

1st April 2022 to 31st
March 2023

Participation, Engagement and Involvement – Charity and Forum Annual Report



fvp

Family Voice Peterborough

4/10/2023

Executive Summary

Purpose

At the time of writing this report there are many unknown variables that could impact not only on Family Voice Peterborough (FVP), but also the beneficiaries to the charity. The current cost of living crisis which has been ongoing since the last period of lock down associated with pandemic known COVID 19 (C-19) is now truly being felt by many people. This is also occurring at the same time as an ongoing climate concern which is leading to increased utility costs. There are also many changes occurring nationally and locally of a political nature which lead to some disruption of a focus on SEND services.

Locally in particular there has been some uncertainty in the work of the Parent Carer Forum (PCF) due to external variables beyond the control of FVP; Local Authority (LA) staff changes at a strategic level leading to changes to key contacts of the PCF, the uncoupling of shared services between Peterborough and Cambridgeshire, concern over the LA financial position impacting on the financial planning of the Charity as a whole, the move from Clinical Commissioning Groups to Integrated Care Systems affecting work and funding of the PCF in particular to name just a few.

Whilst this is happening there has been more demand for PCF involvement and a strive towards ensuring coproduction across SEND services which has created capacity concerns. At a strategic level across Health and the LA the need for PCF involvement has grown, not waned and strategically despite staff changes work continues to ensure participation and coproduction are embedded and facilitated across all levels.

As reported last two years (20/21 and 21/22) the move towards better participation and coproduction was driven in part by the outcome of the area wide CQC/ OFSTED SEND (Special Educational Needs and Disability) Inspection which resulted in the requirement of PCC to produce a Written Statement of Action (WSOA). Despite the WSoA now having come to an end after the areas revisit, work was identified in one area of particular which required a focus on Preparing for Adulthood (PfA) in the form of an Accelerated Progress Plan (APP). This report will identify this as a key area for some parent carers too.

It is important to reiterate that external political, economic and environmental factors are still impacting on how SEND services are delivered and experienced, as detailed briefly above. All of which affects many areas of the lives of families locally.

The report will also be set into two sections; the first will focus on the specialist work of the forum which is a function of FVP as a charity and the second section will form the Trustees Annual Report. The report will present qualitative and quantitative data to demonstrate the experiential impact of the changes that have occurred especially in the past financial year. This report will examine what has occurred in the last financial year, and the themes identified are looking to continue going forwards. For a full picture over time of the impact of the reforms previous reports are available to review and can be found on our website www.familyvoice.org. The reports can be read together or as separate documents.

SECTION ONE

This report will be the last one that combines information relating to joint funding by PCC/ Integrated Care Board (ICB) to deliver work around CAMHs Transformation, Special Educational Needs and Disability (SEND) and Seldom Heard in one amalgamated funding stream. From the next financial year the ICB and PCC will fund FVP separately so the financials in this report will be separated slightly in preparation.

The funded work has built on work already established and the following themes have been identified:

1. More engagement is taking place from a younger cohort of parent carers who are less disenfranchised with services.
2. Mental health and wellbeing of households is a growing concern due to a range of factors, but one key factor is household income and the rising cost of living.
3. Parent carer resilience is still decreasing to the point now where they are struggling to cope and seeking more practical support.
4. There has been an increase in seldom heard communities engaging in the work of the forum and a broader more diverse range of parent carers and community leaders have been attending a range of sessions online, hybrid and face to face.
5. Parent carers in the annual survey are generally reporting more positively across most areas relating to SEND in relation to joint working, early help, assessments and support. However for some information remains a general concern especially in relation to being able to find information.
6. There has been an increase in demand of topics relating to mental health and family support.
7. Preparing for Adult (PfA) remains a concern especially in relation to finances, what the future holds and what services are available for young people approaching adulthood.

SECTION TWO

The wider work of the charity detailed in section two makes reference to the assets retained for charity use namely the community centre and caravans and explores further the ongoing impact of the current cost of living crisis.

Key Themes:

1. Use and sustainability of the Caravans and Centre
2. Parent Carer wellbeing
3. Seldom Heard Communities engagement
4. Charity business planning – sustainability, growth and marketing.

Acknowledgements

This report would not be possible without; the level of co-production the forum has achieved between the Local Authority, ICB, Local Health Trusts and Educational Settings and the number of parent cares willing to participate with the forum and afore mentioned partners.

CONTENTS

Details	Page No.
Report Introduction	4 - 6
SECTION ONE – CAMHs Transformation, SEND and Participation	
Introduction	8 - 9
Outcomes Matrix	10 - 11
Overall project work costs and data	12 - 13
CAMHs Work	14 – 20
SEND Data and Schools Engagement	21 – 25
Seldom Heard Engagement	25 - 26
Co-production and Change	26 - 29
Analysis	29
SECTION TWO – Family Voice Peterborough As A Charity	
Chairs Forward	31
Trustees, Structure and Governance	32 – 33
Staffing and Volunteering	33 - 34
Objectives and Activities	34
Social Impact	34 - 39
Achievements and Performance	40 - 45
Charity Assets	46 - 52
Financial Review	53 - 57
Trustee Statement	57 - 58
Forward Plan	59

Report Introduction

Much of the following information in the introduction has been detailed in previous reports, but as the report is designed to be a standalone document it is pertinent to still repeat some information. The information also helps to create a comparison with previous years and show the journey FVP has been on a charity and the growth and development of parent participation locally for the Local Authority and Health Partners from the perspective of FVP.

The evidence presented in the report has been gathered utilising qualitative and quantitative methodologies but the report is not intended as a research paper. Rather the use of evidence is to demonstrate what outcomes have occurred or may be occurring in relation to work programmes. The data is to show trends, and progress and no attempt is being made to draw any conclusions. This report will also contain some viewpoints/ concerns of the forum regards to how experiences of parent carers are still being detrimentally impacted by the ongoing cost of living crisis and now wider social and political determinants whereby access to services/ support appears to be more difficult.

A brief overview of FVP will again be given in this introduction as a means to putting in to context the different functions of FVP as a Charity including the changes as a result economic and political and other ongoing concerns.

Forum Context

The Parent Carer Forum (PCF) function of FVP is integral to charity and has been a function since FVP formed initially as PCF steering group in 2009. FVP is recognised as the Department for Education (DfE) designated parent carer forum for the City of Peterborough and as such is also a member forum of the National Network of Parent Carer Forums (NNPCF). FVP goes through a fairly rigorous process to draw on forum specific money nationally which then enables funds to be accessed locally.

Annually since 2010 FVP have applied for funding from the DfE via Contact (national support partner of parent participation working with NNPCF). The grant value currently stands at £17500 and is paid in two instalments. As part of this process, an MOU is signed by the LA accepting FVP as the designated parents forum. The LA then pays another grant to FVP as a form of top-up funding. This second grant is outside of general commissioning guidelines as it is a unique provider grant. You can only have one parent's forum per authority and this forum must be recognised as a forum by the DfE and a subsequent member of the ERPCF and NNPCF.

The main aims of the PCF element of FVP are to:

1. Continue to support and deliver help advice and guidance around SEND. In particular ensuring co-production and the implementation of the priorities and action plans within the SEND agenda and all other associated strategies.
2. Ensure parent carers are included, heard and enabled to participate in a way which meets their individual needs and requirements.

The work of the forum takes place from commissioning through to provision and across the LA and Health sector, with some work falling within the remit of FVP as a forum but outside of the scope of any grant funding. In the past year with some slight changes parent carer views have been gathered via; social media using discussions in a chatroom and online Polls,

online surveys, chat messages via zoom/ teams events, recording of parent carer contact via email and/ or phone, recordings of parent carers in zoom sessions and case studies for publication in the local press. All the information gathered is collated in to reports and fed back to key partners by parent representatives in various meetings.

FVP work the Local Authority and Health to find solutions to concerns raised by parent/carers. This way of working does not deliver instant results and changes that take place may not be easily recognised by individuals.

Charity Context

FVP current legal status is as a Charitable Incorporated Charity (CIO); registration number: 1171389. FVP's charitable purpose is defined in the following objects *'to relieve the charitable needs of disabled children and children with complex needs and their families and carers in Peterborough in such ways as the trustees shall think fit, in particular by the provision of advice, information, support and advocacy'*. FVP operates under a foundation model where the trustees are the members of the charity and the CIO holds the assets of the charity. The charitable assets are a community centre and two caravans. FVP have engaged with approx. 304 known parent carers at some level across a range of activities and communication channels. FVP are supported by board of trustees which has gone through immense change in the past year, which has resulted in it being far more reflective of the diversity of the City of Peterborough. The board provide strategic direction and oversight and a small team of employees supported by regular and ad hoc volunteers to conduct the operational work of the charity.

