedfordshire will have hard copy Local Offer (January 2023). • <input type="checkbox"/> More than 70% of survey respondents have heard of the Local Offer (SNAP PCF Annual Survey 2023). • <input type="checkbox"/> More than 70% of survey respondents can find information easily (SNAP PCF Annual Survey 2023). • <input type="checkbox"/> More than 80% of survey respondents have heard of the Local Offer (SNAP PCF Annual Survey 2024). • <input type="checkbox"/> More than 80% of survey respondents can find information easily (SNAP PCF Annual Survey 2024). 	<ul style="list-style-type: none"> • <input type="checkbox"/> Leisure and wellbeing activities that are responsive to need of children and young people in their community and are accessible on our Local Offer • <input type="checkbox"/> Commissioned services that are co-produced in partnership with children, young people and their families • <input type="checkbox"/> Inclusive and accessible community settings and activities for every child or young person that has a Special Educational Need or Disability (SEND)
	SNAPA8	We will host regular Local Offer drop-in sessions to provide online tours of the Local Offer and Q&A around where/how to find information.	Co-Production and Engagement Lead	Dec-22		
	SNAPA9	We will utilise Local Offer drop-in sessions to enhance existing content on Local Offer.	Local Offer and Engagement Officer	Ongoing		
	SNAPA10	We will ensure a process / mechanism for keeping printed Local Offer regularly updated.	Local Offer and Engagement Officer	Dec-22		
	SNAPA11	We will develop a communication campaign with Communication teams across Health and CBC to increase visibility of the Local Offer, with a focus on families in digital poverty, and 'seldom heard' groups	Co-Production and Engagement Lead	Dec-22		
	SNAPA12	We will explore other social media platforms to provide Local Offer information to young people	Co-Production and Engagement Lead	Nov-22		
	SNAPA13	We will make improvements to the format, navigation and content of existing events calendar, with input from key partners, parent carers, children and young people	Co-Production and Engagement Lead	Mar-23		
An operational group is needed, to include SNAP PCF, to look at the SEND partnership data dashboard	SNAPA14	We will establish an ongoing operational group to drive recommendations for enhancing the data dashboard.	Safeguarding Performance Manager / SEND Performance Manager CBC	Oct-22	<ul style="list-style-type: none"> • <input type="checkbox"/> Operational group established • <input type="checkbox"/> Area leaders are confident that decision making is informed by appropriate evidence. 	A collaborative and multidisciplinary approach which strengthens outcomes for children and young adults.
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.	SNAPA15	We will collaborate with senior managers across CBC to ensure that all staff have a clear and collective understanding of the principles of co-production.	Co-Production and Engagement Lead	Jan-23	<ul style="list-style-type: none"> • <input type="checkbox"/> Questions on co-production asked as standard interview questions for posts in SEND (September 2022) • <input type="checkbox"/> Questions on co-production asked as standard interview questions for posts in Children's Services (September 2023) • <input type="checkbox"/> Coproduction is delivered as part of induction for posts in SEND (September 2022) • <input type="checkbox"/> Coproduction is delivered as part of induction for posts in Children's Services (September 2023) • <input type="checkbox"/> SEND staff demonstrate awareness of/examples of co-production through appraisal process (September 2023) • <input type="checkbox"/> Children's Services staff demonstrate awareness of/examples of co-production through appraisal process (September 2024) 	<ul style="list-style-type: none"> • <input type="checkbox"/> Co-production at the heart of everything we do which means listening to families and a culture of parents/ carers as experts • <input type="checkbox"/> A collaborative and multidisciplinary approach which strengthens outcomes for children and young adults
	SNAPA16	We will integrate questions on co-production into the recruitment process, interview stage, induction, and appraisal process for all staff who work within SEND services.	Co-Production and Engagement Lead / Head of Learning Central	Dec-22		

Ensure better publicity and awareness of service developments and improvements amongst families, coupled with meaningful and timely communication with individual families by all services, developments and improvements	SNAPA17	We will develop a communication plan with Communication teams across Health and CBC to increase visibility of the service developments and ongoing improvements, with a focus on families in digital poverty, and 'seldom heard' groups	Communications Business Partner - People	Dec-22	<ul style="list-style-type: none"> Communication plan developed Feedback from families demonstrates awareness of developments and improvements 	A system that works effectively with transparent communication across services so that families can 'tell their lived experience once'
