



Family  
Voice  
5 year  
strategy

2023-  
2028

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## Foreword

As chair for Family Voice Peterborough (FVP) I have great pleasure in introducing our strategy for the next 5 years.

This strategy was developed together with parents, carers, staff, trustees and all of our partners, drawing on the knowledge and understanding of what FVP delivers for Peterborough.

It highlights what we have achieved so far, as well as setting out our plans, ambitions and commitments to continue to build on these successes.

Our aim is to continue to deliver services and support to Parents Carers in our local community as well as offer them more opportunities to get involved, not only to get their voices heard but to help improve services.

In this strategy we aim to expand our reach and broaden co-production, engagement and participation opportunities to the wider community with particular emphasis on hard to reach and seldom heard groups. We will develop our community centre to make more opportunities available for our local community.

We have set out challenging, clear and achievable goals for the next 5 years and are very passionate and committed to work in partnership with health, the local authority and other partners to deliver our role as the designated Parent Carer Forum (PCF) for Peterborough.

I would like to thank all people involved in the development of this strategy and look forward to our continued success as an organisation working in partnership with our local community.

Heather skibsted

## Purpose

The purpose of this strategy is to set out the five year plan for FVP with the vision, principles, priorities and outcomes that will help underpin how this will be achieved.

It was developed in partnership (Co-produced) with Parents Carers, staff, volunteers, trustees and all partners through focus groups, workshops, surveys and an analysis of the outcome data plus feedback from other stakeholders.

The development of the strategy included an analysis of strengths and areas FVP would like to develop as well as exploring all the opportunities and external influences that FVP would need to consider such as political, economic and social.

This strategy will ensure FVP meets its legal obligation as a charity within the local community and environment and will be underpinned by a business plan that highlights the detail of how FVP will deliver on the priorities highlighted within this strategy.

## Family voice Peterborough (FVP)

FVP is a registered Charitable Incorporated Organisation (CIO) that actively seeks to improve services in all areas of the lives of children and young people with disabilities or additional and complex needs, aged 0 – 25 years, their parent carers, families and the wider community especially carers, hard to reach and seldom heard groups.

FVP is the designated Department for Education (DfE) Parent Carer Forum (PCF) for Peterborough and offers a unique range of support and services across Peterborough. Many of its staff trustees and members have children and young people with disabilities or additional needs and have significant knowledge understanding and interest in this area.

It is a statutory duty for Health and Local Authorities (LA's) to work with a PCF<sup>1</sup> the funding for FVP is mainly grant funding, with just over 50% being from LA and Government Grants. The rest is income generation for the services it provides.

It is FVP's aim to minimise the impact of caring for these children and young people by providing supportive training, collective advocacy, information and advice, and whilst working mainly with parents, improving their emotional health and wellbeing also has a positive impact on the families' health and wellbeing.

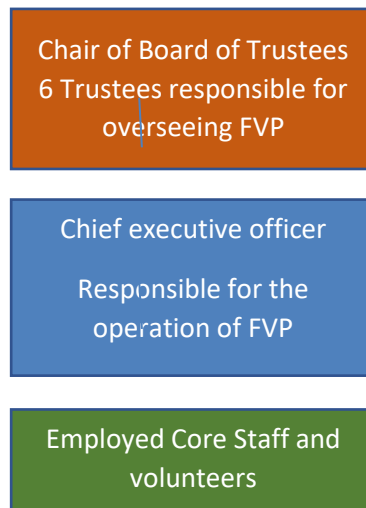
Over the past 5 years FVP has expanded its work to include local and seldom heard communities. This has been facilitated by the provision of a community base and the development of a community team. This helps decrease social isolation and bring people together across a range of areas.

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<sup>1</sup> <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

The CIO is overseen by a committee of Trustees supported by a Chair, Treasurer and Secretary who have the responsibility of ensuring FVP delivers on the strategy and meets its commitments as a charity to the local population it serves. There is a CEO who is responsible for the day to day running of FVP and employed staff and range of volunteers that deliver and support its functions and activities.

## Organisational Structure



## FVP Principles are:

- **Co-production:** underpins all the work with parents, carers the LA and Health services
- **Outcome focussed:** Strive for outcomes that make a difference and improve the lives of the people FVP supports
- **Participation:** The value and contribution that parent carers, volunteers, staff and other partners offer to FVP is paramount to the work FVP delivers
- **Respect:** FVP prides itself on equality and respect and do not discriminate against anybody's religion, beliefs, age, race, ethnicity, gender, sex, or sexual orientation
- **Openness:** All of the work FVP deliver is facilitated by openness and honesty
- **Diversity:** diversity is key to the work and valued and there is a commitment towards equality and a focus on reaching seldom heard and hard to reach groups of parents and carers
- **Understanding:** All of the staff trustees and volunteers understand what living with complex needs and disabilities is like through lived experience
- **Cohesiveness:** Encouraging and enabling the development of everyone across all members from Trustees, through employees to volunteers to come together as cohesive valued team
- **Teamwork:** FVP works as a strong team to serve the local community and represent parent carers.