Community Provision

FVP have a full asset and maintenance lease for the Goldhay Community Centre which was finalised as part of the Asset Transfer programme in 2020. The centre is used as the head office of the charity and is a hub for the community where local residents and the wider community can access a variety of services delivered by many different groups and organisations. All centre use was stalled during the periods of closure linked to the global pandemic COVID-19 (C-19) and it has been slow progress getting back to previous centre usage figures. The community provision enables support, information and advice to be provided by different groups and organisations based on need and requests from those who use the centre.

Short Breaks Provision

FVP own two caravans which are used to supplement the short breaks offer to families with SEND children and young people in Peterborough who receive priority in terms of booking especially in peak periods. The caravans are assets of the charity and the full responsibility of FVP in terms of management, sustainability, upkeep and use.

The caravans have seen extensive growth in relation to usage since 2012 when there were only 4 bookings. Year on year there has also been a change in booking preference to 3 and 4 nights now being the preferred option. Since C-19 changes were implemented by both caravan sites and due to age of the caravans it has been harder to get back to bookings seen pre C-19. Although it should be noted many families still seek out use of the caravan with some returning year after year.

Participation/ Engagement/ Involvement April 2022 to March 2023

Headlines

1. 300 known parents in total have been involved at some level via virtual meetings/ events/ online activities/ Facebook Polls and Discussions.
2. >100 professionals have been involved at some level via virtual meetings.
3. 515 parent carers have taken part 16 online surveys or face book polls.
4. Parents have self-reported being members/ attendees at; Peterborough District Deaf Children Society (PDDCS), Peterborough Area Down Syndrome Group (PADSG), Little Miracles (LM), National Autistic Society (NAS), Autism Peterborough, Shine, Caring Together and the Aiming High Group (AHG)
5. Children's/ Young people disabilities/ needs have been reported by parents as including (This list is not exhaustive);
 - a. ASD, ADHD, (This is the most prevalent condition reported)
 - b. Global Developmental Delay (GDD),
 - c. Foetal alcohol spectrum disorder (FASD)
 - d. Speech, Language and Communication Needs (SLCN),
 - e. Complex Health, Obsessive Compulsive Disorder (OCD),
 - f. Cerebral Palsy (CP),
 - g. Tourette's,
 - h. Learning Disability and Difficulty (LDD),
 - i. Hearing Impairment (HI), Depression, Behavioural Needs,
 - j. Achondroplasia,
 - k. Goldenhar Syndrome,
 - l. Downs Syndrome,
 - m. Hypochondroplasia,
 - n. Health Needs including conditions such as Epilepsy and Type 1 Diabetes
 - o. Spina bifida and Hydrocephalus
 - p. Physical Disabilities
 - q. Anxiety Disorder
6. 13 new fathers have been involved which is a decrease on the previous year and 1 father has had regular involvement in person and another via social media.
7. Parent carers reported the ages of their children/ young people as between 2 to 34.
8. Participation methods used included; Online sessions (Open Forum and Seldom Heard), Coffee Mornings in person and online, some community activities where possible, Surveys and feedback forms.
9. Evidence is both qualitative and quantitative in nature.
10. Ethnicity has been self-reported as; White British, Gypsy or Irish Traveller, Roma, Any Other White background, Any Other Mixed or Multiple Ethnic Background, Indian, Pakistani, Chinese, African, Black British, Any Other Ethnicities

Introduction

FVP have conducted work across a variety of areas as the forum for the Peterborough City Council (PCC) and Cambridgeshire and Peterborough Integrated Care Board (ICB). The ICB was previously the Clinical Commissioning Group prior to July 2022. All funded forum work conducted regardless of whether for PCC or the ICB has a participatory focus with the aspiration of working towards achieving co-production.

CAMHS Transformation (s256 work)

This year the work funded for the s256 element of the grant programme was slightly different with a variation on previous years. Although there was an expectation to conduct work relating to behaviours that challenge and health engagement the outcomes for this area were broadened to include a focus on parental mental health and wellbeing. The hub was recommenced and more work was conducted relating to accessing support and signposting. The Care Education and Treatment (CETR) Review work also continued under this area with a new Expert by Experience (EbE) being recruited to the team.

SEND and Schools Engagement

This area of work has seen engagement and participation across a number of areas from 300 individual parent carers. The participation has taken place through a variety of methods including; online polls and discussion via social media channels, online surveys and via virtual meetings. Schools has stalled a little, as stock is taken of where FVP is the schools offer work is rolled out more formerly. The work this past year has taken a slightly different approach and focused more on engagement with the SENCo Network; contact with settings regards their SEN Information reports.

Data Gathering

Data to ascertain parent carer views and experiences has been via online surveys, case study work, feedback forms ate events and discussions with parents via email or phone. More video evidence exists of the participation work of the forum as well through the use of Zoom recordings which have been shared via YouTube https://www.youtube.com/channel/UCN-Zqf_9Sbz0a_kTQ1SsY2w.

Seldom Heard Engagement

Work has continued in this area in relation to general engagement and facilitating participation through hybrid and face to face events. A community development worker (CDW) has also invested time in outreach work to identify new contacts and groups; the CDW has also been supported by a Parent Representative who may be considered as Seldom Heard. The virtual forum has continued to bring together community leaders, professionals and parent carers to focus on a range of topics chosen by those who attend the sessions. Outreach work has also taken place, with attendance at other community events.

Coproduction and Change

The use of Topics of Importance (ToI) has continued as a means to demonstrate more clearly what views and concerns are being reported by the forum to PCC and the CICB and what was being done as a result. This way of working has been actively adopted and in part resulted in

a new participation page on the Local Offer. There has been a higher level of coproduction and change in the past year which this report refers to.

Table One – partial matrix to demonstrate what has been achieved so far by inclusion of examples of outputs and measures.

Outcomes	Examples of Output/activity	Successes, Challenges and Learning	How these are Measured/ reported?
<p>Parent’s resilience and confidence is improved through peer-to-peer support, access to information and guidance and signposted to services/professionals</p>	<p>Parent reps and FVP activities identify barriers and challenges, issues and ideas.</p>	<p>Signposting is used to enable parent carers to have access to information and support which facilitates improved resilience and confidence in knowing the system and how to access it. This is achieved via contact using FVP’s web form, email, phone or face to face. FVP also hold parent carer coffee and signposting events on a monthly basis at which it is possible to provide the information parent carers need, signpost them to relevant services or just provide a listening ear in order to help and alleviate some of the pressures that parent carers are experiencing. FVP are also hosting Mental well-being workshops as well as emotional coaching, and also family based activities, such as summer BBQ, Activity World soft play sessions, seaside and Theme Park trips. Having face-to-face activities helps FVP to increase engagement and participation from parent carers, however this is very costly and time consuming for staff and volunteers.</p>	<p>Provide real world information and data from parent/carers to enable service improvements.</p> <p>quarterly reporting data, analysis, findings and feedback from parent/carers.</p> <p>Topics of importance and/or reports to the SEND Exec and SEND Partnership Board highlighting emerging experiences, challenges and barriers parent/carers face.</p>
<p>Representation and reporting of parents voices at strategic and operational boards across SEND results in making parent and child experiences visible, and contributes to service</p>	<p>Sharing information and practices, providing insight and lived experience with Officers, VCS, Health colleagues, schools/education. Reporting back to parents on actions,</p>	<p>FVP have held monthly Seldom heard sessions and reaching out into a wider community to ensure that their voices are being heard. FVP produce Topics Of Importance based on what the families are saying and what themes are emerging. This helps to ensure that their experiences are visible to the service providers. FVP have also carried out co-production and participation events, such as SEND Strategy, Home to School Transport and similar. FVP’s Parent Representatives have attended a wide range of meetings with health colleagues,</p>	<p>‘You said we Did’ and, annual service reports</p>

<p>policy, and practice improvements</p>	<p>improvements etc</p> <p>Contributing to Ofsted inspections, CQC inspection, local offer etc</p> <p>Reaching out to seldom heard groups for their views/experiences.</p>	<p>Local Authority and other third party organizations where they shared the experiences of local parent carers. FVP always ensure that parent/carer voices are being heard at various meetings, however it can be difficult to engage with parent carers without 'giving something back'. It is important to note parent carers are more likely to engage if they are receiving something tangible in return. Service change takes time and can perceived lack of LA responsiveness can lead to disengagement</p>	
<p>Building trust and improving relationships between PCC services and parents</p>	<p>Promoting and supporting positive relationships e.g. with settings, schools, SENCO network activities.</p>	<p>FVP have facilitated quarterly Listening Events with Local Authority as well as health partners where parent carers can share their lived experiences and have their voices heard. FVP also attend SENCO conferences, training sessions and schools' coffee mornings where the lived experiences of parent carers are shared in order to help the professionals to understand what it is like to have a child with SEND and what it is that parent carers want. By attending those events FVP help to bridge the gaps between parent carers and professionals, help them communicate effectively and understand each other's views. Although FVP are commissioned to deliver a schools offer, it is only applicable to maintained schools and not academies therefore it is more difficult to engage with the academies.</p>	<p>Self-reporting surveys and feedback from parents.</p>