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.	SNAPA18	We will develop the datasets in our Data Dashboard to provide us with better oversight of health waiting times (including CAHMS, CHUMS, SALT & Paediatrics). We will review the Data Dashboard quarterly via JCOG to understand current needs across the system that can inform joint commissioning of community providers.	SEND Performance Manager / (Interim) Joint Commissioning Manager	Dec-22	<ul style="list-style-type: none"> Up-to-date information about waiting times clearly communicated via Local Offer Review completed and a (pan Bedfordshire) plan for how we commission therapy services to improve the outcome for children and meet the projected increase in demand. 	<ul style="list-style-type: none"> A strong offer of early identification and the right support to make sure children and young people's needs are met at the earliest possible stage
	SNAPA19	We will conduct a review of community therapy services, co-produced with LA joint commissioners and three PCFs across Bedfordshire. The review will inform how we commission therapy services to improve the outcome for children and meet the projected increase in demand	Head of Commissioning and Transformation, Children and Young People & Maternity Services NHS Bedfordshire Luton and Milton Keynes ICB	TBC [kick off meeting Sep-22]	<ul style="list-style-type: none"> Reduction in waiting times being reported 	<ul style="list-style-type: none"> Timely access to services including assessments, diagnosis and support
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.	SNAPA20	We will develop a Specialist School Placements Plan	Assistant Director for SEND	Aug-22	<ul style="list-style-type: none"> Specialist School Placements Plan developed and launched Parent/carers involved in Phase 2 planning Additional places delivered by 2024 	<ul style="list-style-type: none"> Sufficient specialist educational places in the local area so that children can stay in their local community when appropriate Inclusive mainstream education with the right resources and training to support children at the point at which needs are identified Regular and high-quality reviews of plans for children and young people to ensure educational provision is based on their needs and aspirations as they change over time
	SNAPA21	We will involve parent carers in the Phase 2 planning for specialist provision (ARPs and Special school)	Assistant Director for SEND / Co-Production and Engagement Lead	Nov-22		
	SNAPA22	We will continue to develop and deliver the Specialist School Placements Plan, including implementing the capital programme to deliver additional places by 2024 increasing places in the right areas to meet the needs of children and young people in our community.	Assistant Director for SEND	Sep-24		
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.	SNAPA23	We will implement a new EHCP audit process with a minimum of 80 plans per quarter being audited by all stakeholders including education, health, social care, educational settings and parent/carers.	Chief SEND and Inclusion Officer / Principal Educational Psychologist	Sep-22	<ul style="list-style-type: none"> SNAP PCF survey will report improvements in parents/carers experience of the EHCP process 	<ul style="list-style-type: none"> Child-centred and effective EHCPs that are holistic, specified and quantified A collaborative and multidisciplinary approach which strengthens outcomes for children and young adults A system that works effectively with transparent communication across services so that families can 'tell their lived experience once'
	SNAPA24	We will ensure that the audit framework in place has clear criteria on what constitutes an outstanding plan.	Chief SEND and Inclusion Officer / Principal Educational Psychologist	Sep-22		
	SNAPA25	We will update the Quality Assurance Framework in line with the new audit framework and publish this on the Local Offer	Chief SEND and Inclusion Officer / Principal Educational Psychologist	Dec-22		
Improved training for all professionals to better understand neurodiversity and Pathological Demand Avoidance.	SNAPA26	<p>We will deliver a series of courses to upskill staff, schools and professionals and develop local awareness and knowledge of PDA. This includes:</p> <ul style="list-style-type: none"> PDA for Educators" (Oct-22, Dec-22, Jan-23) Working with and supporting PDA children (social workers)" (Sep-22, Dec-22, Feb-23) Working with and Supporting PDA Children (education, health & social care)" (Sep-22, Nov-22, Jan-23) 	Head of Learning Central	Feb-23	<ul style="list-style-type: none"> 100% posts in SEND complete introductory PDA training on learning central Deliver 3 x training courses "PDA for Educators" Deliver 3 x training courses " Working with and supporting PDA children (social workers)" Deliver 3 x training courses "Working with and Supporting PDA Children (education, health & social care)" Evaluation of all courses indicates a significant increase in knowledge and understanding of PDA. 	<ul style="list-style-type: none"> Training, resources and information that is responsive to the needs of the community