- **Integrity:** FVP stands by its constitution as a charity and has the courage and strength to uphold what it believes.
- **Optimistic:** FVP is always positive and strives to do its best for parent carers and the local community.
- **Never give up:** Always try to find new ways to engage with people and communities and work with Local Authority and health partners to be an effective voice for parents

## FVP main functions:

- To be the Parent Carer Forum for Peterborough that supports and encourages engagement, participation and inclusion within the local community.
- To support families that have children with SEND, complex needs and/or additional needs, disabilities and lifelong conditions.
- To work with Health and Local Authority Partners in co-producing their strategies and how services are run for people with additional needs and disabilities.
- To run themed sessions and focus groups for relevant topics related to its core functions and feedback to Health services and the Local Authority.
- To be there if required for parents and carers when a diagnosis has been made of a child with a disability, additional need or life long illness.
- FVP manage a community centre providing a local community hub to support the local community.
- To provide food hubs for families in the local community.
- To be a short breaks provider via two sea side based caravans which enables families to have the same opportunities of a break away as their peers.
- Be a safe place for seldom heard groups to come together when needed to receive information, advice, signposting support and work to ensure their voice is heard.
- To Provide training in a range of topics such as:
  - a. parent representation
  - b. information sessions about the complexity of health and education, including the legalities such as the children and families act 2014
  - c. safeguarding
  - d. SEND code of practice, along with
  - e. Facilitating accessible workshops around strategies for challenging behaviour and
  - f. Expert parenting

## FVP vision is:

*“To ensure parent carers and members from the wider community including those from seldom heard groups have access to the services that they need, are informed, have the opportunity to contribute to service development, delivery and decision making, and are empowered to support their child and family, and can balance their carer role by accessing wider available opportunities”*

## FVP Mission Statement is:

To work with Parent Carers who have children and young people with disabilities, additional/complex needs and life limiting illnesses from the age of 0-25 years by facilitating training and sign posting, providing peer support and helping families gain confidence and experience to engage with professional services. To also work with the local community, with a particular focus on seldom heard groups and further identification of SEND families.

### FVP do this by:

- Influencing change in response to government policy by providing feedback on its impact and acting as a 2-way conduit between commissioners and parents
- Empowering parents to engage with professionals in regards to their children's needs.
- Working together to improve services for children and young people with disabilities and complex needs within the local community.
- Working together with parent carers, the Local Authority, and the Integrated Care System which replaced the CCG from July 2022 and providers to improve all services accessed by all children with disabilities, additional and complex needs.
- Working in co-operation and co-production to ensure that services around education, health and social care are meeting the needs of all children and young people from the age of 0-25.
- Enabling access to the same opportunities for a short break afforded to those not impacted by SEND, and financial constraints
- Enabling participation in the wider community and thus decreasing isolation amongst specific groups impacted by caring for a child/ young person
- Involving parent carers at the beginning of any proposed changes and reforms, to ensure their voice is heard and that they have the opportunity to co-produce and shape any changes and reforms by consultation and open discussion, which then is relayed back to the relevant public services who then look at how the gathered information can be embedded into any changes and reforms across health, education and social care.
- Providing wider social activities and opportunities for communities to come together
- Expanding the current work around parent participation to other groups within the wider community, especially seldom heard groups. Thus providing the same opportunities to influence and co-produce service development.

## FVP Priorities for the next five years



### Priority 1 Parent Carer Forum – SEND

Statistics show there is an increasing population growth within Peterborough that is faster than the national average

|  | Peterborough | Cambridgeshire | Total   |
|--|--------------|----------------|---------|
| <b>Overall population</b>                      | 179,349      | 678,600        | 857,949 |
| <b>Population CYP (0-18)</b>                   | 53,120       | 136,110        | 189,230 |
| <b>Population CYP with Disabilities</b>        | 4,249        | 10,888         | 15,137  |
| <b>CYP open to 0-25 Disability Social Care</b> | 225          | 1,076          | 1,301   |
| <b>CYP in receipt of High-Rate DLA</b>         | 787          | 1,592          | 2,379   |
| <b>No. EHCPs (2020/21)</b>                     | 1,382        | 4,027          | 5,409   |

Peterborough City Council has already seen rises in Education and Health Care Plans as well as children and young people requiring SEN support. In Addition the needs of children requiring SEND support and help is increasing with particularly with children with complex needs and autism. The rise in EHCP's over the last 5 years, shows an increase of around 180 [0.2%] plans since 2015, an increase of 15%.



|              |                                       | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--------------|---------------------------------------|---------|---------|---------|---------|---------|---------|
| Peterborough | EHC plans/Statements of SEN           | 1,204   | 1,231   | 1,236   | 1,281   | 1,323   | 1,382   |
|              | EHC plans/Statements of SEN (percent) | 3.3     | 3.3     | 3.3     | 3.3     | 3.4     | 3.5     |

