Lockdown lifeline

“Talking to SNAP at a time when we most needed compassion and care felt like a lifeline.”

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Positivity is key for 2021

A warm welcome to the new year.

Last year was a tough one for everyone and the start of a new year continues to bring more challenges. When we are able to return to more normality in 2021 you will discover a few changes at The SNAP Centre. Thanks to local funding we’ve been able to buy some new toys, replace our outside canopy and terrace flooring and further modernise our Specialist Library (see centre pages for more on this).

For the Spring term we will once again be offering our adapted virtual sessions and our Specialist Talks will begin a new programme - see page 3.

Financially, so far, we have pulled through the pandemic despite the cancellation of all our events and restrictions on community fundraising. We are very grateful to our amazing supporters who keep SNAP in their thoughts.

We will need to continue building on all of our fundraising streams to ensure SNAP maintains the same level of support for families. Attached to the end of this issue you will find a flyer for Business Opportunities. If you are able to, please share this with anyone you think can support SNAP through the company they own or work for.

There’s no doubt that your support helps SNAP make a real difference - page 8 is a summary of an external evaluation that was commissioned last year, funded by The National Lottery. Look out for a longer eight page digest of this report soon.

As we constantly strive to make our services and activities more outstanding we will be consulting with you all later this Spring and asking for feedback on the opportunities we currently provide.

In the meantime, stay safe.

Best wishes
Karen and Christina
SNAP Directors

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SNAP offers a helping hand to thousands of families who need support in a variety of ways. No formal diagnosis or professional referral is necessary to access SNAP services, which is available to families of children and young people aged 0 to 25.

“Our SNAP approach in supporting the whole family unit means we are a reliable constant in their lives and our experienced team of Family Support Advisers offer an engaging, needs-led, comprehensive service for families,” says Karen Boath, SNAP Director (Family Services).

SNAP is currently offering a wide range of services remotely to meet the needs of its families

- Helpline and online Face to Face Parent Support
- Virtual Specialist Talks and Training Courses
- Online Directory and Information Network
- Online Counselling, Benefit and Educational Advice
- Library of Specialist Books and DVD’s
- Virtual Parent and Pre-School Children Sessions
- Virtual After-School and Holiday Sessions for Children and Young People
- Sibling Support
SNAP’s Specialist Talks are Zooming marvellous!

“Before March last year the word ‘Zoom’ meant nothing more to us than a verb used when something was moving quickly,” recalls Karen Boath, Director (Family Services).

“Ironically we did have to move quickly to make sure we were able to continue to offer our essential service to our families. The biggest challenge was getting our heads around technology.

“One huge positive is that it has allowed families who may have been unable to attend our talks at The SNAP Centre to access the sessions. As we also offer a recording of the live webinar, things such as distance or timings are no longer a barrier.”

The aim of these talks is to leave parents and carers feeling more informed on the topic and armed with ‘golden nuggets’ that will make a real difference to them. This might be something that empowers them to know what they can get put in place for their child, or that builds their confidence in tackling an issue.

Each term, members of the Family Team meet to discuss future topics of interest and look at speakers with knowledge in that area using themes that are coming through on Helpline as a starting point.

The team is always mindful that everyone has different learning styles.

“Our speakers have done a great job, producing very visual slides for the webinars and we hope that for more auditory learners that our discussions are engaging. It is harder to cater for more kinaesthetic ‘doers’ as we can’t see our audience! However we hope that having the Q&A feature allows people to get involved,” says Karen.

Following any of SNAP’s Specialist Talks or Workshops the team look at how to use their newly acquired skills going forward when Specialist Talks are running at The SNAP Centre again and are planning to still record them.

“It is so great to have a recording there as a reusable resource. It is common for members of the team to re-watch parts of the video to remind themselves of something!”

Feedback is also hugely valuable. “We know that all of our families are going to go through different experiences, and talks on a particular topic won’t always cover the specific situation a family is dealing with. Families are able to email in questions prior to the talk, as well as submit them during the Q&A sessions at the end of all of our webinars. Feedback from attendees is invaluable to make sure we are meeting the needs and expectations of our families, and it also goes a long way in helping us secure funding to continue running the service,” explains Karen.

“We have also had some great comments from professionals too. They have said they felt that the webinars helped them understand the topic in greater depth and that the information was presented in ways that made them feel confident to talk about it to colleagues or the families they are working with. Plus the follow up email gives them a readymade bank of resources that they can use and share.”