	SNAPA27	Broader awareness/ training around neurodiversity will be taken forwards via our Joint Commissioning Plan.	Head of Joint Commissioning	Ongoing		
	SNAPA28	We will ensure that all staff in SEND complete mandatory introductory training on PDA	Assistant Director for SEND	Feb-23		
An Early Intervention offer for schools that is linked	SNAPA29	Raise awareness in schools of what is currently available, through targeted communications	Commissioning and Partnerships Officer	Oct-22	<ul style="list-style-type: none"> Upward trend uptake of schools utilising current offer (e.g. SENCO phone 	<ul style="list-style-type: none"> A strong offer of early identification and the right support to make sure children and young people's needs are met at the earliest possible stage

with the Early Help Offer, and which is co-produced with all key partners including SNAP PCF	SNAPA30	Explore enhancements to the early intervention offer – for example access to the EP service via SENCO group sessions, Facebook, coffee mornings etc.	Principal Educational Psychologist	Dec-22	line) • Feedback from schools indicates positive awareness of what is available	<ul style="list-style-type: none"> • Timely access to services including assessments, diagnosis and support • Information that is easy to access and enables families to find the guidance and support they need.
A training package for parents running across the year, like Hertfordshire's model using Families in Focus.	SNAPA31	We will co-produce a 'parent zone' on the Local Offer website	Co-Production and Engagement Lead	Mar-23	<ul style="list-style-type: none"> • Upward trend in number of clicks to 'parent zone' (baseline 1 month after launch) 	<ul style="list-style-type: none"> • Leisure and wellbeing activities that are responsive to need of children and young people in their community and are accessible on our Local Offer
	SNAPA32	We will develop our parent training package, ensuring that this is easily accessible via the Local Offer website	(Interim) Joint Commissioning Manager	Oct-22	<ul style="list-style-type: none"> • Feedback from parents/carers indicates positive awareness of what is available 	<ul style="list-style-type: none"> • Commissioned services that are co-produced in partnership with children, young people and their families
Increase funding and capacity for SENDIASS	SNAPA33	We will review capacity of the team and ways of working.	Head of Joint Commissioning	Dec-22	<ul style="list-style-type: none"> • Review completed and recommendations made 	<ul style="list-style-type: none"> • Timely access to services including assessments, diagnosis and support
Additional resources are needed to deliver on the improvements to the Early Help offer and Parent Carer Needs Assessment.	SNAPA34	We will explore introduction of SEND-specific family support workers for early help, as part of the locality model	Assistant Director for SEND	Dec-22		<ul style="list-style-type: none"> • Training, resources and information that is responsive to the needs of the community • Timely access to services including assessments, diagnosis and support • Information that is easy to access and enables families to find the guidance and support they need.
Additional actions arising from SNAP recommendations	SNAPA35	We will review Terms of Reference for the Joint Agency Panel, in discussion with Health, Education and Social Care regarding Tripartite funding arrangements. Terms of Reference are being reviewed and information from Health regarding funding is being rolled out with Health Practitioners.	Associate Director Children and Maternity Commissioning	Dec-22	<ul style="list-style-type: none"> • Review completed 	<ul style="list-style-type: none"> • Timely access to services including assessments, diagnosis and support
	SNAPA36	We will review the current 'paying for care' leaflets, internet pages and develop a transparent 'easy-read' guide to the Adult Social Care Charging Policy. This will incorporate the changes resulting from the Government's reforms to adult social care charging (including cap on care costs and increase of capital thresholds). We will clearly communicate these resources to our families	Head of Financial Operations / Assistant Director Adult Social Care	Apr-23	<ul style="list-style-type: none"> • Review completed. Increased understanding of the Adult Social Care Charging Policy. 	<ul style="list-style-type: none"> • Information that is easy to access and enables families to find the guidance and support they need.