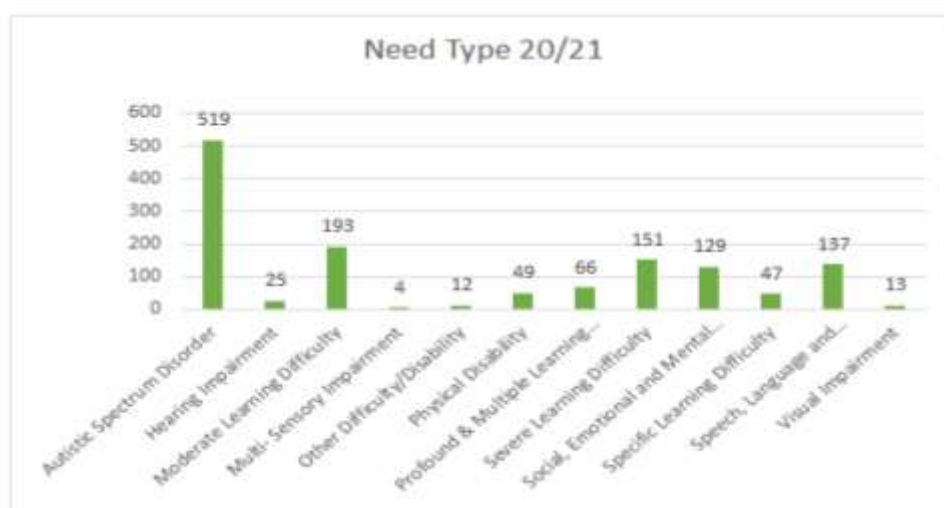
Education Health and Care Plans

|              |                       | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|--------------|-----------------------|---------|---------|---------|---------|---------|---------|
| Peterborough | SEN support           | 4,385   | 4,551   | 4,205   | 4,225   | 4,337   | 4,057   |
|              | SEN support (percent) | 12.2    | 12.3    | 11.1    | 10.9    | 11      | 10.2    |

SEN Support

Peterborough have been successful in maintaining relatively comparable rates of growth in relation to both SEN Support and EHCP's

|                  |           | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|------------------|-----------|---------|---------|---------|---------|---------|---------|
| SEN Support      | Boys (%)  | 65.2    | 65.3    | 65.2    | 64.9    | 64.6    | 64.2    |
|                  | Girls (%) | 34.8    | 34.7    | 34.8    | 35.1    | 35.4    | 35.8    |
| Statement or EHC | Boys (%)  | 72.9    | 72.9    | 72.9    | 73      | 73.1    | 73.1    |
|                  | Girls (%) | 27.1    | 27.1    | 27.1    | 27      | 26.9    | 26.9    |



One of the key priorities for FVP is to continue to support and deliver help advice and guidance around SEND. In particular co-production and the implementation of the priorities and action plans within the SEND and all associated strategies such as:

- Autism Strategy
- Best start in life Strategy

- Emotional health and wellbeing and mental health Strategy
- Communities Strategy
- Sufficiency strategy

Peterborough city council published the [SEND Strategy - SEND is Everybody's Business](#)<sup>2</sup> - in 2019. The SEND Strategy sets out the vision, principles and priorities to identify and meet the needs Peterborough's children and young people with special educational needs and/or disabilities (SEND) from birth to the age of 25.

The three priority areas identified for SEND are;