Specialist Talks for the Spring Term - January to April 2021

Kathryn Miller
Girls on the Autism Spectrum
27th January
11.00am to 12.30pm and 7.00pm to 8.30pm
Kathryn Miller joins the SNAP Team to discuss the presentation of autism more common in women and girls.

Dean Beadle
Autism Social/ Emotional Needs and Me
10th February
11.00am to 12.30pm and 7.00pm to 8.30pm
Dean will be sharing his thoughts as an autistic individual, speaking about the social and emotional aspects of autism and his experiences since childhood. Dean’s humorous and engaging presentations help to give a real insight of the world from an autistic perspective.

Geoff Evans
Pathological Demand Avoidance (PDA)
24th February
7.00pm to 8.30pm
Geoff Evans will be discussing Pathological Demand Avoidance (PDA) and strategies to support individuals who present with this profile. Whilst PDA is widely understood to be part of the autism spectrum, individuals with a PDA profile will also have additional distinctive traits that can require a different approach to support.

Sarah Sadler
Mindfulness and Wellbeing for Parents
10th March
11.00am to 12.30pm
Highly experienced yoga, meditation and mindfulness tutor Sarah, has been teaching for more than 20 years and working with SNAP for the last seven. She will talking about the importance of looking after your wellbeing as a parent and how simple mindfulness techniques can be a useful tool to support this.

Lizzy Gabriel-Cole
Supporting the development of communication and independence skills of children who are multi-sensory impaired or who have complex disabilities
17th March
11.00am to 12.30pm
A Sensorise familiar face, Lizzy from Sense will be giving strategies to help develop the communication, independence and play skills of children and young people who have complex disabilities including multi-sensory impairment.
New chapter for SNAP’s Specialist Library

After more than a decade of loyal service, SNAP’s old library system has turned over a new page and received a complete modernisation.

“We are so excited to be moving over to our new system which is going to really modernise the way our library works,” beams Kate Batson, SNAP’s Information and Admin Manager.

“There are currently more than 2,500 different resources (over 3,000 if you are counting individual copies!) with around 1,900 of those being books, DVDS and equipment for parents to look at and loan.

“The other 600 items are children’s DVDS and books for the children to borrow - something we have found can help a child to leave a SNAP session, as it means they know they will be coming back!”

The SNAP Family Team is more than happy to discuss which resources might be beneficial for parents and carers - this can be done over the phone, via email or in person (currently dependent on COVID restrictions.)

The process for borrowing a library resource is straightforward.

“When families are accessing The SNAP Centre they will often have the opportunity to go into the library and browse the resources,” says Kate.

“If someone wants to come in specifically to use the library they need to contact us first. In some cases we may be able to find some time for them to pop by and browse, in other cases we may pull out a selection of books on the relevant topic for them to look at. People can also call up to reserve a specific resource and if we have it on the shelf we will let them know when they can collect it. The resource is then loaned to them for up to four weeks. Following that time we do ask that it is returned to the centre to allow others to use it.

“Unfortunately due to COVID we have had to restrict library visitors and the loaning of items, but hope that things will change back soon!”

“We completely understand how easy it is for library books to go overdue, it even happens to members of the SNAP staff and most of them are in the building every week! We don’t use any kind of fine system or “black mark” against your name as we don’t believe in adding that stress to our families. However our books and resources are very precious to us and when lots of them aren’t returned the cost to the charity can really add up!

“So we are always extremely grateful when a book is returned, no matter if you have had it for a month or for a year. We even have a large secure post box outside if you would rather not have to return them to the front desk.”

“The SNAP Specialist Library has existed in many forms over the years, since the early days of the charity back in the mid 1990s. Pre-internet it was really hard for families to get reliable information easily and many public libraries did not hold books on additional needs and disabilities.

The SNAP Team started a small collection of relevant books. This grew into a bookshelf full, which turned into two book cases which were set on casters so that they could be wheeled out when needed!

“When SNAP were able to create the wonderful SNAP Centre in 1997 the team were adamant that we needed to give the books a dedicated library space and the shelves have never been empty since. We are still committed to ensuring that the information we have available to families is relevant and correct so we try to make sure to check our current resources in case they have become out dated, and we are always on the lookout for new books and resources.

“Our latest library system is created by an organisation based in Brighton called Simple Little Library System. They have really gone above and beyond in helping us to get this in place and set up.

