



SNAP Cymru

April 2018 – March 2019



The Queen's Diamond
Jubilee Volunteering
Award 2012



SQM



Contents

1. Introduction	3
2. An Overview of SNAP Cymru An overview of the purpose and work of SNAP Cymru.	5
3. Details of our Activities April 2018 to March 2019 Details of the activities undertaken by SNAP Cymru for the period April 2018 to March 2019.	12
4. Future Plans The intended development of SNAP Cymru over the next 3 years.	21
5. Glossary of Terms	24

1. Introduction

This report provides an overview of the work SNAP Cymru, the details of the activities undertaken by SNAP Cymru for the period April 2018 to March 2019 and the future plans for the charity.

SNAP Cymru is a pan Wales charity that provides independent, specialist, educational advice for families and professionals. We have been providing high quality, independent information, advice, support and advocacy families and professionals in Wales since 1986. We are the only specialist, independently quality assured organisation in Wales providing expert help with a range of educational issues including assessments, individual development plans, statements of special educational needs, bullying, school attendance and provision, exclusions, health, social care provision and discrimination in education. Every year thousands of families and hundreds of professionals come to SNAP Cymru for help solving their problems. SNAP Cymru works holistically with families and professionals using a partnership and empowerment model, helping to build resilience in families.

We are important to communities in Wales, with a credible understanding of local policies, processes and needs We tailor local services and influence planning and decision-makers locally, regionally and nationally. Through the work of our skilled staff and volunteers we make a difference to the health and well-being of families in Wales.

We have successfully delivered contracts for information and advice on education related matters; disability discrimination, independent parent partnership, disagreement resolution, mediation, key-working and early support working in all Local Authorities across Wales.

Last year, SNAP Cymru worked directly with 5,263 families presenting more than 10,845 problems. Many more thousands received information from our website and via social media. Our Facebook page reached 1,116,000 users, and our website snapcymru.org had over 91,000 visits. SNAP Cymru has also become a resource for professionals including school staff, social services staff and health professional and the third sector who refer to and recommend families and young people to contact SNAP Cymru.

The big issues concerning families were about the help children are receiving in school, statutory assessments and accessing education services, finding the right school and discrimination. Other common issues included communication problems, access to health services and reduced hours in school. 98% of families we worked with have a child with an additional learning need. Most families. 77%,

we worked with have a child with a medical diagnosis or disability. 58% told us they were receiving services from health.

The Additional Learning Needs and Education Tribunal (Wales) Act 2018 is presently being implemented through a phased approach alongside significant transformational reforms, workforce development and a new curriculum during a crisis in funding across all services. This is resulting in a great deal of uncertainty for all stakeholders, parents specifically are highly anxious about schools and colleges meeting their children's needs.

The wider impact of what we achieve as a result of providing support and resolving problems is just as important as the provision of the actual advice. If left unsolved, problems don't just affect families they affect the community they live in too. Most families came to us when they needed to take action urgently. Working with families to solve them creates considerable value to society. Nearly all families we helped told us that their problem negatively affected them and their children's lives, sometimes for years. Many didn't feel confident about taking action to resolve their problem before advice. Following advice or intervention 97% of families report satisfaction with the service provided by SNAP Cymru with 87% of families reporting that they felt increased confidence to advocate effectively on behalf of their child and 85% reporting an improvement in their health and wellbeing.

The National Library of Wales chose www.snapcymru.org to become part of the UK Web Archive and this now forms part of their permanent collection.

SNAP Cymru is independently quality assured and in 2018 we were once again awarded the Legal Aid Agency's Specialist Quality Mark (SQM) which we have held since 2009.

Further information and details of the work of SNAP Cymru is available from our Chief Executive Officer, Denise Inger who can be contacted via email denise.inger@snapcymru.org or through our website www.snapcymru.org.

2. An overview of SNAP Cymru

This section of the report provides an overview of SNAP Cymru, it's the purpose and the way we work.

SNAP Cymru is a pan Wales charity rooted in local communities across Wales, working with families for over 30 years, on issues related to disability, SEN, discrimination and additional learning needs. SNAP Cymru has extensive local knowledge of resources, policy and practice, legislation and national policy.

One of our strengths is our holistic and all-encompassing approach. We are able to represent under-represented groups whose voice is not always heard. This includes children and young people without a diagnosis and those with social, emotional and behavioural needs.