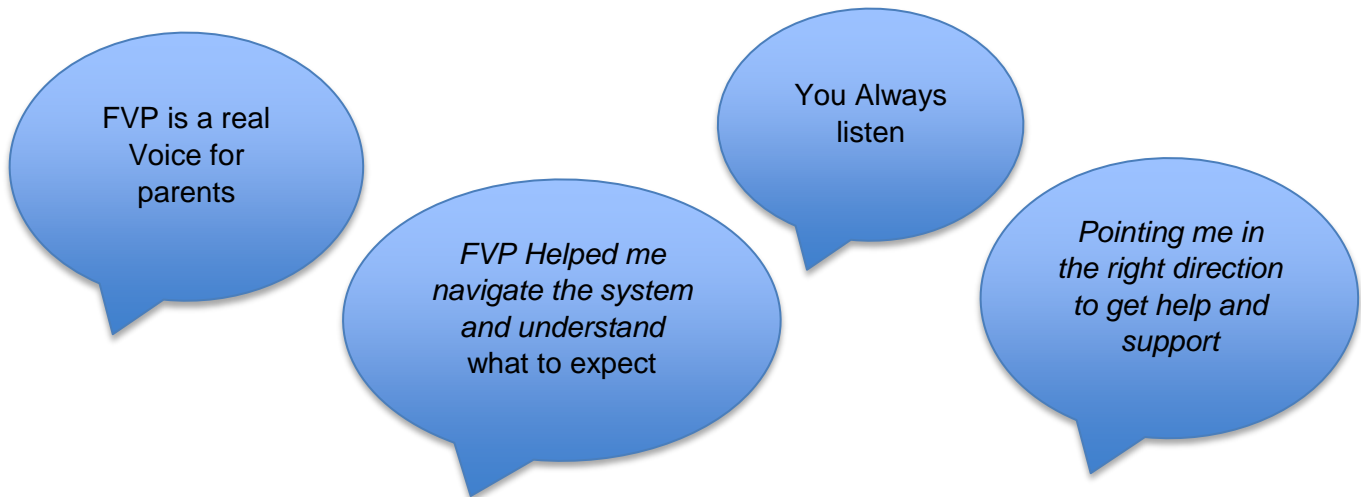


### What FVP has achieved so far

- Supported the delivery of the SEND agenda including SEND Strategy through focus groups forums and co-production.
- Ensured that the families we support understand the local SEND offer.
- Co-produced with LA and Health services the Strategies that support all our work i.e. SEND, Autism Strategy, Best Start in Life, Mental Health and Communities strategy.
- Ensured strategic involvement and co-production with key partners across the Local Authority and Health.
- Ensured key Boards for SEND and associated strategies both strategic and operational have parent carer representation.
- Provided collective Parent Carer Advocacy.

- Facilitated wider preparation for adulthood opportunities for the Parents, Carers and Young People including those with SEND and from seldom heard communities.
- Continued to improve the relationships parents of children and young people with SEND have with services across health, education and social care sectors.

### What people have told FVP works well:



### What would work better and what people would like to see more off:



### What FVP want to achieve

- Continue to build on the work with parents and carers to raise awareness amongst professionals across local authority and health commissioners about what it is like to raise a child or young person with a disability, additional need or life limiting illness.
- Ensure new parents are informed and involved as they embark on their journey through the SEND system.
- Continue to improve the relationships parents of children and young people with SEND have with services across health, education and social care sectors.

- Continue to support parents in understanding their child's needs around health, education and social care so they are empowered to engage and contribute to
- Keep co-production at the forefront of all our work.
- Continue to support the delivery of the SEND agenda.
- Ensure that everyone understands the SEND agenda.
- Continue Strategic involvement and co-production with key partners across the Local Authority and Health.
- Ensuring key groups both strategic and operational have parent carer representation.
- Working in partnership with schools to facilitate better relationships and understanding between parents and setting based professionals.
- Expand our schools offer by increasing our reach and working with more settings.

### How FVP will get there

- Hold sessions with Peterborough Special Educational Needs and Disabilities Information Advice and Support Services (SENDIASS) who offer information, advice and support for parents and carers of children and young people with special educational needs and disabilities (SEND).
- Develop plans with SENDIASS to strengthen advocacy for parents and carers
- Explore innovative ways to engage more parents children and young people that have SEND.
- Ensure parents voice in heard in the co-production of the SEND strategy and action plans.
- Continue to support the SEND agenda and help parents and carers we serve to understand the local SEND offer.

### Priority 2 Short Break provision

#### What FVP currently deliver

In order for families to have a short break, FVP provide an accessible and semi-accessible caravan adapted to suit the requirements of children and young people with disabilities to enable the family to have a holiday at a more affordable cost. These two caravans generate income for the charity and have been helping families for the past 10 years who may not have otherwise had a break. Parents have valued this provision and so something FVP wants to keep and fully utilise. The caravans need upgrading and there is potential to utilise them better.

#### What people have told us works well

*We had a lovely time at Caister on sea lovely caravan and site*

*Thank you we had a great time  
happy child  
happy me*

*We had a lovely family holiday beautiful site and surroundings*

## What would work better and what people would want more of

*Having subsidised activities and trips during school holidays for low income families and parent carers to give kids opportunities and enjoyment*

## What FVP will achieve and how they will do this

- Expand marketing and advertisement for the caravans to reach a wider group
- Fully utilise all the weeks available at the caravan sites by targeting different groups encouraging use of the caravans in term time with younger families not yet in school
- Generate income for upgrading and repairs leading to better income generation
- Look at any grant applications to upgrade caravans
- Seek corporate sponsorship for caravans
- Renew both caravans within the next 5 years
- Look at more activities in the school holidays for families on low incomes

## Priority 3 Community provision

### What FVP currently deliver

FVP has a community base at the Goldhay Community Centre, this facility was transferred to FVP from Peterborough City council in 2015.

Although the main focus of FVP is the work with Parent Carers of children and young people from 0 to 25 years where a child or young person has an additional need or disability, FVP became increasingly aware of the need to facilitate wider community involvement in the work they do.

Using the centre has enabled the community space to be utilised for local residents and the wider community to access services and support thus decreasing isolation amongst specific groups or those impacted by caring for a child/ young person.