OVERALL PROJECT WORK COSTS AND DATA

Pricing Schedules

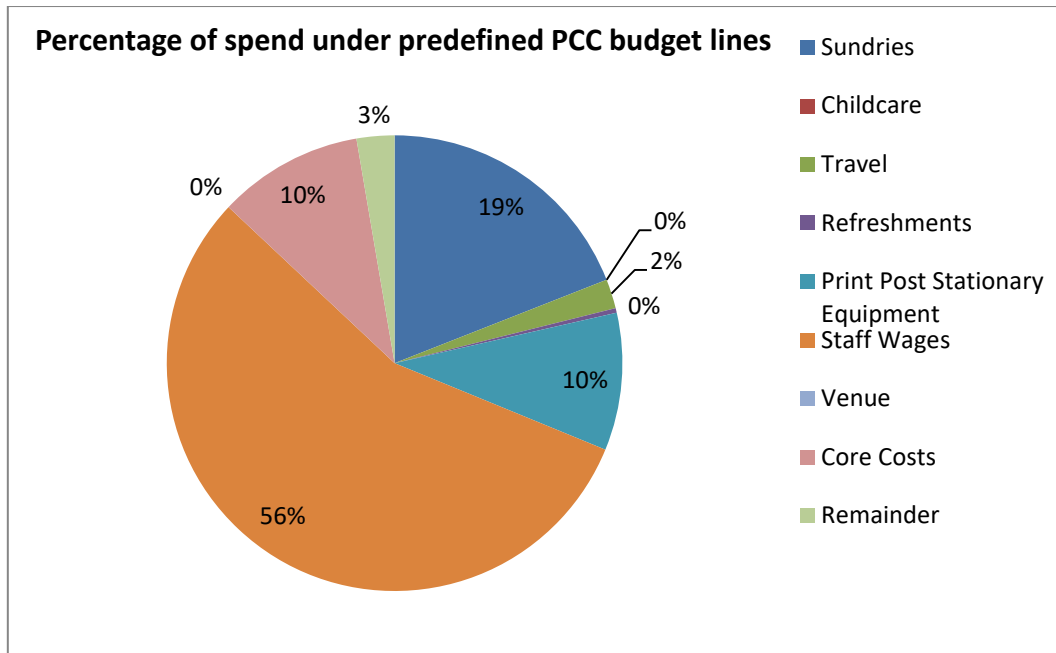


Fig.2 PCC Pricing Schedule

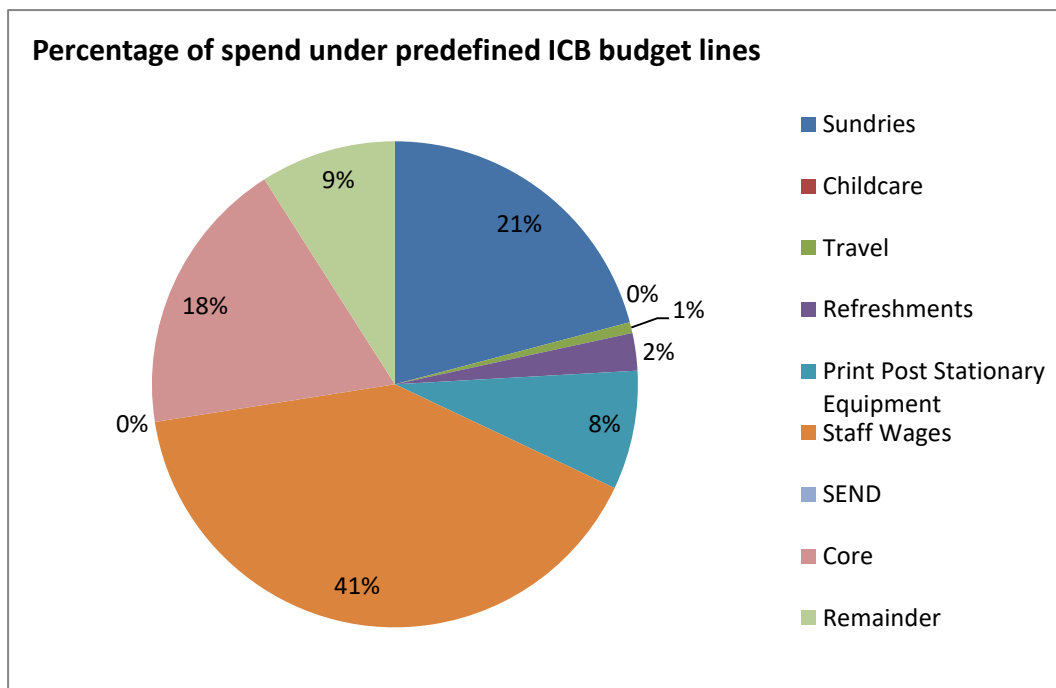


Fig.3 ICB Pricing Schedule

At the request of funders in preparation for a separation of grant funding in 23/24 accounts were disaggregated and separate pricing schedules created as above.

The remainder from both grants is for set aside for staffing liabilities in 23/24 whilst FVP wait for 23/24 funding to be paid. The majority of each grant has been used to cover staffing

to deliver on any outcomes. Without staffing and also covering core costs it would not be possible to deliver on the requirements of the grants.

Overall Data

Type of Session	Number of Sessions	Activity Hours	Administration Time	Total Hours	Number of Parents/ Beneficiaries
EPP	0	0	0	0	0
CB	0	0	0	0	0
Wellbeing Training	5	20	10	30	16
Parent Carer Hub	5	6	8	14	9
Themed Workshops (Open Forum)	2	4	4	8	10
CETR	69	345	690	1035	69
Information Stands	17	76	16	92	680
Virtual Sessions (SHCF)	6	12	16	28	55
CDC Sessions	1	4	1	5	20
Focus Groups	6	4	8	12	14
Schools Offer	7	14	14	28	41
Conference	1	8	0	8	95
Surveys	16	0	0	0	515
Family Based Trips/ Activities	93	0	0	0	2584
Strategic Meetings	136	544	200	744	7
Volunteer Support (activities)	4	367.0	0	367.0	42
Hall Hire	509	1281	2562	3843	Unknown
Caravan Hire	64		128		230

Fig.4 Grant funded work for 2022 to 2023

A brief comparison with data from 20/21 to 22/23 shows that there was an overall year on year increase in all areas. This is in part due to moving back to face to face work, and being able to hire out the community centre.

Number of Sessions			Total Hours			Beneficiaries		
20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
425	683	941	1094	1648.5	6224	2342	3409	4391

Fig.5 Comparison across years

CAMHs WORK

Predicted CAMHs Work Data

The following were predefined as measures of the outcomes relating in particular to the Challenging Behaviour (CB) workshops, Expert Parent Programme (EPP), Hubs and CETR's. Other elements of the work did not have predefined targets detailed as numbers but rather as set work.

	Predicted Sessions	Predicted Hours	Predicted Beneficiaries
EPP	1	6	15
CB	1	3	15
Hub	4	12	12
CETR	36	180	36
EHWB	4	20	33
Food/Warm Hub	25	125	600
Sign Posting		30	30
Totals	71	376	741

Fig.6 Predicted data for CAMHs funded work

Predicted CAMHs Work Costs

Based on the predicted data if a cost analysis is conducted for the CAMHs element of the work the following can be ascertained:

Actual Grant Funding	22/23
Total Funding	£34,600
Number of beneficiaries	540
Funding/ Hours	£106.79
Funding/ beneficiaries	£64.07

Fig.7 Predicted CAMHS data/ costs

£25,000 from CAMHs Transformation and £9,600 CETR top-up equates to the £34,600 detailed above.

Actual CAMHs Work Data 2018/19 to 2022/2023

	Actual Sessions					Actual Hours					Actual Beneficiaries				
	18/19	19/20	20/21	20/22	22/23	18/19	19/20	20/21	21/22	22/23	18/19	19/20	20/21	21/22	22/23
EPP	4	5	1	1	0	40	45	7	3	0	30	41	6	10	
CB	4	5	3	1	0	25	30	1	4	0	21	41	15	6	
HUB	6	6	3	4	5	29	20	6	12	24	8	20	4	8	
CETR	38	39	59	61	36	311	279.5	354	305	1035	28	39	56	61	
Well Being	0	0	0	4	5				12	30				17	
Food/Warm Hub					25					300					817
Sign Posting					129					258					129
Total	52	55	66	71	200	405	374.5	368	336	1647	87	141	81	102	946

Fig.8 Actual data for CAMHs funded work

Variance

	Yearly Data					Variance
	18/19	19/20	20/21	21/22	22/23	22/23 compared to 21/22
Grant Total	£30,850.00	£30,775.00	£32,725.00	£35,800.00	£34,600.00	-£1,200.00
Total Hours	405	374.5	368	336	1647.00	1311
Beneficiaries	87	141	81	102	946	844
Funding/Hours	£76.17	£82.18	£88.93	£106.55	£21.01	-£85.54
Funding/ Parents	£354.60	£218.26	£404.01	£350.98	£36.58	-£314.40

Fig.9 Variance Data 21/22 to 22/23

Between 21/22 and 22/23 there was an increase in number of hours worked and number of beneficiaries but a slight decrease in overall funding for the work. This is different to the previous years 19/20 to 20/21 where there had been a decrease across all areas. The introduction of the sessions looking at parental wellbeing to facilitate their caring of their CYP led in part to the increase in the numbers of parents engaging in sessions as has providing access to support to alleviate the impact of the cost of living.