SNAP Cymru's flexible staff and volunteers are able and willing to work collaboratively and quickly identifying and responding to current and emerging need and trends. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide an additional 72% of the time of our employed casework workforce. Many more volunteers provide support at our events throughout the year.

2.1 Charitable objectives

SNAP Cymru's charitable Objectives:

- To provide or assist in providing information, advice and support to enable children and young people and their parents or guardians to participate fully and equally in society.
- To assist parents and guardians in their understanding of relevant legislation and through this to facilitate their children's contribution and involvement in life choices.
- To facilitate the partnership of young people, parents and professionals in decisions relating to education and inclusion.

2.2 Mission statement

SNAP Cymru will empower families, (parents, carers, children and young people), to have their voices heard within Educational, Health and Social Care and support them to work in partnership to influence policy and practice in the planning and delivery of services at both local and national levels.

2.3 Social return on investment

An independent social return on investment analysis by Wavehill Consultancy indicates that for every £1 invested in SNAP Cymru activities there is £20.61 of social value created. We are proud of the added value we achieve through our appropriately experienced and expert volunteers who provide an additional 72% of the time of our employed workforce this year and our community support grown over thirty years of working with families and training parents and volunteers in partnership working.

2.4 Model of working

SNAP Cymru works holistically with families and professionals using a partnership and empowerment model, helping to build resilience in families. Our services aim to facilitate engagement and partnership working between all stakeholders, supporting co-production and seeking agreement and resolution, quickly and as early as possible where disagreement arises to avoid conflict.

We have successfully delivered contracts for information and advice on education related matters; disability discrimination, independent parent partnership, disagreement resolution, mediation, key-working and early support within Local Authorities across Wales. We have employed our empowerment model that seeks solutions and avoids conflict, helps to reduce stress and anxiety for children, families and professionals involved. We believe that well informed, confident young people and families can better engage with professionals and services able to help them to participate in the planning and decision-making which affects them. We help to broker available services to ensure that families access the appropriate support at the right time to assist children and young people to reach their fullest potential.

SNAP Cymru provides services in Welsh and English through regional offices. We have a National Help Centre, website and social media platforms. We also provide casework and intervention as appropriate subject to need and funding. We develop and deliver services designed to meet the needs of the 'whole family' with an emphasis on prevention, protection and de-escalation in order to reduce the need for remedial action. Our beneficiaries are children and young people, families of children and young people who have or may have additional needs, professionals working with children and young people. Services are extended to professionals and community groups as consultation, investigation, training on a range of topics related to children and families, education and development and specific disability.

We have an extensive training portfolio related to our specialist subject areas including ALN within education and working with professionals, children, young people and families. The training we provide contributes to our empowerment model as it helps to inform and empower participants by improving their knowledge, understanding and competencies.

2.5 Volunteering

A key and essential feature of SNAP Cymru are the volunteers. Formal volunteering adds significant value to our activities the ratio of expert volunteer to staff is 72% of staff time this year. We are proud that our volunteers are making a difference in communities across Wales.

Through our volunteering programme we seek to further develop the skills, competencies and expertise of each volunteer and to make effective use of their greatest gift of time and experience. Our volunteers come from a variety of backgrounds with a range of skills and expertise as a consequence they undertake many different roles within our organisation to ensure we make best use of what they have to offer. Our volunteers support strategic planning, direct advice giving and casework, administration, social media and fundraising.

All volunteers undergo a comprehensive induction appropriate to their role. This ensures they have a good understanding of how the charitable objectives are implemented in practice. There is a clear expectation that volunteers access further learning relevant to their role including accredited training. This year, in addition to the induction module, case work and family support modules volunteers have undertaken training on exclusions, discrimination, confidentiality and information sharing, the telephone helpline, safeguarding, disagreement resolution, the Additional Learning Needs & Education Tribunal, Wales) Act, 2018 and Welsh awareness.

We value the significant expertise from professionals giving their time and are proud to support volunteers who come to us to gain workplace skills and experience whilst planning to move on to employment, education and training. Our volunteers make a significant contribution to our fundraising. We support them by offering high quality volunteering activities, support, mentoring, accredited training, testimonials and references.