This community based facility is available to hire to the general public and local community providing community space, catering facilities and play facilities.

It is used to provide families with training and support opportunities, food hubs, social events and activities that enable a diverse range of seldom heard groups to come together and celebrate various aspects of their lives.

The centre has been very successful with the local community and has even provided wider social opportunities for communities to come together with events such as community litter pick and community meals (café and meet & eat) It is however underutilised so the plan for the next year is to look at how it can increase the usage of the centre.

### What people have told FVP works well

*You get the people together, make the community very friendly and harmonious*

*Engage with the wider community, support families  
Free food for the community and the community cafe*

*Something FVP does well is unite people from all walks of life, be it volunteers or those actively utilising the community centre*

### What would work better and what people would like more of

*Have more community cafes once a week isn't enough*

*More collaboration with community*

### What FVP want to achieve and how it will do this

- Increase community centre usage by broader marketing of the community centre to attract and encourage the wider community as well as local residents to fully utilise the centre with a diverse range of activities and events by advertising and encouraging social use and holding more social events.
- Continue with the food hubs, community meals, community litter picks and other community initiatives.
- Provide wider social activities and opportunities for the wider community.
- Look at generating income by renting the community centre for social events

- Target hard to reach groups and seldom heard groups to engage with our work and tell us what they need.
- Look at activities that help improve the mental health and wellbeing of parent carers and local residents by encouraging community cohesion activities social events.
- Use the centre for themed sessions for groups of parents carers and training events.
- Generate community interest in the centre by encouraging more volunteers
- Set up more community activities in the holidays for people on low incomes and children with additional needs.
- Provide a warm hub for the local community for the winter months for families that are facing hardship with the within the current economic climate.

## Priority 4 Marketing, communication and engagement

### What FVP currently deliver

As the DfE designated PCF FVP is ideally positioned to access both local authority and health forums and is fortunate to be members of most committees and strategy groups that provide services to children with disabilities SEND, complex needs including ASD. This allows FVP to effectively represent the voice of families and operate effectively as a 2-way conduit between public services and families

FVP has a wide reach across Peterborough with representation on key strategic and operational boards with the Local authority and Health and work closely with them to help them understand the importance of parent participation and co-production in relation to their statutory duties around this.

In addition FVP do outreach work to raise awareness of what they can offer especially for hard to reach and seldom heard groups and have been invited to engage with ethnic community leaders and other partner agencies. This is an area that FVP would like to strengthen and build on over the next 5 years. FVP is aware of its population's ethnicity and this data will help determine how it will increase its engage with families that are hard to reach or seldom heard.

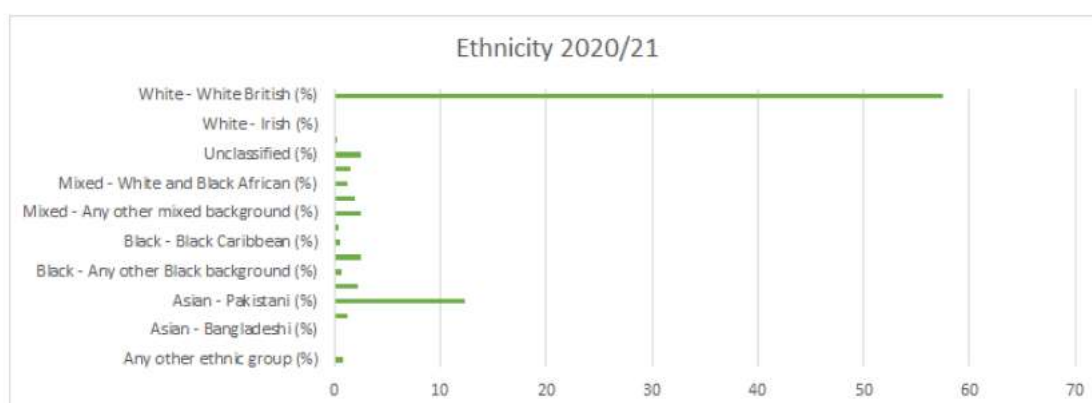
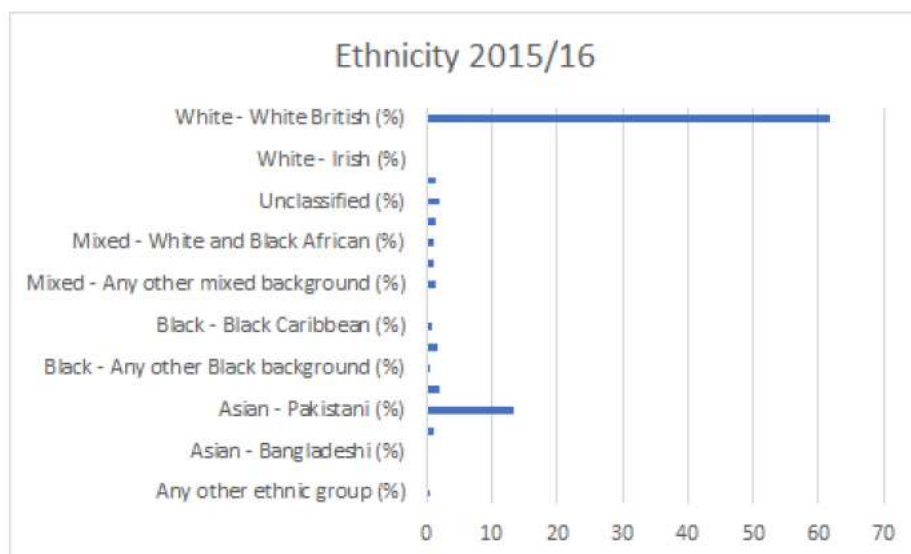
### **Ethnicity Data** (Taken from the SEND sufficiency strategy)