Training

The training delivered to parent carers as part of the CAMHs funded work remains a vital service, but this area continues to be impacted by the effects of C-19, changes in parental needs and a lack of suitably qualified trainers in some topics which has resulted in much hesitancy over working face to face, and training attendance more generally, although this is slowly changing as demonstrated in the desire to attend emotional health and wellbeing session. The Expert Parent Programme has not been delivered as it is based on the old health structure and the host organisation are no longer delivering the programme or updating course materials.

Parent Carer Hubs

Attendance at hubs is improving but there remains a high level of no shows/ cancellations which brings actual attendance figures down.

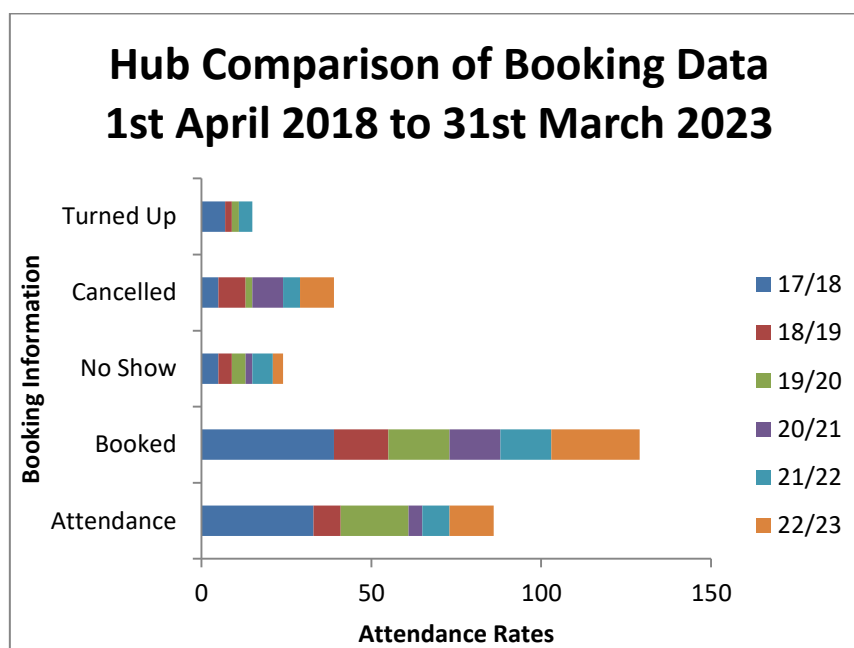


Fig.10 Hub Participation Comparison Rates from 2017-2023

Food Support/ Signposting

An area FVP started in 2020 to 2021 and continued in the past year (22/23) was the provision of food and phone/ email support. Although not strictly linked to the planned work relating to this part of the funded work it was felt it was necessary given the impact it has had on the mental wellbeing of the parent and subsequently the wider family. The work for the provision of food was also supported by a PCC grant used to purchase provisions. The hubs were a move away from food parcels, as people could attend and collect food at the same time.

Number of Sessions	Number of attendees
20	420

Fig.11 Food Support

Overall	Xmas Box Beneficiaries		
	Parents	Children With Out SEND	Children with SEND
89	130	172	67

Fig.12 Food Support – Xmas Campaign

Total Contact	Follow up required				
	Phone	Web form	In Person	Email	Contact Form
148	52	30	20	13	33

Fig.13 Signposting Direct Contact

Themes

When parent carers contact FVP for anything as information is gathered as to why support may be required. Themes have centred on:

- Access to short breaks/ respite
- Educational advice
- Advice on how to access social care
- CAMHs and Mental Health
- EHCp assessments
- Early Help access
- Housing Advice
- Access to community provision
- Isolation and social exclusion
- Poor communication between LA and family
- Financial concerns
- Preparing for Adulthood

Impact of ability to Care and Mental Wellbeing

Over the course of the past year a series of surveys have been conducted that have looked at a range of topics from Carers Support through to PfA; with three in particular providing the opportunity for parent carers to provide details of the impact of what has been happening

globally and locally on themselves and their families. These surveys were “Cost of Living”, “Carers” and “COVID Experience Update”.

Some of the key findings were:

- There is an ongoing negative impact on emotional health and wellbeing.
- Household finances are being impacted heavily by external factors.
- A sense of isolation still exists.
- Support across a range of areas is lacking.

Across these three surveys there were 89 responses, with the predominant ethnicity being White British, and the main area of need of the CYP was ASD followed by GDD. Parent carers also mentioned having CYP with complex health needs, VI and/ or HI, genetic disorders, and physical disabilities such as spina bifida. The ages of the CYP ranged from 1 to 22 with the majority falling in the 5 to 15 age range. The predominant gender of the CYP was listed as male. Unlike with previous surveys conducted in previous years, a small number of parents opted to not declare their CYP Gender.

The surveys also asked parents to provide as an option details about their wider household, responses showed whether the households were single parent and whether the household was in receipt of benefits. This question also highlighted the increasing number of households where the parent carer is sandwich caring and may also have their own physical or mental health needs.

Mental Wellbeing

When asked about the impact of caring the majority linked the impact of caring to their mental health and wellbeing.

When asked in the carer’s survey to expand on “How do you believe that caring for a child/young person with SEND affects you?” the following statements were provided:

- *Everyday life, holidays, where we can go and meltdowns, not wanting to go to school*
- *all focus on SEND child and supporting their development*
- *Well being not been able to work for 18 years and isolation, challenging but empowering at same time*
- *Stressing,*
- *Sometimes I feel lonely*
- *Makes me think about things differently*
- *I worry a lot more, I am exhausted from needing to work to pay for his needs and activities and of course household bills, I don't sleep very well, I am less patient than I used to be, I no longer have any energy to do anything, everything from housework or taking my child out is like a chore. I also don't have time for my next older child, he has exam pressure and stress and spoke about not wanting to live recently due to school bullying, feeling a failure - so have been more tearful recently whilst I try to make more time for my older son.*
- *Isolated*
- *Socially isolated exhausted mentally drained*
- *Depression, anxiety, feelings of isolation, left out, no life other than my sons needs*

- *Worried sad who will look after them*
- *Stress, ill health, worrying all the time and tired all the time*
- *Main thing is the worries for their future who will look after them if I die.*
- *I too have physical and mental health issues*
- *It is exhausting and leaves little time for me to have to myself and withy other children.*
- *Extra stress, work issues, lack of support from family/friends*
- *I dont have alot of free time i have to do all her banking and checking of everything but its manageable*
- *Hits hard, you feel alone and feel that you are always judged*
- *It's a struggle and not much support*
- *Profoundly disadvantages me. Socially, economically, health wise...*
- *I don't have any childcare support around me. The childcare on offer is non existent for send children. What is on offer is unsuitable. Sorting childcare stresses me out when I am working. Carers allowance is a pittance. It means I can't have the career I want. Employer expectations do not consider caring for send children. The lack of support in general we get impacts us all. My 10 year old without needs suffers mentally. My 19 year old can't look after herself, there is nothing out there that helps her to achieve independence for young people who are reasonably intelligent. It is assumed intelligence and independence are linked when they are not. My 5 year old had to wait a year before getting an OT appointment which meant I had to give up my job to be able to support him.*
- *It affects every element of life. I can not work. Emotionally and physically it is very difficult. We have spent a lot building an annex to move my parents in for extra support*

What can be seen is how parent carers experience stress, isolation and exhaustion. The above quotes clearly show how mental wellbeing is impacted by SEND.