2.6 Child and young person's participation

SNAP Cymru is committed to the meaningful involvement of children and young people in the decisions that involve them and their future and we seek to improve and promote the engagement and full participation of children and young people. We ensure that we embed 'The United Nations Convention on the Rights of the Child (UNCRC)' in our work.

2.7 SNAP Cymru's central management system

SNAP Cymru maintains a bespoke data and information data base systems which we believe is unique in Wales. Our system allows SNAP Cymru to track individual cases and to identify trends and to provide evidence based feedback and information on a local authority and national basis. The information systems fully conform to GDPR.

SNAP Cymru's information and data, in particular the 'personal and sensitive data and special category data' relating to our clients, staff and volunteers is obtained and stored ethically and legally. In preparation for the introduction of the GDPR

2018, we have made sure that decision makers and key people in our organisation are aware of the law. All staff and volunteers have been trained and understand their responsibilities for SNAP Cymru. New staff and volunteers receive induction and all will receive ongoing annual training.

We have service confidentiality protocols which are externally audited by Legal Aid Services to Specialist Advice Giving Quality Standards. Staff and volunteers sign a range of policies during their induction period including, Acceptable Use of IT systems, Access to IT Systems Agreement, Information Security and Governance Policy, Use of Phone Policy, Remote Access Policy, Social Media Guidelines, Privacy Policy and Data protection Policy.

2.8 Staff and volunteer development and professional Learning

Professional and personal learning is valued and recognised as a major contributing factor for the personal and professional development of staff and volunteers and thus improving the effectiveness of the services provided by SNAP Cymru. Staff and volunteers have a responsibility to undertake ongoing personal and professional learning that develops skills, knowledge and understanding in support of this goal.

Professional and personal learning refers to all training and development opportunities, formal and informal, individual and shared, that provide

opportunities for focused professional discourse, interaction, practice, reflection and analysis. Professional learning can occur face-to-face, online or through other modes of delivery.

Training and services are accessible across Wales for a wide range of topics related to children, young people and families. SNAP Cymru staff are trained to Credit and Qualifications Framework for Wales (CQFW) including Level 4 in Mediation to deliver informal and formal dispute resolution.

2.9 Quality management

The organisation has maintained the 'Specialist Quality Mark for Education Advice Giving' which is externally audited by the Legal Services Commission. Achieving Specialist Quality Mark status since 2009, successfully completing the third round of audit. The organisation continues to embed standards programmes and policies which support continuous quality improvement through performance management systems.

We are a member of Advice Network Wales operating a formal signpost and referral system to other advice/ advocacy providers. SNAP Cymru is regularly audited to ensure quality, compliance and development.

Staff and volunteers have participated in the Welsh Government advisory and development group for Welsh Language Standards Regulations which came into force in June 2019. We continue to build resource and improve access to services through the medium of Welsh providing an annual audit.

Senior managers have reviewed monitoring and evaluation tools to evidence and measure effectiveness of activity. This work is informed and influenced by measuring outcome and impact for families which is reported to Local Authorities. Evaluation of services is positive, the measured impact on families and young people is significant.

SNAP Cymru values the organisational and systemic learning that can come from positive and adverse comments or complaints. We disseminate effective practice and seek to make appropriate improvements when we receive adverse comments or complaints. The majority of adverse comments have been about not being able to get an answer on the Telephone Helpline. In response we have introduced an online referral to make more efficient use of time spent on calls. However, we have to recognise the significant decrease in funding coupled with the unprecedented increase in the number of calls.

This year staff and volunteers have contributed to the development of The Advocacy Standards and Outcomes Framework for children and young people

published by Welsh Government. Advocacy has been provided for children and young people across Wales with a bespoke service in Powys and Ceredigion.

There have been 8 complaints received this year which is 0.1% of all cases. Each complaint is thoroughly investigated and an action plan drawn up to address any issues.

Our own professional standards have been refined and implemented. Staff and volunteer teams have received training and mentoring in mediation and education exclusions additional to the formal induction programme which includes legislation, key working and safeguarding. The teams have built skills in supervision, monitoring, evaluation and project management. Training has been delivered to 394 participants. The professional and personal learning and training has had significant positive impact on all participants, improving knowledge, skills.