“On top of our many books, SNAP also has electronic resources. This includes the SNAP information sheets and SNAP Guides which you can download from the SNAP Website resources section - www.snapcharity.org. We also hold extensive lists of links to online information and resources. The family team regularly

Watch the film on our website to hear more about our Specialist Library - www.snapcharity.org/need-support/informing-you-online/library/
“We are so excited for this to be in place for 2021 and I see it as the year of information! There are already plans in motion to start creating more of our own information sheets, guides and resources,” says Kate.

Information Sharing Group on Facebook

SNAP is also exploring new avenues in how information is shared with families, and is set to launch a new Information Sharing group on Facebook, to share information that they think may be useful to others.

Kate explains: “SNAP has had a long standing Information Network - which is like an online notice board on our website that gives families information such as upcoming events, activities, parent support groups, training opportunities and much more. This is updated every couple of weeks and families are alerted by email. However, we know that many of our families use social media regularly and felt that we needed to explore a way of sharing information utilising that platform.

“Our new SNAP Information Sharing group will be a private group on Facebook that allows information to be shared in a more timely manner. “It is an opportunity to be a new part of the SNAP Family community. As well as having access to all of the information shared, members of the group can play an active role. We hope that will be a big part of the new group.

“The group itself is private, which we chose to do to make it a safer space, so once a parent has joined they will be able to see and comment on any of the posts. Members of the group can also submit an entry to be posted on the group. This will go to the group administrators which will be members of the SNAP Team. If the post is within the guidelines for the group and hasn’t already been shared recently then it will be approved for the group to see.

“We aim to get a lot of engagement to ensure information is shared regularly.”

www.snapcharity.org
SNAP: a lifeline during lockdown

By mid-January 2021 SNAP's Helpline had responded to 5,671 calls and emails from parents since lockdown began last March and remained a reassuring constant for families during the pandemic. The individual sessions held at the end of last year at The SNAP Centre have also been a safe haven, welcomed by families. Here one parent - Ruth - explains more.

"In spite of adaptations and minimal requirements, society simply isn’t set up for neuro-atypical children with visual impairments and high sensory requirements like my daughter.

"It lacks vibrancy, safety, understanding and opportunities for meaningful engagement and fun.

"As such, quality time spent interacting with the bubbling lights, shiny bells and intriguing sounds in the sensory room at SNAP are absolutely indispensable for families like ours.

"This need doesn’t go away when a global pandemic renders children like my daughter extremely vulnerable. Quite the reverse, in fact, she’s needed her development-fuelling fun-filled sensory SNAP time more than ever!"

Knowing SNAP’s Family Support Advisers are on the end of the phone has been invaluable, says Ruth.

"At the little age of three, to say that my beautiful daughter has been through a lot would be a huge understatement.

"The pandemic has overlapped with an extraordinarily challenging time for our little family, stemming from a decline in an area of my daughter’s health.

"We have had to spend even more energy than usual advocating for our precious little girl, and that takes its emotional toll.

"Talking to SNAP on the phone at a time that we most needed compassion and care felt like a lifeline.

"I feel so grateful because SNAP understand that what happens in our daughter’s life - all the joy and wonder, but also at times sadness and immense stress - also happens in ours."

Ruth and her family were delighted to be able to return to The SNAP Centre recently for an individual family session.

"Being back at SNAP and seeing my daughter enjoy herself with the specialist sensory equipment truly made my heart sing. It always does!"

"We see the same team member each time. Her name is Mary and she’s very special to us because she’s been there since the beginning and has watched my daughter grow and develop.

"She knows her story and she cares, so it was lovely to have a catch up with her - from a safe distance, of course!

"When I think back to equally wonderful sessions at SNAP in the past, I reflect on how utterly in awe of my daughter I am and all that she’s achieved so far; she really is something else."

Essex Family Forum champions SNAP families concerns

Essex Family Forum, the parent carer forum for Essex, represents the views of parents and carers of children with additional needs and disabilities (0 to 25) to ensure the services in Essex meet the needs and improve the lives of children and young people with SEND and their families. It works with the local authority, health commissioners and social care to represent parent thoughts and experiences, to influence and inform the provision of services used by our families.

The forum gathers the views and lived experiences of parents via a network of Family Champions across Essex. They are all parent carers who have their own networks of other SEND families in support groups and organisations. The Family Champion shares with the forum the main issues and challenges the families they represent are facing, and also shares what is working well for them. The forum then uses this information to highlight good practice and challenge when changes or improvements need to be made.

The Family Champion representing SNAP families will be introduced at some of SNAP’s upcoming Specialist Talks.