Household Finances

For the carers survey 77.78% felt that caring led to household financial pressures. The financial pressure on households is backed up by the number of families who still needed support with food as shown in fig.11. The hamper request form used to gather information for funding purposes enabled people to provide further information as to why support is required. The following has been provided:

- *Everything has got so expensive, and the necessities are becoming luxuries*
- *Everything is so expensive, and I have trouble juggling the household finances, while still managing the school runs, and feeding everyone. And now electric costs are spiralling too*
- *My husband is unable to work due to disability, and our finances are so stretched.*
- *I'm homeless and struggling to manage as I only get 184 pounds per month. It goes nowhere!!*
- *Money doesn't go as far as it used to, and I'm really struggling to prioritise bills, food, and baby goods*
- *Restricting times and how long putting heating on because of cost, after bills paid we have not much left over at all.*
- *Struggling for food and bills being a low income family*
- *Struggling with bills and shopping, unable to heat home*

- *Has a big impact on us as not sure how we going to pay everything with limited income*
- *Badly as supporting others in need also not easy*
- *Struggling*
- *Money doesn't seem to go very far, and what we're once necessities, are now luxuries.*
- *Struggling with food and electricity with high rent*
- *Very hard*
- *I have had no income for 4 months and am being evicted*
- *"Like many, I am trying not to put the heating on and buying extra blankets.*
- *It means I cannot afford to buy a lot of meat and expensive food items so diet is not so good.*
- *We have cut out treats/activities and life has become quite boring without outings. "*
- *Less money to do activities and family time*
- *Arrears in gas and electric*
- *No money, sleepless night and upped antidepressants!*
- *It's crippling us especially with cost of gas and electricity and food price rise I'm really worried about getting through winter*
- *Having to keep the house warm to prevent ellie having hypos and cost of food and petrol . We use more electricity as dad never leaves the house due to mentle health*
- *Choosing cheaper vegetables than going for high priced food items,using cycle or for commutation instead of using car.*
- *Expensive*
- *Badly. I am struggling so bad with food and bills*
- *A great deal. The cost of gas and electricity and food*
- *It's very hard financially.*
- *Hard*
- *We have to be careful how much electricity and gas we use but as both disabled this is difficult.*
- *We are struggling to keep our home warm for our girls, put decent meals on the table or have decent snacks for addy with autism and food sensitivities. We also had our £300 Christmas savings stolen so now are struggling to divide the one income to provide a Christmas for the girls*
- *We are struggling to heat our house as we use our conservatory as a front room but can't afford heating.My children don't even have one Xmas present.Food is getting so expensive*
- *Very very hard*
- *Very badly*
- *Very difficulty living*
- *Food fuel heating days out*
- *"We cannot afford for us both to go to work due to the childcare costs so therefore we have one wage and some benefits(uc) this is helping us get by but we are struggling with bills and many times having to not put heating on as we cant afford the high costs of gas/electric.*
- *There is higher costs in food shopping due to my son being allergic to milk too.*
- *My daughter had many heart surgeries so i had to stay off work to look after her first but now she is ok but this took its toll on increasing debts and then the cost of living going up has added to this. "*

- *Really struggling. Currently 32 weeks pregnant and still working. Suffer from health conditions myself.*
- *Struggling for gas and food*
- *It is hit our family very hard we've recently lost my dad he passed away due to heart failure my Mum is not in the best of health and is a struggle to heat the house and put food on the table Christmas has become very stressful every day is stressful*
- *We are struggling with bills food and everyday living*
- *It's affecting us badly, feeling very cold at night.*
- *Less activities, less celebrations, higher bills*
- *Trying to juggle, coping*
- *The cost of fuel is expensive and as I use my car for work it is difficult to make ends meet. We like to eat healthily but this is increasingly difficult.*
- *Struggling with energy bill*
- *Struggling with bills and food.*
- *Struggling to pay bills, rent and childcare.*
- *Energy bills and food stuff re on the rise.*
- *Struggling with Energy bills at the moment*
- *Mainly its affected our ability to heat the house and do normal food shops.*
- *In financial distress wife is disabled waiting 14 weeks for pip to be awarded.*
- *It's very difficult and expensive*
- *Cost of living is really affecting me as my energy bills are extortionate! It's a choice between heat or eat at times! It's a major stress.*
- *Low income family. The whole family only rely on husband's income as a chef in a takeaway.*
- *yes massively affecting us*
- *It's worrying me. I get state pension and then the money is gone again.*
- *Living crisis is making it hard to cover everyday costs*
- *Can't afford to live, can't afford my rent. It's either pay my rent or buy food*
- *My husband is self employed taxi driver with cost of living gone so high we are finding it really hard to keep head above water. Bills so expensive work is really quiet*
- *Single mum working many jobs trying to support the family*
- *We are very concerned, but fortunate to have a wood burner. Still we wait till we really NEED the heat to put it on. Christmas is scaled way back.*

SEND DATA AND SCHOOLS ENGAGEMENT

The SEND Data is broken down into themed workshops, focus groups, working with schools and surveys. There has been a gradual move back to meeting face to face with some sessions utilising a hybrid method based on need of those participating.

Participation and Engagement Sessions

There have been a total of 15 participation sessions through virtual methods with a total of 65 overall attendees. The school sessions had the highest level of engagement.

	SESSIONS			ATTENDEES		
	(20/21)	(21/22)	(22/23)	(20/21)	(21/22)	(22/23)
Focus Groups	2	6	6	5	21	14
Open Forum						
Sessions	1	6	2	6	78	10
Schools						
Meetings	3	9	7	15	38	41
Totals	6	21	15	26	137	65

Fig.14 Total number of sessions and attendees across types of work

It can be seen from Fig.14 above that across the past three years have fluctuated with the highest fluctuation being in relation to open forum sessions.

Schools Engagement

Schools engagement has been conducted mainly with Beeches school face to face sessions with all parents or fathers. St Botolph coffee morning saw the highest level of attendance.

School Session	Attendance
Beeches Coffee morning	4
Beeches Dad's group	3
Middleton School	3
Beeches Coffee morning	3
Gladstone Primary	2
Botolph Primary School - Coffe Morning	22
Lime Academy Orton Open Evening	4

Fig.15 School Session Attendance

Online Surveys

Survey	Response Rate
Preparing for adulthood	13
Cost of Living	38
COVID	20
Carer Support	33
Changing Places	20
Education	5
Cease to maintain documentation	2
Sensory impairments and community/ education access	13
Continence	16
SWOT	34
SEND Strategy	12
Therapies/ Wheelchairs	21
Annual Survey 22/23	244
Digital Access	30
Post 16	4
SEND Transport	10

Fig.16 Total number of responses per survey conducted

A number of surveys have been completed and are designed to be anonymous. The surveys do have filter questions so they are completed by parent carers in Peterborough only. It is important for the surveys to be completed by this specific group as the results are intended to inform commissioning in Peterborough relating to SEND services.

There have been 17 surveys completed in 2022 to 20223 with one directly informing the offer of support to families. There have been a total of 515 responses. The main end of year survey has been reported on in a separate report where the results have been compared to data gathered since 2018. The full comparative report is available via this link on the FVP website. The annual survey saw the highest response rate to date at 244 responses.

Overall Survey Analysis

Although the surveys cover a range of topics some key themes occur across all of them; Information and communication, support, emotional wellbeing and financial concerns. The annual survey had a marked increase in responses, and generally across surveys, people are demonstrating a more positive view of SEND services specifically.

Engagement and Participation Methods

Where we are able to identify the participation and engagement methods for individual it can be shown that some methods are more popular than others.