2.10 Links with other voluntary bodies

SNAP Cymru is a member of several third sector umbrella organisations including Welsh Council for Voluntary Action, WCVA and local Volunteering Centres, Third Sector Alliance for Additional Needs (TSANA), the Cross Party Autism group, the Advocacy group and the Advice Givers group. We actively support other large and smaller organisations such as, Adoption UK, Local Aid in Swansea and ADHD in Cardiff, with free training and business planning. We publicise community and voluntary agencies events on our website and members of our senior team act as board members sharing expertise with other charities. We regularly engage in round table events and our advice line is open to professionals and practitioners with queries on education, disability or discrimination matters.

2.10 Funding and sustainability

As predicted 2018-19 has continued to be bleak for the third sector and organisations supporting children and families generally. This has meant we have reduced our staffing and spend. Many of the opportunities from ESF funding are no longer available and with Brexit still not finalised there continues to be uncertainty for the future. The Third Sector are unlikely to recover these opportunities from Government funds in the future as cuts in public service funding continue.

The Charity relies heavily upon external funding to support the very important activities in furtherance of our charitable objects. Obtaining funding focused on our activities has become increasingly challenging as charities are competing for the smaller funding pot available to the third sector usually through a competitive tendering process. The criteria for such funding sources are subject to change and cannot be guaranteed. SNAP Cymru has made the decision to use some of its unrestricted reserves to support contracts and projects it has undertaken. This was done to maintain the presence of SNAP Cymru in a time in Wales when there has been an increase in need for the work of SNAP Cymru. We feel that this strategy is not sustainable and all future projects will only be undertaken from a full cost recovery model. SNAP Cymru was aware of funding shortfalls that would occur and faced the unenviable task of making the lower levels of funding meet the needs of the Charity. However, as a result of a humbling and determined cooperation between the charity, its employees and volunteers we were still able to report a small working surplus for 2018/19. The dedication of our employees to the preservation of SNAP Cymru gave us the opportunity, through staff cuts, reduced hours and job sharing to maintain our position. Without their sacrifice and the ongoing level of volunteer support, it would have been very difficult to bridge the gap between funds and need. As always, but especially so this year, our grateful thanks go out to all involved.

We continue to seek the sustainability of independent impartial advice giving in Wales through competitive tendering and grants funding to provide services to meet our charitable objectives and impact positively on children and families in Wales.

We have disseminated new resources and delivered training to support inclusion and equality and to raise awareness of discrimination. Trained staff and volunteer teams complement national and local government strategy to help meet key priorities for children and families in Wales.

We continue to seek new ways of improving accessibility for isolated communities and other hard to reach groups and individuals. We are seeking more funds to provide much needed services for children and families whilst we continue to develop our visibility and sustainability.

3. Details of our Activities April 2018 to March 2019

This section details the activities undertaken by SNAP Cymru for the period April 2018 to March 2019.

3.1 Advocacy

Our advice giving meets the Legal Service quality mark for specialist advice giving in education and our 'About Me' advocacy service for children and young people with additional needs meets the Welsh Government Advocacy Standards and Outcomes Framework for children and young people. We continue to work with the Advocacy Providers Network to ensure that all children in Wales have access to advocacy when required. We are also members of the working group on the implementation of the Welsh Language Act and we share our significant experience and expertise in additional learning needs, SEN, disability, exclusion and discrimination with colleagues and prominent opinion formers to inform legislation and policy to effect change.

3.2 Discrimination Advice, Wales

SNAP Cymru are currently funded by Welsh Government with CAB and Shelter Cymru to provide 'Disability Discrimination Advice in Education' for children, young people and families in Wales. SNAP Cymru has reported on 300 cases this year, providing case studies and outcomes to funders to inform policy. Over 100 professionals have received disability discrimination training this year.

SNAP Cymru has been very effective in resolving the issues through the lowest level of intervention namely the early provision of accurate and objective information and discussion with all parties.

Total number of cases involving disability discrimination	456
Number of cases that considered a claim for disability discrimination in education	34 (7.5%)
Number of cases where a claim for disability discrimination in education was lodged	12 (2.6%)
Number of cases resolved through the provision of information and/or discussion	443 (97%)
Number of cases resolved by informal disagreement resolution	9 (1.9%)
Number of cases resolved by formal disagreement resolution	4 (0.9%)

SNAP Cymru has found that in the majority of cases there has been lack of understanding of Disability Discrimination and the duties placed on providers. Information and advice to all partners has resulted in improved practice and understanding. Issues and disagreements have been resolved and conflict avoided.