"It is SNAP’s hope that they will have lots of opportunities in 2021 to listen to what is happening for SNAP families,” says Andrea Pereira, SNAP’s Information Co-ordinator.

"To gauge how they are feeling about local services and to gather the ideas and views of parents to feedback to the Essex Family Forum. Look out for her at some of our online training or support groups and you can always email her via familyteam@snapcharity.org."

6 // SNAP matters www.snapcharity.org
Making a material difference!

Three enterprising supporters, Charlotte, Sue and Vidu, raise funds with their creative talents

Furloughed from work in April, Sue turned to her sewing skills for inspiration.

“With a love of the outdoors, and after planting hundreds of tomato seeds, I took my sewing machine out into the garden and made a few basic masks for my family,” explains Sue.

“From trying out the first design, I then made improvements and I was up and running!”

As word spread of Sue’s enterprise the request for masks came flooding in.

“I was stopped in the high street by a lady who asked if I had a website to buy from. Friends who had found it difficult to buy a mask that felt comfortable, offered to pay for mine when I was giving them away for free.

“My partner and I have regularly supported SNAP and, after contacting the team to go through some guidelines and shared ideas, the production line was in full swing to keep up with demand.”

That production line produces around 15 masks a day and Sue’s creativity has raised more than £2,600 for SNAP.

“I have felt encouraged to keep sewing masks as the feedback has been so kind and positive. This is beautifully balanced by being able to help raise money for such a worthy cause. I have been amazed at how word has spread to keep the pennies rolling in,” says Sue.

Sue would encourage other supporters to get involved helping a local charity.

“I feel lucky that I now have more free time, and alongside sewing, I also volunteer for Brentwood Mutual Aid and the local foodbank.

“I would say that we all had something to offer whether it is some time, a skill, or a desire to be with others. The personal reward and benefit for those around us is priceless - give it a go, there is nothing to lose, you might discover a new talent and make new friends along the way.”

For mask enquiries contact Sue via email - snowby26@gmail.com

* Supporter Charlotte has also helped SNAP with mask production, raising a further £200+ for the charity - thanks Charlotte!

A recipe for success

Supporter Vidushi’s Catering Company - Tastefully Yours - held an Indian takeaway night in aid of SNAP at the beginning of December and was delighted to raise £225.

“A couple of years ago I organised a successful tasting evening at a local cricket club in aid of SNAP and I had hoped to be able to organise something similar in 2020, but alas it wasn’t to be, and so I turned my fundraiser into a takeaway evening instead,” said Vidushi.

“I absolutely love to cook and devour Indian food. I cooked one of my most popular menus and the feedback was amazing. It was about 3-4 days of preparation time, especially ensuring all COVID precautions were implemented. I procure high-quality ingredients as the quality and taste of my food is always paramount. All the dishes came together on the takeaway day and I delivered the food to customers in their cars, ensuring safe distancing.

“I believe good food brings people together! I think everyone has been struggling during these difficult times and it has been particularly hard for charities to raise funds. People have been more creative in order to keep in touch with loved ones.”

Contact on Instagram - @tastefullyyours_ty

When SNAP activity sessions are able tok resume, our families will be able to enjoy a refreshed outdoor area - thanks to funding received for a new awning and terrace flooring.

“Having an outdoor play area has a positive impact as it stimulates children to explore and develop,” said Pam Kinsella, Family Support Manager.

“It can also give time away from artificial lightening and noisy areas where sound bounces off the walls. The ‘buzz’ from electric lights can be an upsetting distraction for some with additional needs.”

Darragh Harnett, Director (Land and Planning), Housebuilding (East), Countryside Properties said: “It has been our pleasure to help support SNAP through the Countryside Communities Fund since it was launched in March 2020. We specifically wanted to support individual initiatives and we have so far been involved with renewing the outside space and SNAP’s counselling services. This has brought a huge amount of satisfaction to us and our staff.”

“The Trust was pleased to help with the replacement of SNAP’s awning, which will ensure families attending sessions can enjoy the outdoors,” added Jane, Operations Manager, The Albert Hunt Trust.

Thank you to generous funding which was gratefully received for both the terrace and the awning from The Albert Hunt Trust, Countryside Properties, Essex Short Breaks and Fisher Jones Greenwoods Solicitors.

SNAP’s outside space is looking ace!
SNAP makes a real and lasting positive difference to the families it supports. Many parents describe it as a lifeline. They report that there is no other service or charity like it available to them. Most parents/carers feel more optimistic about the future with support from SNAP. SNAP gives parents/carers and children/young people hope, not that all their problems will disappear, but that they can face their challenges and cope with them, maybe even thrive in spite of them.

