

<b>WORK AREA:</b>	Parent Carer Forum (PCF)
<b>BOARD/ STRATEGIC MEETING:</b>	Shared across boards/work streams
<b>PARENT REPRESENTATIVE:</b>	PCF Team
<b>REPORTING PERIOD:</b>	September 2023

<b>PARTICIPATION COVERED WITHIN THIS PERIOD:</b>	<ul style="list-style-type: none"> <li>• School's work</li> <li>• Parent carer emotional well-being</li> <li>• Health Survey</li> <li>• Parent/carer Hub sessions</li> </ul>
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### FORUM VIEWS/ ISSUES/ PROGRESS

- Progress on priorities within forum
- Highlight areas of difficulty in achieving any outcomes
- Performance against targets/ measurers (Outcomes Matrices)
- Forum concerns/ issues

New Outcomes Matrix for 2022/ 2023 PCC grant

FVP are on target with all three outcomes as measured by the activity occurring. (See progress in blue)

Outcomes	Examples of	Output/activity	How Measured
Parent's resilience and confidence is improved through peer-to-peer support, access to information and guidance and signposted to services/professionals		Parent reps and FVP activities (drop-ins, hub, online sessions and activities to facilitate participation), surveys and meetings identify barriers and challenges, issues and ideas. Training (Experts by Experience, Challenging Behaviours and Mental Wellbeing workshops) are subject to CCG/ICS funding.	Quarterly reporting on data, analysis, findings and feedback,  Topics of importance highlights emerging experiences, challenges and barriers parent/ carers face.  You said we did, annual reports
		<ul style="list-style-type: none"> <li>• Education provision for children with ASD</li> <li>• CDC stand</li> <li>• SENDIASS parent/carer HUB session</li> <li>• Next Steps Parent Workshop</li> </ul>	
Representation and reporting of parent's voices at strategic and operational boards across SEND results in making parent and child experiences visible, and contributes		Sharing information and practices, providing insight and lived experience with Officers, VCS, Health colleagues, schools/education. Reporting back to parents on actions,	

to service policy, and practice improvements

improvements etc  
Contributing to Ofsted inspections, CQC, local offer etc

Reaching out to seldom heard groups for their views/experiences

- 4 café meet and eat sessions.
- Up to October 1<sup>st</sup>:
- 2 Topics of Importance
  - 5 Surveys

Building trust and improving relationships between PCC services and parents

Developing relationships e.g., with settings, schools, SENCO network, parents evening, between education settings, PCC and Parent/carers.

- Next Steps parent session
- 7 school-based coffee mornings

Self-reporting surveys and feedback from parents.

#### BUDGET PERFORMANCE IF APPLICABLE (Narrative)

- Overview of performance against budget
- Difficulties and risks

No change from the previous Highlight Report.

#### Data sources and Details (Engagement Levels)

- Overview of parent carers engaging (numbers new and recurring)
- Data sets
- Demographics where known
- Numbers of surveys/ facebook polls/ session attendance -

#### Participation and involvement from Parents/carers in September 2023

Adult Gender	Male	6
	Female	60
	Other	

New / Returning PC	New	43
	Returning	6

Parent Carer Direct Contact	Web Form	3
	Parent	8

	Contact Form	
	In Person	3
	Email	1
	Phone	6

Ethnicity						
Category	Adult				Child	
	21/22	22/23	23/24 (Re-engaged)	23/24 (New)	21/22	22/23
White British	219	84	47	50	100	40
Gypsy or Irish Traveller	2	0	2	1	8	0
Roma	0	1	1	0	0	7
Any Other White Background	21	14	0	0	8	5
White and Black Caribbean	0	0	0	0	0	0
White and Black African	0	0	0	0	0	0
White and Asian	0	0	0	0	0	0
Any Other Mixed or Multiple Ethnic Background	8	1	2	2	4	0
Indian	8	6	3	4	10	4
Pakistani	12	11	12	13	19	6
Bangladeshi	0	1	0	0	0	2
Chinese	0	2	0	1	0	4
Any Other Asian Background	0	0	8	1	0	0
African	11	10	5	4	20	7
Caribbean	0	0	0	0	0	0
Black British	1	0	1	0	2	0
Any Other Black or Caribbean Background	0	0	0	0	0	0
Arab	0	1	1	1	0	0
Any Other Ethnic Group	7	0	1	2	2	0
Rather Not Say	1	1	0	0	0	0
Unknown	14	24	3	29	382	203

## PARENT REPRESENTATIVE VIEWS/ ISSUES/ ROLE

- Meetings attended (Title/ Number)
- Hours Devoted to forum work
- Methods used to gather parent carer views
- Number of parent carers being represented
- Any concerns identified by parent rep and who these have been fed back to
- Views/ Concerns Taken to Meetings
- Themes/ Topics taken from meetings

### Parent Rep Meeting Attendance

Due to the de-coupling from CCC, there has been some cancelled meetings until further notice. Those will be reinstated in the near future where the focus will be on Peterborough only.