3.3 Families First

This year SNAP Cymru has managed Families First projects in Ynys Mon (portage for early years) and Swansea (children and young people with disabilities and transition). The families and young people receiving services from these projects have tailored intensive key working support from SNAP Cymru staff and volunteers who work collaboratively with Local Authorities' Joint Assessment Family Framework (JAFF) and the Team Around the Family (TAF) and Disabled Team around the Family (DTAF). Many of the cases would have previously been with Social Care Services. We supported many families in crisis, working relentlessly to ensure they achieved positive outcomes and a better understanding of their situation, building support structures, knowledge and resilience. We leave families better equipped, with confidence and know-how to take matters forward for themselves and self-refer back to SNAP Cymru when in need.

3.4 Parent Partnership Services and Pupil Participation - Independent

Parental Support (IPS)

SNAP Cymru has successfully and efficiently provided Independent Parental services across Wales. In 2018/19 we were contracted to provide face to face IPS services in 19 Local Authorities in Wales and Disagreement Resolution Services to 21 Local Authorities as required. We also provided a telephone helpline advice service, information via e-mail, website and post. Training has been delivered throughout all 22 authorities in Wales. SNAP Cymru are members of the UK National Information Advice & Support Service (NIASS), which continues to inform our development and practice.

Staff and volunteers continue to share their expertise and raise the voice of families at over 300 Local Authority panels and case reviews. We continue to view this work positively and value the opportunity to work in partnership with their Local Authority and school colleagues as it provides opportunities for all partners to view and understand issues from different perspectives and encourages positive relationships.

Sharing expertise and raising the voice of families with Local Authorities	
	Number
Active participation in SEN, EOTAS panels and casework discussions	302
Consultancy, information and network sessions facilitated	77

3.5 Provision of information

SNAP Cymru has provided impartial, objective and up-to-date information through a range of platforms including via the telephone, email, our website, Facebook and Twitter.

Digital media and communication

SNAP Cymru has further developed their digital media presence and activity to make accurate, up to date, relevant information freely available. Our website and Facebook usage continues to increase. We have a frequently accessed website and regular Facebook posts and tweets.

We have regularly used platforms and tools such as Eventbrite and Mail chimp for ticketing and registration for events. This simplifies our planning of events and mobile optimised event pages. It has helped us grow our events faster using built-in event promotion and social sharing tools. The 30 parent ALN Transformation information events we held across Wales on behalf of the Consortia transformation leads were extremely well attended having been advertised via these platforms. We also used this method successfully when working in partnership with the Equalities and Human Rights Commissioner in Wales and local law firms to deliver very well attended training events on Discrimination in Education.

Website

Our bilingual website offers free information, advice and guidance in English and Welsh with access to a range of other languages through Google translate. Our published bilingual literature is available to download. We received over 91,000 page visits to www.snapcymru.org with 29k new visitors during 2018/19 and 49k activity sessions on the website. The website has a range of downloadable resources including proforma letters and forms, news, ALN advice and information, a training calendar and general information about SNAP Cymru. People also use the forms to contact us for advice on ALN in Wales, professional referrals, general information, volunteer applications and training enquiries.

Facebook and Twitter

SNAP Cymru Facebook page had 4,689 likes and our 'Reach', the number of individuals who may have viewed the content, is currently 336K unique users for 2018/19. This includes posts, check-ins, ads, and social information from people who interact with our page. There are 4,519 people following SNAP Cymru on Twitter. SNAP Cymru Facebook recorded 1,116,000 'Impressions', which is the total number of times our content was displayed to people. Our coverage reached parents, schools, Local Authorities, professionals, the Children's Commissioner's office, young people, children's information services, Assembly Members and other organisations. People used messenger to contact us for information on ALN, general advice, information and sharing information on news and events on a daily basis.

The National Library of Wales chose www.snapcymru.org to become part of the UK Web Archive and this now forms part of their permanent collection. Our web site is now an important part of Wales' documentary heritage and will remain available to researchers in the future. The UK Web Archive is a partnership between the National Library of Wales, the British Library, and the National Library of Scotland, to preserve websites for future users.