FVP know from the data below that Peterborough is a remarkably diverse community with around 80 different first languages spoken by its community. This is consistently reported across a range of datasets, including the 2011 census and this is reflected in the diversity of the ethnicities of children and young people with EHCPs.

The predominant ethnicity of children and young people with EHCPs in 2015/16 was White British [62%], followed by Asian Pakistani (13%)

This trend has followed through into 2020/21 with the predominant ethnicity of children and young people with EHCPs being White British [56%] followed by Asian Pakistani [12%], however there have been moderate increases in other ethnicities including Other Asian Backgrounds [2.2%], Black African [2.5%], other Mixed Background [2.5%] and unclassified ethnicities [2.5%].

This shows that Peterborough continues to be an ever-growing diverse city and a need for services to continue to respond to the needs for differing cultures, ethnicity and diversity of heritage.



Parent Participation and Co-production is key to all the work FVP deliver and essential that the charity continues to focus on maintaining this with the changes happening with the development of the integrated care system and changes within the local authority SEND services.

Through a range of fora FVP actively seeks to improve services in all areas of the lives of children and young people with disabilities or additional needs. The elements of work they have undertaken include:

- Helping parents engage with professionals across Health, Education and Social Care.
- Facilitating participation in service delivery.
- Providing a voice for parents at strategic level meetings
- Holding informative events



- Helping parents and carers have access to the information about what services are available to them.

### What people have told FVP works well

*You engage hard  
to reach families,  
Creative*

*Being accessible,  
knowledgeable  
and trustworthy*

*Provide context to ensure  
strategic actions remain  
relevant to parents and  
carers and young people*

### What would work better and what people would like more of

*Weak on working with Dads.  
Need to do more on  
emotional and mental health*

*Need to work with  
more schools in  
Peterborough*

### What FVP want to do and how it will do this

- Develop a comprehensive marketing strategy that plans the business over the next 5 years.
- Ensure in all the changes with health and LA that their statutory duty regarding parent carer forums and co-production remains core and is strengthened.
- Work with local organisations and combine some of the parent participation and co-production work together to reduce any duplication.
- Market sessions on social media groups.
- Look at more flexible times to run sessions and participation events to help provide working parents the opportunity to be heard and engage.
- Facilitate more sessions for parent carers and wider community group involvement and engagement with parent representatives at a strategic level.
- Strengthen FVP on line offer to be more flexible to allow participation for people/groups that cannot attend forums and events.

- Identify all hard to reach or seldom heard groups and look at innovative ways to engage with them i.e. ethnic groups, traveller community, working parents
- Develop handy guides to services and help to signpost parents and carers
- Providing training and information sessions about the complexity of health and education including the legalities such as the children and families act 2014, the care act, safeguarding and the code of practice
- Provide more training in parent representation
- Deliver workshops focused on emotional health and wellbeing for parents and carers.
- Invest in supporting parents and carers to understand behaviours that challenge their children and young people, which better equips them to manage the stresses of caring.
- Facilitate accessible workshops around strategies for challenging behaviour and expert parenting.
- Encourage parent/carers more opportunities to get involved, not only improving services but also in more activities within their communities, so that they do not feel isolated.
- Broaden participation opportunities out to the wider community.
- Provide volunteering opportunities to people who may have needs themselves/ parent carers and other groups thus enabling increases in employment based skills.

## Priority 5 Work Force and Trustee Board Development

FVP is run by a Board of trustees who have overall responsibility and accountability for ensuring the charity runs according to the legal framework it was set up for.

The chief executive officer (CEO) is accountable to the chair of trustees and has responsibility for the day to day operations of the charity and management of staff and volunteers.

The trustee board has several new members and with this they are bringing fresh ideas, links to the wider community and a renewed commitment to take FVP forwards.

To ensure trustees are aware of their role in assuring accountability and that FVP operates within the Law, a self-assessment tool was carried out in August 2022.