Duration of meeting in Hours	Travel Time	Total Admin Prep Time	Overall Total
33	2	15	48

Our parent representatives have covered a wide range of meetings, including:

- All age co-production Collaborative
- Adult co-production Collaborative
- Next Steps parent session
- Childrens & Young People's Board (PCH)
- EHCP improvement meeting/SEND strategy
- PfA Health Group
- Travel training Resource and launch working group
- Gathering YP and families lived life experiences group
- PCC SEND Communications Group
- Children, Young People and Families Co production Collaborative
- Eastern Region SEND Forum
- CWD Operational Group
- SEND Information Week Planning
- Preparation for Adulthood Health Group
- ER Financial planning for the transition to adulthood
- Carers Programme Board

### Concerns from Local Authority Perspective:

- De-coupling with CCC means that some boards need to be re-instated
- Not enough awareness of the Local Offer, also known as PIN (Peterborough Information Network)
- Annual LD health checks

## PARENT CARER VIEWS/ ISSUES

- Views Via You Said – We Did
- Complaints/ Concerns
- Compliments
- Your Say Form

### **Parental Resilience:**

Over the past few months, we have been seeing a sizable decrease in parental resilience. Parent carers facing a lot of daily pressures: from school attendance, getting their children help they need, accessing diagnoses to financial pressures to keep their family going. Those pressures increase significantly when families are caring for more than one child with SEND

### **Education/School Attendance:**

After the Survey we have publishes in July 2023, we have presented the results to the Local Authority and the officers found the results rather worrying. In order to ensure that children with SEND access their education, they asked parent carers to get in contact with us so that the LA would be able to look into their cases and ensure that their children return to the full-time timetable at school.

Parent carers are getting increasingly worried about their children who are on the SEN register and are due to transition into secondary schools. They are worried whether their children will be able to have a good transition without the EHCP, whether their needs will be met at a much bigger school and whether their children will be able to cope altogether.

Parents have also reported that it takes a long time in bringing EHA's forwards, parents and schools left in limbo because it is taking too long and they receive no support in a meantime, putting increased burden/ anxiety on parents.

### **Accessing Mental Health Services:**

Accessing Mental Health Issues is still a worry to the parent carers. We have had some reports of children being out of education due to their poor mental health, yet they are unable to find appropriate support for their children. Due to increasing in complaints about accessing Mental as well as other Health Services, we have produced a number of Health Surveys as well as Facebook polls so that we could find out what is the underlying issue(s). We will present the results to PCC and health services in order to show what parent carers are experiencing on a regular bases and how those experiences could be improved.

### **Parent carers thanked us for our continuous support:**

We continue working closely with Peterborough's parent carer community, provide them with information, signpost them to the relevant services and empower them to seek for help when it's needed.

### **This is what parents have told us:**

*'FVP has provided me with Knowledge of who to contact and what support I can be pushing for for my daughter'*

*'Very knowledgeable and friendly thank you'*

### School Specific (IF RELEVANT)

- Schools Offer Update
- Details on any work with schools (setting etc)
- Details on parent carers engaging at setting level

We have had 7 school-based coffee mornings where we were able to meet parent carers from a lot of different backgrounds and were at different places with their children's SEND journey. Most of the parent carers we have met, wanted to find out more information about what services are available to their children and families and meet other people in similar situations. Parent carers wanted to find out more about the EHCP process, what is SEN register, what special school are in Peterborough as well as short breaks and other activities for their children. This is what some of the parent carers told us:

*'The entire session was interactive that made me feel comfortable'*

*'it was good to listen to others stories and their journeys'*

*'Feel more informed about EHCP plan and how it works difference between SEND and EHCP'*

During most of the coffee mornings, SENCOs stay with us, which really helps to build that bridge between parent carers and professionals. This helps parent carers feel more at ease when speaking to their child's SENCO, whether it is to ask for information about their child's progress or to raise any concerns.

This is what SENCOs had to say about our sessions:

*'This has been an amazing opportunity for parents to sit and chat in an informal setting about their children and circumstances. We will definitely be working more with FVP in the future'*

*'Parents were put at ease, felt safe to speak about their children and personal circumstances. The knowledge they brought to the coffee morning and personal experiences'*

### OTHER (IF RELEVANT)

- Feedback from other groups
- General feedback about wider issues/ services
- Planned changes/ work

14 SEND inspection reports have been published under a new framework. Each Local Area can learn from the outcomes, especially those aspects of SEND arrangements in local areas that have attracted the most priority actions and areas for improvement.

SEND arrangement that have attracted the most recommendations:

- Access to health services
- Identification and assessment. Mainly EHCPs and their review. Includes timeliness, quality of content, experiences of families, QA arrangements
- Joint commissioning. Mainly related to the quality and use of information to support commissioning and the evaluation of the effectiveness and impact of commissioned services
- Co-production. Mainly related to information and communication to help C&YP and families make informed choices and co-produce their plans
- PfA. Includes transitions from children's to adult services and/or lack of a strategy and oversight by leaders