3.6 Casework April 2018 - March 2019

Casework is provided as part of the Independent Parental Support, Discrimination Advice, Wales and Families First contracts. We have employed a flexible and efficient empowerment model, seeking solutions and the avoidance or escalation of conflict. Casework has varied from simple one-matter cases to more complex involving up to four or 5 matters and up to three different agencies. More complex casework has been referred to a locally based SNAP Cymru specialist caseworker for support. Cases have taken between 4 to 40 hours to complete.

The total number of cases actioned during 2018/19 was 5,263 of these cases 64% were actioned through the help centre with 36% requiring a specialist caseworker. 97% of the families accessing the service were satisfied with service provided by SNAP Cymru. This demonstrates that SNAP Cymru was successful in implementing their empowerment model enabling families to confidently take the next steps themselves with 88% of the families reporting increased confidence to in liaise with professionals themselves.

Upon case closure, 90% of families reported more than one successful outcome. With very few exceptions, our service users have a positive view of the service provided by SNAP Cymru. No families have reported dissatisfaction with the service they received. Professionals report satisfaction with the service although formal feedback to date through surveys and case evaluations has been comparatively low.

SNAP Cymru worked with 5263 cases this year. The highest number, 74%, of cases referrals came from parents and carers, 23% of referrals came directly from the LA and 3% came from the third sector.

5,263 families and professionals accessed information and support from 8 offices and 'Information Points' in our charity shops, schools and communities across Wales. A National Helpline operated 5 days a week to improve access to information advice and guidance for children, families and professionals. We responded to 10,800 phone calls wanting advice and gave advice and support on 10,845 problems presented. However, we are aware that 25% of Helpline calls are missed and many requests for face-to-face support at meetings have not been possible due to capacity due to funding shortfalls.

SNAP Cymru believes the increase in confidence reported by families is a direct result of positive partnership working between the casework team and LA colleagues who disseminated and signposted to our resources. Our data evidences:

- we supported families to resolve 10,845 matters (problems). Some of these have been complex and time consuming. A high number of families report more than two problems upon initial contact.
- 72% of referrals included children and young people have a medical diagnosis
- 65% of families were allocated a caseworker. This high percentage is indicative of the complex nature of casework carried out. Families requested support for a range of complex matters.
- 14% of families returned for further support.

3.7 Potential appeals to the Education Tribunal, Wales

Information, advice and support including casework early intervention has resulted in effective successful resolution that reduces stress and anxiety,

increases engagement and coproduction with professionals for future service delivery. The potential for appeal was raised in over 1000 matters; these were greatly reduced by our telephone helpline team resulting in just 128 families, 2.4%, still considering appeal to the Education Tribunal Wales (ETW). Of the 128 families referring to SNAP Cymru. 35 families were supported at the informal resolution stage where Cymru SNAP facilitated discussion with family and Local Authority. These cases were resolved without the need for ETW, avoiding further conflict and distress for families whilst meeting the child's needs at the earliest time possible.

3.8 Formal Disagreement Resolution – Datrys

The number of matters presented by families that could have resulted in appeals have increased significantly this year. Education Reform and the implementation of the Additional Learning Needs and Education Tribunal Wales Act Wales has concerned families and professionals, resulting in high levels of anxiety for families who are worried about their children's future provision of education and health services.

SNAP Cymru has been effective in successfully avoiding conflict by working with all partners for a resolution. Our specialist caseworkers facilitated 10 cases at Formal Disagreement Resolution stage that resulted in 3 cases being withdrawn by the family and 7 cases conceded by Local Authorities. A further 7 cases were heard at appeal. 62 cases receiving support at some stage from SNAP Cymru lodged an appeal to Education Tribunal Wales this is 1.2% of all cases. Some families who proceeded to appeal appointed solicitors and were no longer supported by SNAP Cymru and some will have disengaged from SNAP Cymru and continued without our support.

Our regional teams continue to build expertise in conflict resolution. SNAP Cymru staff are trained to Credit and Qualifications Framework for Wales (CQFW), Level 4 in Mediation to deliver informal and formal dispute resolution.

3.9 Data and casework analysis

Data analysis has been made available to inform partners and commissioners. The data has included age, ethnicity, issue, low income, family living arrangements and the ALN matter. Data analysis and local development reports have provided evidence for the continuing need for the range of services offered by SNAP Cymru.