The Self-assessment tool covers 9 priority areas that outline the core responsibilities for the trustees and covers the following key areas:

- Acting in charity's best interests
- Policies/Procedures in place and all associated forms/agreements and documentation complete
- Ensure charity is carrying out its purpose for the public benefit
- Ensure compliance with the charity's governing document and charity law
- Ensure charity resources are managed responsibly

- Recruitment, vetting procedures and retention systems are in place for trustees, staff, volunteers and parent representatives
- Ensure trustees act with reasonable care and skill
- Working to a participation framework
- Ensure accountability

The outcome was that overall trustees are fully aware of their role as a trustee and very committed to ensuring FVP is a successful charity that remains financially stable for the future. It is therefore important that trustee capacity enables this oversight and monitoring, so one aim will be to encourage new trustee membership with the skills needed to oversee the organisation.

All staff and volunteers receive training, induction and a handbook of policies and procedures that support the running of FVP. These need to be regularly reviewed and updated and staff encouraged through supervision and appraisal to work within this guidance.

For FVP to be a sustainable organisation that continues to be reflective and representative of the diverse cohort of parent carers within Peterborough, it is important that capacity within the team is sufficient to manage the increasing need for parent carer engagement, consultation and coproduction in workstreams across Health, Education and Social Care.

It is therefore important to have a workforce plan that allows safe planned growth with funding and recruitment.

### What people have told FVP

*The vast knowledge across staff, volunteers and trustee board is your definite strength*

*If you speak to someone who doesn't know something they shall ensure they find out from elsewhere.*

### What would work better

*Build more capacity in workforce to enable growth*

*Recruit more volunteers*

## What FVP will do and how it will do this

- Increase the number of trustees on the board to enable a named trustee to be appointed for key roles and subgroups ie finance, risk, safeguarding, HR.
- Expand skill set in trustees to enable trust to safely grow ie business knowledge and planning
- Update all policies and procedures and staff handbook
- Look at a training matrix for all staff to ensure they are trained and aware of their role and responsibilities
- Plan Team building sessions with new staff and trustees
- Increase staff capacity as new funding is secured to ensure safe expansion of the charity
- Expand volunteer base

## Priority 6 Finance and Fundraising

FVP has always managed its funding well and delivered a balanced budget with a 3 - 6 month reserve since it started to operate it has proved to be flexible and adaptable to needs and managed to remain in budget through the lockdowns with covid 19.

To ensure robust governance around funding and budgets, charity accounts are produced and an annual report that assures compliance with the financial rules and accountability of the charity is overseen by the trustee board.

However much of its income is time limited and therefore real risks around long term funding. Changes need to be made to move FVP current position to a position of long term financial stability and so is a key priority.

Funding for FVP is mainly grants, with just over 50% being from LA and Government Grants. With the current political climate and government spend reducing year on year there is a need for FVP to try to have less of a reliance on grants as these could be reduced with the risk to work and staff.

In addition there is the management of short termism from other funding that needs to be constantly monitored.

Over the next 5 years FVP will look at ways of fundraising including applying for grants, trading their assets such as training for schools and parents and overall building up its assets with less of a reliance on LA/ Health grants in particular.

There are many opportunities to explore the community centre which is currently running at 24% capacity, so work is required to maximise usage and increase income to ensure longer term sustainability.

Ongoing work is being explored to look at how any options such as price increases, grants or other changes are a viable option for generating revenue.

This work has started with a successful bid for “Reaching Communities” Lottery Funding with plans to bid for further Lottery Funding

## What people have told FVP



## What FVP want to do how it will do this

- Provide training to the board on workforce and business planning to ensure there is the right level of business understanding in the board for the safe expansion and long term sustainability of the funding for the organisation
- Form a finance subcommittee that oversee all of the fundraising bids and financial governance for the charity
- Increase revenue by trading of assets to enable FVP work to become self-sustaining
- Increase our bank of volunteers to enable more fundraising
- Build up the reserves to facilitate planned growth, development and sustainability
- Train staff to use information stands at key places and networking events in the community to raise the profile of FVP

## Priority 7 Charity Growth and expansion

Ensuring FVP is financially viable is critical to the continuation of the organisation and while it has been a very successful organisation for over 15 years and has demonstrated its ability to grow safely and be adaptable and flexible as there are challenging times ahead.

The rising cost of living and the economy as a whole will result in tremendous pressure on families as well as an increase in the running costs of the community centre as rises in utility bills causes increased pressure on funding.