SNAP as an organisation has a strong ethos that pervades the building and the staff; this is what the inspiring SNAP team refer to as the ‘Spirit of SNAP’. This is not the only factor in the organisation’s success: it is well led, it recruits effectively, many of the staff have direct experience of special needs children and adults, and the care of the building embodies the same spirit.

SNAP saves relationships - between parents, between parents/carers and children/young people, between siblings, between SNAP families and their relatives. It can improve relationships between SNAP families and the public sector, such as schools and councils.

By the evidence of this report, it is clear that SNAP is very effective at supporting the parents/carers that are part of its ‘family.’

Existing services and activities receive nothing but universal praise. Parents/carers love SNAP and what it provides and the difference the charity makes is very clear.

Another strong theme in the parents/carers responses is the lack of judgement they experience at SNAP. Parents/carers feel that SNAP do this in a number of ways, not least through the genuine care and warmth that parents/carers report they show towards them and their children, because many of them know from first-hand experience what it is like to raise a child or children with special needs.

SNAP provides a space in which families feel valued and cared for, and in which they are not judged as they are elsewhere. SNAP parents talk frequently of living in two worlds, or in a different world, from the world they occupied before their child or children arrived. The tension between the two is a constant source of daily and deep tension for them; SNAP provides a release from that pressure by providing practical advice, emotional support, care, activities and a chance to mix with other parents/carers.
The business partnership that can make a real difference

Working in partnership with SNAP can help your business to:
✓ Raise public awareness of your business as a community supporter
✓ Reinforce your reputation as a caring employer and a great place to work
✓ Market your company brand, product or service in an innovative way
✓ Highlight your Corporate Social Responsibility programme.
✓ Boost employee morale with fun events.

It’s a win win!
Here’s how to get involved:

Charity Of The Year (COTY)
Choose SNAP as your Charity of the Year and we will work closely with you to understand your company’s needs and engage employees. This is a great chance to bring your team together for a worthwhile cause they can feel passionate about. Here are some of the ways SNAP can partner with your business:
● Tours of our unique centre so employees can see how life-changing our support is
● Provide a bespoke presentation for you to show employees in your workplace
● Produce support materials to raise awareness of your fundraising
● Help with press releases to enhance your company’s profile.

More businesses are reaping the benefits of working with a charity for multiple years, going on a journey to develop benefits for both partners with a lasting legacy.

CASE STUDY Regional law firm Pinney Talfourd Solicitors raised more than £10,000 during their year supporting SNAP. Their fundraising began with a day of story-telling for an audience of eager children. Team members took part in several regional running events, held a concert at a local theatre and embarked on an epic 24-hour danceathon!

“It has been a pleasure to work with such a well-deserving charity,” said Catherine Loadman, Partner, Pinney Talfourd Solicitors.

For more details If you would like to discuss possible partnership opportunities or to request our Corporate Pack or our Impact Report please contact us on 01277 245345 or email fundraising@snapcharity.org

Our social media reach
Twitter - @snapcharity
1,884 Followers
Facebook - @SnapCharity
4,960 Followers
Instagram - @snap_charity
1,125 Followers
SNAP’s business support is simply run-derful!

Local business community champions joined forces to run a relay marathon to raise awareness for SNAP in December last year. The 26-mile marathon challenge mirrored the 26 years that SNAP have been supporting families with a child or young person who has any special need or disability across Essex.

Runners representing each business embarked on a solo or duo run of around a ‘2-mile leg’ of the special course around Brentwood and on each ‘change-over’ stage the runners pulled a fresh new cracker each as a festive symbol in place of the usual baton! The idea was dreamt up by SNAP Ambassador, Penny Hollington from Hollington Associates, along with three fellow Ambassadors, Richard King, James McKenna and Jos Hollington. These fab four wanted to do something in the ‘run’ up to Christmas to bring people together with a fun challenge and give SNAP a boost.

“SNAP had a challenging year, as did all charities, with their planned fundraising and community events being cancelled, so we thought this would help end the year on a bit of a high,” said Penny Hollington.

“It was suggested that as it’s SNAP’s 26th year why don’t we make it a marathon. Thanks to everyone’s enthusiasm to get involved for SNAP, we had the 26 miles covered easily and although it was a cold day there was no rain to dampen our spirits.”


For more information visit www.snapcharity.org/our-impact/