Casework analysis demonstrated the need for a holistic approach to meeting the needs of children and families in order that they may enhance their education and inclusion. Working within multi-agency partnerships within each local authority is key to effective, appropriate objective information advice and support services. Families presented with multiple issues which needed addressing including, formal assessment, provision, placement health assessments; diagnosis, medication, respite, social care support, access to out of school provision, transport and housing adaptations. Some families and young people required accurate information, impartial advice and signposting; others needed more intensive ongoing support and formal referral to other agencies. Full data analysis is shared with policy makers and opinion formers to inform and improve practice across Wales.

Cases

Cases	
A case is when advice and support is provided in addition to information and signposting. Cases vary from simple one-matter cases, to more complex cases involving up to four or five matters and up to three different agencies.	
Total number of cases actioned	5263
Cases actioned via telephone helpline and/or email	3363
Cases actioned by specialist caseworker	1901
Cases completed in 2018/19	4784
Cases carried over to 2019/20	480
Number of LAC children and young people supported	153

Source of referrals for casework

Source of referrals				
The referrals to SNAP Cymru come from four key sources. The majority of the referrals come from parents and carers, many of these have been signposted to SNAP Cymru by professionals in health, education and social care. When a referral is received from a professional or third sector, SNAP Cymru seeks the consent of the parent or carer before providing support.				
	Parent/carer	Child or young person	Professional	Third sector
%	80%	1%	17%	2%

Matters or problems

Matters recorded from case files			
A matter is the problem or issue reported by the person making the referral. The matters is not static and as the case evolves, additional or different matters can emerge.			
Number of cases	5263	Total number of matters	10,845
Average number of matters per case			2

Top 10 most frequently occurring matters

Frequently occurring matters	
A matter is the problem or issue. The data is from the initial reported matter and additional matter or matters that may emerge during the time of intervention.	
1.	Education provision at school
2.	Statutory assessment
3.	Access to services within education
4.	School placement
5.	Discrimination information and advice
6.	Communication breakdown
7.	Access to services: Health
8.	Exclusion: Reduced timetable
9.	Transition
10.	Exclusion: Fixed term

Reported Need

Description of need	
This is the prime need of the children or young person as reported by the family or professional	
Medical	2,558
Social and Emotional Difficulties	3,889
Learning Difficulties and Disabilities	2,492
Communication	2,906
Sensory	1,520

Evaluation of cases completed

Percentage of families reporting satisfaction with the service	97%
Percentage of families reporting problems accessing the service and/or dissatisfaction with the service	3%
Percentage cases where children and young people actively supported to participate in decision making	80%
Percentage of cases where the views and feelings of children and young people were recorded	90%
Percentage of families reporting an increased knowledge in education procedures	89%
Percentage of families reporting an increased confidence in liaising with professionals	88%
Percentage of families who reporting that they felt increased confidence to advocate effectively on behalf of their child	87%
Percentage of families reporting an improvement in their health and wellbeing	85%
Percentage of volunteer time per full time equivalent Families and Young Peoples Officer	72%

3.9 Collaboration: Policy, Conferences and Consultations

Work to influence national policy and enhance direct services has continued by working collaboratively with many organisations and agencies including, the Equality and Human Rights Commission (EHRC), SENTW Tribunal User Groups, Welsh Government Advisory Committees, Children and Family Court Advisory and Support Service (CAFCASS), Welsh Government Ministerial Advisory group for Vision Services, Cross Party Group Autism in Wales, Legal Services, Office for the Children's Commissioner for Wales, Children in Wales, Race Equality, Refugee Council, National Autistic Society, Autism Cymru, Learning Disability Wales, Scope, St David's Children Society for Adoption Wales, WCVA and local volunteer centres.

We were commissioned by the Welsh Government consortia transformational leads for ALN to facilitate 30 parent ALN information events across. These were sessions were very well attended with positive feedback from the transformational leads.

In taking forward children and young people's rights to inclusion, participation and advocacy, SNAP Cymru has made presentations, produced reports and participated in Welsh Government policy groups and consultations. We have given significant input into statutory reform whilst continuing to work collaboratively with multi-agency organisations to improve the development and delivery of effective services to meet identified and emerging needs.

Our Chief Executive has further consulted with Local Authorities across Wales discussing trends and issues related to children and families and new and emerging legislative changes. There has been a continued dialogue and consultation with Welsh Government, the National Assembly and others related to statutory reform in Education, Health and Social Care and the poverty agenda. We have provided speakers for National Policy Forum and Capita Conferences on a range of policy issues on Welsh Language, Education, Health and Social Care.