While the local authority and Health currently provide over 50% of the funding for FVP, with the changes to these organisations as the integrated care system develops, it is important this funding continues and FVP find ways to ensure sustainability and long term funding

FVP have great plans to grow and expand and this will need to be done safely with robust financial planning and the right business understanding that plans growth and expansion in a sustainable way

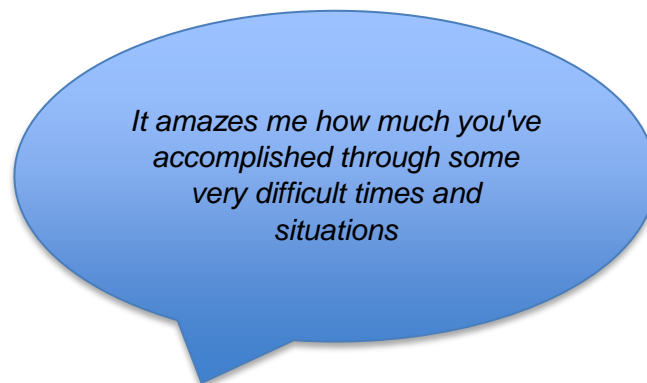
The ability to demonstrate the difference FVP makes to parents and carers is a critical element not only to its fundamental purpose, but also to the viability of the charity

In order to access grant and local authority funding there is a requirement to demonstrate that the services provided by FVP are valued, make a difference to the lives of the families it serves and deliver improved outcomes.

The planned growth and expansion is underway with a successful lottery bid with the theme of “reaching communities” to enable FVP to extend its reach and engage new families with children that have SEND, hard to reach and seldom heard families.

FVP are actively recruiting more volunteers to expand its fundraising activities and looking and new and innovative ways to deliver services and reach a wider population of families

### **What people have told FVP**



### **What FVP do how it will do it**

- Continue to work with LA and Health through integrated care system to ensure they continue to deliver their statutory duty to support parent carer forums
- Work with more settings to promote their work and involve more families and partners.
- Continue to collect robust data on outcomes to demonstrate the difference FVP make to families and local community.
- Develop a customer relation management data base. That will hold all data in one place and allow easy access to activity and outcomes that will be readily available for writing bids and evidence of growth.
- Build capacity to write bids and apply for grants and additional funding to ensure long term security and expansion of FVP.

- Look at developing sustainability away from an over reliance on LA and Health grant funding.
- Look at ways to reduce the running costs of the community centre i.e. change of supplier of utilities, apply for government support.
- Increase board skills to include sound business acumen to support growth safely.
- Develop succession, contingency and resilience strategy and plans.
- Complete a full functions analysis.

### Priority 8 Information Technology

FVP has always used virtual platforms such as their Website, Facebook, Twitter YouTube and WhatsApp to reach a wider audience, however much of the engagement work of FVP delivered focussed on face to face work with Parent Carers, their families and the wider community.

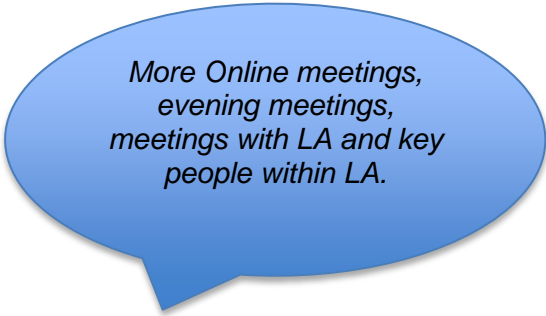
What covid 19 and the lockdown has shown is that a move to virtual work can be as beneficial as face to face is cost effective and has led to greater engagement from a wider and more diverse cohort of people.

#### **What FVP currently do**

As a result of this FVP have moved to a mixed model of delivery combining face to face with virtual on line platforms and a result are currently delivering:

- Virtual and sign-supported Community sessions (awareness of diversity and needs, improving the local environment etc)
- Themed virtual training and workshop sessions
- Videos of sessions uploaded to YouTube with sub-titles and signed support available to the wider community
- Sign posting to partner organisations and to statutory and third sector direct intervention services such as help with benefits.
- Information sharing, sign-posting and engagement takes place with wider community members, especially seldom heard groups.
- Work with LA on developing the local offer for parents and carers with children and young people with disabilities, SEND, ASD.

#### **What people have told FVP would help**



*More Online meetings,  
evening meetings,  
meetings with LA and key  
people within LA.*

## What FVP will do and how it will do this

- FVP will continue to utilise virtual working through their social media platforms
- Continue to record workshop sessions and ensure they are accessible throughout social media sites to make them more accessible on virtual platforms i.e. YouTube
- Set up a system where families can book the caravans on line
- Encourage feedback through their social media sites as well as through on line forums
- Develop virtual training for parents and carers
- Look at an on line schools offer

## Summary

This five year plan sets out challenging but achievable goals for FVP. The Strategy will be underpinned with a plan that monitors and oversees the outcomes it aims to achieve.

FVP will report regularly on its progress and continue to seek to expand its reach and secure funding not only to ensure the continuation of FVP but to encourage others to join as it continues to be the local voice of parents and carers and work with the LA and Health and partners in co-producing services.

FVP has been a very successful organisation for the past 15 years and this strategy will ensure it continues to support and achieve its goals and serve the local populations for families with children that have complex needs and disabilities