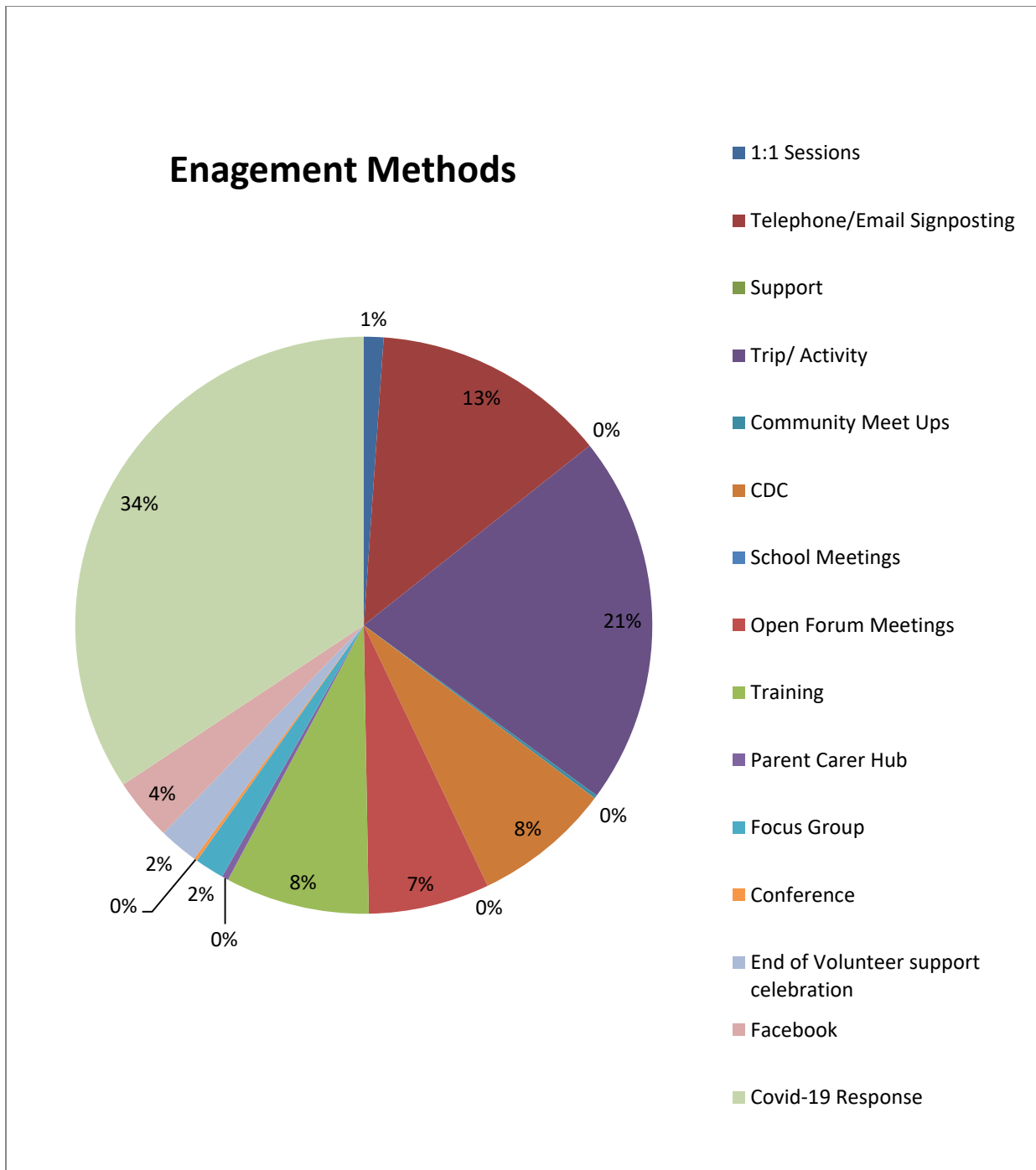


Fig.17 Preferred methods of participation as percentages

The preference this year has related to support and receiving something for example vouchers for accessing local activities of food. This may be linked to the current focus on financial matters for families linked to the cost of living crisis. There has been less interest in SEND specific topics.

Demography of those engaging

FVP also gather data on the ethnicity and gender of the parent carers who participate and the needs of their child (ren). The findings where know are as follows:

Fig.18 and 19 reflect self-reported ethnicity of the family and parent carer gender. The predominant ethnicity was White British and the predominant gender was Female.

Ethnicity				
Category	Adult		Child	
	21/22	22/23	21/22	22/23
White British	196	42	98	35
Gypsy or Irish Traveller	2	0	8	0
Roma	0	1	0	7
Any Other White Background	20	9	8	5
White and Black Caribbean	0	0	0	0
White and Black African	0	0	0	0
White and Asian	0	0	0	0
Any Other Mixed or Multiple Ethnic Background	8	1	4	0
Indian	8	5	7	1
Pakistani	12	5	20	5
Bangladeshi	0	0	0	2
Chinese	0	2	0	4
Any Other Asian Background	0	0	0	0
African	7	6	13	7
Caribbean	0	0	0	0
Black British	1	0	2	0
Any Other Black or Caribbean Background	0	0	0	0
Arab	0	0	0	0
Any Other Ethnic Group	6	0	2	0
Rather Not Say	0	0	0	0
Unknown	36	71	384	198

Fig.18 Self-reported familial ethnicity

	Gender							
	Male		Female		Other		Unknown	
	Adult	Child	Adult	Child	Adult	Child	Adult	Child
2021/2022	21	73	298	78	0	2	3	395
2022/2023	13	59	144	43	0	0	4	164

Fig.19 Self-reported parent carer and CYP gender

Disability	
Physical Disability	12
Mental Health	12
Neurodevelopmental	243
Hearing Impairment	18
Visual Impairment	1
Learning Disability	34
Other Health Condition	118
Unknown	217
No Disability	235

Fig.20 Number of CYP with and without needs per parent carers

The predominant area of needs reported was ASD and a growing number of parents report their CYP as having more than one area of need. Compared to previous years more parents of CYP with complex health, physical disabilities and other needs are also engaging.

SELDOM HEARD ENGAGEMENT

FVP are aware it is harder to identify and work with parent carers from seldom heard communities and that there is general view this relates only to differing communities based on ethnicity. In the past year some extra guidelines were shared with PCF's nationally as to which groups are considered seldom heard for parent participation purposes. The groups are broken down in to a range of categories not just ethnicity.

Seldom heard communities can also relate to all of the following:

1. Parent carers who are Gay, Lesbian, Bisexual, Transgender, Questioning and other (LGBTQ+)
2. Families experiencing domestic abuse
3. Families experiencing alcohol or substance abuse
4. Families with unsettled ways of life (e.g. former asylum/ recent refugee status)
5. Very low-income families or families whose income drops suddenly due to a change in circumstances, self-employed
6. Rural and geographically isolated families

7. Male Carers
8. Families of home educated children or young people
9. Families of children or young people in alternative provision or out of area settings
10. Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues.
11. Families with a disabled parent carer with learning disabilities or mental health issues
12. Parent carers of children and young people with rare conditions, or low incidence disabilities
13. Parent carers of children and young people who are deaf or hearing impaired
14. Parent carers of children and young people who are blind or visually impaired
15. Grandparents, kinship carers, foster carers
16. Adoptive parent carers
17. Refugees or asylum seekers

Most of the work defined under seldom heard thus far has focussed on ethnicity and working with community leaders.

Topic	Attendees
SHF - Face to Face Health Talk	3
SHCF - BBQ	90
Cancer Support, Personalised Care	8
Seni services - How are we working as a service	8
How to apply for school meals and benefits ? Support with transports, schools meals and other	9
Social Care&Child Care help&support for families with kids with SEND	9
Charities and Organisations supporting SEND Families	11
Help& Support:Domestic Violence, Alcohol & Substance Misuse	10

Fig. 21 Seldom Heard Session Attendance

Over time the popularity of sessions has varied and more people are keen to get back to face to face working, with the BBQ proving the most popular engagement event. There are also a growing number of parent carers and community leaders engaging together. Where reported community members have declared their ethnicity as; Chinese, Kenyan, Nigerian, Ghanaian, Pakistani British, White British, Lithuanian, Polish, Gambian, Black Caribbean, Sierra Leonean, Czech, Ukrainian, Indian and Kurdish.

Much of the work of FVP demonstrates that engagement has either started or is well underway with range of parent carers including from the groups above, although there is still work to do. This does not mean things wouldn't benefit from a review and potential change.

COPRODUCTION AND CHANGE

The concept of Topics of Importance (ToI) has continued to be used with more responses being received from the LA to issues raised. This facilitates a better approach to the idea of 'You Said, We Did'. The next stage will be to work with parent carers to establish if they are experiencing any of the changes as a result of the ToI work. It has also been prudent to consider some changes for the next financial year relating to make the response element more manageable for strategic partners:

1. There should be no more than 3 or 4 Topics of Importance each year
2. ToI's should be 'deep dives' into a specific issues and include additional intelligence eg comparisons to statistical neighbours or national findings, case study.
3. ToI's to include suggestions and ideas for improvements from parents or other areas.
4. FVP data often highlights emerging trends. These emerging trends should be reported as they can indicate the next area for ToI.

Topics of Importance

1. PfA and Education
2. Respite and Leisure Time
3. Parent Carer Resilience

Change and Co-production

We have been involved in 6 co-production work streams and 26 participation work streams

Health or VCS Led	LA Led
South Peterborough Integrated Board Meeting	PCC Mediation and Disagreement
Wheelchair User Forum	Supported Living and Home Care
Social Prescribing Digital Platform	EHCP Improvement Meeting
JOY Mobilisation Task and Finish Group	SENDPS Stakeholder Meeting (SENDIASS)
Send Health advisory group	SAMS Data Discussion
Children and Young People's Mental Health and Wellbeing Board	PCC Send Forum
East of England Neurodevelopmental Disorders Network Meeting 5	Carers Partnership Board
PfA Health Sub Group	Cease to Maintain
ICS - Children and Maternity Collaborative	Physical Disability Partnership Board
Personalised Working Group Meeting	PfA Consultation Meeting
SEND Health Advisory Group	SEND Strategy
Early Support Stakeholders	Five Day Offer Meeting
Carers Programme Board	C&P Personalised Care Working Group
	ICS VCSE Meeting
PIN and FIS refresh discussion	Children with Disabilities (CWD) Operational Group
LASEND Framework Inspection Consultation Online Session	SEND Hub Admissions Review
LASEND APP Working Group	SEND Exec Board
Meeting with Vencat Reddy and Lucy Brumpton	Multi-Agency EHCP Audit meeting
Adult Co-production Collaborative	SEND Partnerships Stakeholder Meeting