3.10 Education and Training

SNAP Cymru's training and approved accreditation centre has worked in partnership with AGORED Cymru to deliver and accredit bespoke and approved modules from the AGORED framework. The Centre is regularly audited, achieving 'excellent' status. We have worked in partnership with other

organisations to develop and facilitate bespoke programmes, accredited to Level 4 of the Credit and Qualifications Framework for Wales (CQFW).

Professionals from education, youth services and social care, and young people and families have accessed a range of information sessions and training courses. The courses have covered the holistic needs of families, legislation requirements, rights and responsibilities, additional learning needs, disability discrimination, equality, early support, partnership, participation, specific disabilities, disability awareness, sign language and communication, inclusive play, confidentiality and GDPR.

Training has been delivered to 394 participants. The professional and personal learning and training has had significant positive impact on all participants, improving knowledge, skills and understanding.

4. Future Plans

This section provides information on the intended development of SNAP Cymru over the next 3 years.

We continue to review our strategic business plan to seek additional sustainable income to reduce the risk of reliance on statutory funding streams. We will implement the changes required to improve and streamline our data collation and dissemination to meet contractual reporting systems from funders and seek longer-term contracts for our service delivery.

Our staff and volunteer team will continue to support fundraising for future sustainable services for children, young people and families as limited time allows. Bids have been submitted which include proposals to local authorities and trusts to develop our inclusion services across Wales for information, advice, casework, advocacy, key working, inclusion, and exclusion services which directly increase co-production, participation, empowers children and families and reduces disagreement and conflict.

Our plans include the consideration of our communication strategy in particular the further development of the SNAP Cymru website. Wales is now a smartphone society. Individuals are spending two hours online on smartphones every day, twice as long as laptops and PCs, we will need to be as responsive and mobile friendly as possible.

We will further develop our capacity to respond to the needs we have identified through our analysis of the data we have collected over the last 3 years. This includes the need for long term intervention where adverse childhood experiences are present and in particular for the 72% of the children who have health related needs.

We will build on our growing reputation in consultancy and policy work through marketing our expertise within the field of family partnership and education to meet the demands and opportunities arising from new and emerging statutory reform affecting children, young people with additional learning needs and other related matters within their families which impact on their life chances.

The work of SNAP Cymru has a positive impact on the education of people in Wales, particularly children and young people with additional learning needs and their families where the avoidance of disagreement and reduction of anxiety and

conflict supports better health and well-being. We work to build resilience by engaging families and supporting them to identify and broker services and support. SNAP Cymru are passionate about our Welsh language we support the Welsh Language strategy to achieve bilingual services for the increasing number of Welsh speakers.

The long-term commitment of our staff and volunteers and the time and experience they have given to the organisation has helped us to overcome the challenges we face in maintaining and improving our viability. As the only independently quality assured pan Wales charity to offer independent specialist, expert help with a range of educational issues we strive to ensure our continued existence. Good communication with the whole organisation ensures that we can think and act together for sustainability. The staff and volunteers are the greater part of SNAP Cymru's resilience, allowing the Trustees and Chief Executive to act confidently and recover quickly after unplanned events and difficulties in funding and capacity to meet a growing demand for our services.

Glossary of terms

ADHD	Attention Deficit Hyperactive Disorder
ALN	Additional Learning Needs
CAB	Citizens' Advice Bureau
CAFCASS	Children and Family Court Advisory and Support Service
CQFW	Credit and Qualifications Framework for Wales
DTAF	Disabled Team Around the Family
EHRC	Equality and Human Rights Commission
ESF	European Social Fund
ETW	Education Tribunal Wales
GDPR	General Data Protection Regulation
IT	Information Technology
JAFF	Joint Assessment Family Framework
NIASS	National Information Advice & Support Service
PC	Personal Computer
SEN	Special Educational Needs
SENTW	Special Educational Needs Tribunal Wales
SQM	Legal Aid Agency's Specialist Quality Mark
TAF	Team Around the Family
TSANA	Third Sector Alliance for Additional Needs
UNCRC	The United Nations Convention on the Rights of the Child
WCVA	Welsh Council for Voluntary Action



SQM