Carers conference steering group	PfA Young Persons Consultation Meeting
Children, Young People & Families Coproduction Collaborative Meeting	PfA Independent Meeting
Situational mutism, final steps and closure of project group	PfA Steering Group Meeting
Mental health provision for young people	SEND Concerns/ Demand (LA and Health)
CYP Palliative Care Forum Meeting	SEND Strategy Plan Review Virtual Conference (Pboro)
Digital survey with Lucy Brumptom and Dr Reddy	Peterborough SEND Operations group
Carer Assessment Workshop (Carer Strategy Refresh)	EHCP Improvement Meeting
CYP Mental health and wellbeing board	Celebrate next steps and moving on' cease to maintain
East of England Neurodevelopmental Disorders Network	Mock CQC Assurance Peer Review: 18-25 PFA/Transitions focus group
East of England Eating Disorders Network Webinar- Keeping Myself Safe	PCC SEND Communications Group
Getting to know physical health project	Children with Disabilities Operational Group
FASD	Peterborough SEND Operations group
Engagement on strategy for ~East of England Provider Collaborative	SEND improvement meeting
CHSWG	Disability Forum Meeting
	Lv2 Statutory Processes Training Annual review of Ehcp plans
	AP Local offer 18-25 year old consults with parents
	Short Breaks Innovation Bid - Inclusive Services Programme
	SENDIASS Stakeholder Group
	Pboro APP Working Group
	APP work - Follow up Post 16 survey
	SENCo Forum

Fig.22 Boards/ Work streams Attended

The highest level of coproduction has been achieved in:

1. Services commissioned via the Children with Disability group
2. Work relating to the APP
3. Preparing for adulthood work programmes

Ongoing Involvement

1. SEND Strategy for Cambridgeshire and Peterborough (Including Action Plan)
2. Continuous Local Offer development
3. Integrated Care System Development and Boards
4. SEND Communication
5. Seldom Heard Parent Carer Engagement

ANALYSIS

From an analysis of the work completed throughout 2022 to 2023 a number of themes have become apparent:

1. The cost of living crisis is still affecting families and the impact is becoming clearer:
 - a. Food support requests are increasing.
 - b. Parent carers are making more queries relating to household finances.
 - c. More parent carers are reporting difficulty to meeting the costs of increased household utility prices.
2. Preparing for Adulthood remains an ongoing concern for parent carers, with more coming forwards wanting to know what the future holds for their CYP when their educational offer has ended.
3. Parent Carers are still reporting feeling unsupported, and that their caring role is not fully recognised. They are also reporting how this leads to isolation, and decreased mental wellbeing.
4. Information is still in a concern, in as much as it is reported that it is difficult to find information and parent carers feel they are not provided with enough information about SEND locally.
5. There is a marked move towards positive reporting relating to assessment, monitoring and general involvement in relation to SEND specific services.
6. Engagement is taking place with a newer, younger cohort as well as those within PfA.

Recommendations

The following areas of need identified in the last annual report are still relevant in that parent carers would benefit from the following:

1. Face to face befriending to enable them to receive peer to peer support when they are new to the SEND world, and sign posting to all existing sources of support and information.
2. Benefits advice in relation to appointeeship and the move from DLA to PIP.
3. An Independent support type service to help the parent/ Young Person navigate the initial request for assessment stage of the EHCp process.

These are all short term types of support, some of which are time limited/ time bound. They are intended to be once off activities.

SECTION 2 – FAMILY VOICE PETERBOROUGH AS A CHARITY

To relieve the charitable needs of disabled children and children with complex needs and their families and carers in Peterborough in such ways as the Trustees shall think fit, in particular by the provision of advice, information, support and advocacy

Chairs Forward

As Chair of Family Voice Peterborough I have great pleasure in introducing this report. Since last year, we have again seen changes to the board with members continuing to bring a range of skills and experience, with the newest member joining just a few weeks ago. I have been involved with the charity now for several years now as local councillor, and have seen how the pandemic and closures of the Goldhay Centre have brought huge challenges for the charity to overcome. For the past year the centre has been fully open once again for community groups etc and are confident that the increase in usage bringing funds to the charity will continue to increase to make us more sustainable and also to create much needed community cohesion.

Early in 2022 we opened a community café which intended to bring local residents together, combat loneliness and provide a centre for support and social networking. The café is now open every Wednesday morning. We have had support for Orton Longueville Parish Council (OLPC) to set up and run this café which is going from strength to strength with increasing numbers of people attending and volunteering. The café also uses the fareshare surplus food to offer to attendees as well as fruit and vegetables from Riverford Organic Farm and this weekly food hub has proved very popular and much needed during this cost of living crisis.

During the winter months 2022-2023 we received funding from PCC to run a winter warmth hub which was also well attended by local residents and OLPC also helped to fund this as well as Christmas hampers for those in need of help. FVP also continues to host litter picking sessions twice a month to create a sense of community pride.

In 2022 we won a National Lottery bid which is funding staffing costs as well as centre and caravan costs for two years – we are now in the second year of this funding. We will need to apply for further funding to continue to run the charity after next year.

The caravans are a valued asset to the charity but due to the rising cost of living, they are currently under review. The trustees are looking at ways to ensure this offer continues.

We have hosted two very successful community events in connection with the Queen's diamond Jubilee Jubilee of 2022 and the recent Coronation of King Charles. These events were well attended and enjoyed by local residents from different communities as well as key partners of the charity. Both times these events created a sense of community cohesion where staff, trustees and volunteers came together to create a wonderful fun and inclusive atmosphere.

I look forward to another year of working with Louise, trustees, staff and volunteers

Cllr Heather Skibsted
Chair FVP

Trustees

Heather Skibsted (Chair Person – Joined August 2021)

Oluyemisi Anthonia Williams (Joined December 2021)

Faustina Yang (Joined January 2022)

Amanda Rennie (Joined June 2022)

Yi White (Joined June 2022)

Asta Remezaite (Resigned August 2022 and stepped down to Forum Coordinator Role)

Snieguole Maliavskaja (Resigned February 2023)

Declarations of Interest

- Heather Skibsted is Ward Councillor (Orton Longueville Ward, Parish Councillor Orton Longueville).
- Faustina Yang has been providing HR services to FVP on a remunerated basis.

Governance and Structure

Operating Model:	Constitution
Legal Structure:	Charitable Incorporated Organisation
Trusteeship:	<p>(1) Apart from the first charity trustees, every trustee must be appointed [for a term of [three] years] by a resolution passed at a properly convened meeting of the charity trustees.</p> <p>(2) In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.</p> <p>FVP has adopted a safer recruitment policy with associated procedures for the purposes of ensuring any appointed trustees:</p> <ul style="list-style-type: none">• Understand their role within FVP• Understand what FVP’s purpose is, who its beneficiaries are where it operates.• Are eligible to act as a trustee and meet charity commission requirements and safeguarding requirements in relation to children and vulnerable adults• Bring skills and experience to the charity that mean it will continue meeting its purpose

Fig. 1 Governance and Structure for FVP

FVP has a small, but growing team of staff and volunteers who have operational responsibility for managing the charity on a day to day basis. Due to the size of the charity the trustees still have some operational duties which are being gradually devolved to the staff team via delegation which takes account code of governance guidance principle 1.5. The Trustees have also moved towards using sub-committees chaired by a trustee and attended by other board members and key staff; Finance & Resources, Health, Safety & Safeguarding, Assets, Parent Carer Forum as per their constitution.

FVP works with a number of other third sector organisations including Peterborough and District Deaf Children's Society (PDDCS), Peterborough Area Down Syndrome Group, Pinpoint and The Aiming High Group as well as acting as a strategic partner of Peterborough City Council in relation to offering collective information, advocacy, support and advice to parent carers which is in line with the purpose of the charity as defined in its objects. FVP has also started working with a wider partnership of organisations both statutory and third sector as part of the expanding seldom heard communities work.

Risk Statement

Risk management has changed this year, with an updated Risk Policy, risk log and use of dedicated time at sub-committees to manage any issues as they arise. The Trustees have also benefitted from some basic risk management training in relation to organisational health and safety. There is an ongoing risk in relation to the use of Trustees for some specific remunerated work and this is being monitored closely.

1. Identified risks relate to:
2. Financial viability of the organisation,
3. Premises Management and Maintenance,
4. Organisational capacity and growth in relation to operational functions,
5. Trustee Board capacity, skills and sustainability,
6. Caravan management, maintenance and sustainability,
7. Health and Safety,
8. External Relationships,
9. Reputation,
10. Staff and HR.

Assets and Ownership

All assets are under the ownership of the CIO with two trustees signing leases/ contracts as required as per the constitution. The assets of the charity are the Goldhay Community Centre and two caravans which are sited at Haven Caister and Butlin's Skegness respectively. The community centre was transferred to the CIO in February 2020.

Staff 2022 to 2023

In 2022 to 2023 the Chief Operating Officer was promoted to Chief Executive Officer (CEO) who is operational responsible for the charity. A new Senior Leadership Team (SLT) has been developed in part through increased from a number of sources including The National Lottery. The SLT consists of an Office Manager, Forum Manager and Fundraising & Engagement Manager and Participation Project Officer. The SLT team between them manage 7 employees. No staff member is remunerated over £50,000 and the staff costs are covered through specific grant funding and income generated from the hire of the premises. The staffing for the charity covers the forum functions of FVP, all administration and management of the assets. Through a period of contract review all zero hour contracts have been phased out and replaced with more stable contracts.

The trustees are aware of risks associated with being employers, especially as the charity is a relatively small organisation. The trustees will continue to mitigate risk through suitable financial planning, employee support and trustee board development. All work will continue to be underpinned by the risk management policy which is reviewed annually. The board continue to seek with respect to employment where required. The board have also had a renewed focus on Equality and Diversity to ensure they are supportive and understanding of the diversity within the workforce.

Volunteers 2022 to 2023

FVP have secured the support of 10 regular volunteers, some ad hoc volunteers courtesy of the Rotary club and volunteers for specific pieces of centre works from the Gambian Community of Peterborough.

The parent rep team has moved from voluntary status to employment with the majority being on term time contracts. This past year, has also seen the introduction of a Community Café which is being supported by a lead volunteer and other ad hoc volunteers. This work alone probably equates to over 100 hours of volunteer time.

It has not been possible this year to identify the number of volunteer hours given to the charity due to there being such variation in work conducted, and constant changes to work/volunteering due to personal commitments of the volunteers and changes within the charity itself.

Objectives and Activities

The objects of the CIO are to relieve the charitable needs of disabled children and children with complex needs and their families and carers in Peterborough in such ways as the Trustees shall think fit, in particular by the provision of advice, information, support and advocacy

The Board of Trustees have paid due regard to statutory guidance PB1, PB2 and PB3 issued by The Charity Commission when planning and undertaking activities in relation to the objects that define the purpose of the charity.

The trustees also look to consider social impact when undertaking work as means to demonstrate value for money and positive benefit to individuals and their families.

Social Impact – Regular Reviewed and Identified in Strategic Plans

Definition: The effect of an activity on the social fabric of the community and well-being of the individuals and families (<http://www.businessdictionary.com/definition/social-impact.html>)

Social impact is also about changes which improve people's lives and have positive consequences for the wider community.

The following outcomes matrix has been reviewed and amended as necessary over the last year, especially as the charity prepares for the next five years of planning. Much of the plan has been achieved, so now is the right time to start reflecting, reviewing and forward planning accordingly.

Ongoing outcomes/ impact:

Outcome	Indicator	Activity
<p>Supporting parents/carers: Increased Parent Representation and participation within our target group</p> <p>Increased confidence in ability to return to work after long periods as a carer</p>	<p>Number of parent carers engaging in training programmes Higher number of parent carers working</p> <p>Number of parent carers either working with us as volunteers, or looking for volunteering opportunities</p> <p>Increased number of parent carers taking up paid roles as parent representatives.</p>	<p>Training:</p> <p>Expert Parenting Programme – facilitates an understanding how to navigated the NHS System (empowering parents to engage)</p> <p>Participation Programme (supports parents/carers to develop skills to engage with professionals strategically)</p> <p>Challenging behaviour workshop</p> <p>Volunteering: Parent carers acting as parent representatives</p> <p>Parent carers conducting volunteer duties.</p> <p>Paid Employment:</p> <p>Use of casual worker (employment contracts) for parent rep role</p>
<p>Improved health and wellbeing:</p> <p>Carers and families demonstrate increased personal and interpersonal resilience</p> <p>Improved social capital and interaction</p>	<p>Carers accessing activities remotely and in time face to face</p> <p>Carers utilising those activities in a progressive way. e.g. moving from training to employment or supporting peers</p> <p>Families more able to manage crises, or plan to</p>	<p>Virtual open forum sessions on a range of topics driven by feedback from carers</p> <p>Virtual Parent carer hub (monthly drop in session)</p> <p>Caravan breaks (families accessing holidays together) under new Covid-19 ways of working</p> <p>Use of tickets/ passes/</p>

	<p>avoid crises</p> <p>Carers report less social isolation</p> <p>Carers offering to support peers</p> <p>Carers report decreased levels of anxiety relating to financial hardship</p>	<p>vouchers to a range of local places for families to attend safely under Covid-19 restrictions</p> <p>Food delivery and support programme through fare share/ corporate partnership</p> <p>Use of wellbeing/activity packs</p>
<p>Targeted Community Engagement and Empowerment: Contributes to improved emotional health and wellbeing outcomes.</p> <p>Parents/carers are confident to manage meetings and challenges related to services that their child or charge require</p> <p>Parents and carers feel able to contribute to the development of community activities and peer support</p> <p>Local Residents and Community Groups are supported to build more cohesive communities and become less isolated</p> <p>Volunteering Opportunities are afforded to the community</p>	<p>Parent/carers accessing less advocacy services</p> <p>Parents/carers offering experiences and solutions to peers</p> <p>Parents/ carer accessing advocacy training</p> <p>Increased engagement from more diverse user group</p> <p>New volunteering opportunities leading to increased numbers volunteering and gaining new skills</p>	<p>Virtual and sign-supported Community sessions (awareness of diversity and needs, improving the local environment etc.)</p> <p>Themed virtual training and workshop sessions</p> <p>Volunteering opportunities across FVP, which enable building of work based skills</p> <p>Videos of sessions uploaded to YouTube with sub-titles and signed support available to the wider community</p>

Fig.2 Outcomes Grid

The next five years will be set out in the forward plan at the end of this report.

For FVP the social impact of the charity relates to activities that result in:

- Improved access to services for children/ young people with disabilities and additional needs.
- Increased parent participation which can include involvement, engagement, information sharing.

- Increased participation from a more diverse group of parent carers.
- Increased empowerment of parent carers leading to more involvement in the services accessed by their children and increased confidence.
- Increase community cohesion and working together
- Improved relationships between parents and settings

Measuring Social Impact – 2022 to 2023

To demonstrate social impact of the charity a range of qualitative and quantitative data is gathered. This is used to measure the outcomes and impact of the work of the charity; Some of the methods include activity/ event feedback, survey results, quotes, numbers in attendance, demographic information, changes to services for children/ young people with disabilities as shown in responses to the Topics of Importance. This past year has also seen FVP continue the changed delivery model, working both face to face and online.

1. FVP has seen a new team parent carers join the Parent Carer Forum (PCF) as parent carer representatives working under term time contracts. This has facilitated an increase in participation and engagement.
2. Through a range of virtual workshops, face to face sessions, the parent carer hub and engagement with schools covering 32 sessions 244 people were afforded the opportunity to participate. These provided sign-posting, support, the opportunity build new relationships and connections and increase social inclusion.
3. Parent carers, seldom heard community leaders and local residents fed back that the provision of hampers helped made the festive period more enjoyable and manageable. These worked well as an addition to face to face activities. Through the activities 2584 people have benefitted in some way.
4. 64 caravan bookings were secured in the past year leading to 230 people benefitting from a short break. Those who have used the caravan have reported improved wellbeing.
5. There has been good use of the community centre with 509 sessions equating to 1281 of activity hours. The usage has enabled increase social inclusion and improved mental health and wellbeing
6. Signposting support has been offered to 129 parent carers for accessing information relating to SEND services, benefits, mental health services and other areas.
7. Improved communication and information from between the LA and parent carers has occurred as a result of the introduction of the Topics of Importance; the SEND newsletter continues to be produced for parent carers who want to receive it, ongoing EHCp documentation, practices and processes are reviewed in the EHCp improvement group, Parent Participation is actively encouraged at a strategic level

Using a hybrid method of engagement and participation, provision of food support and other activities there has been a marked increase in overall numbers accessing FVP.

Type of Session	Number of Sessions			Total Hours			Beneficiaries		
	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
EPP	1	1	0	7	9	0	6	10	0
CB	3	1	0	13	9	0	15	6	0
Wellbeing Training	0	4	5	0	20	30	0	17	16
Parent Carer Hub	3	4	5	6	16	24	4	8	13
Themed Workshops (Open Forum)	1	6	2	2	51	8	6	78	10
CETR	59	61	69	354	305	1035	59	61	69
Information Stands	0	15	17	0	90	92	0	727	680
Virtual Sessions (SHCF)	9	11	6	66	60.5	28	121	149	55
CDC Sessions	0	0	1	0	0	5	0	0	20
Focus Groups	2	6	6	2	16.5	12	5	21	14
Schools Offer	0	2	7	0	11	28	0	5	41
Virtual (Coffee/ Breakfast/ Lunch) Meeting	3	9	0	6	51.5	8	15	38	0
Conference	0	0	1	0	0	0	0	0	95
Facebook Polls	38	26		0	0	0	550	399	
Surveys	16	12	16	0	0	0	363	267	515
Family Based Trips/ Activities	22	18	93	7.5	0	Unknown	1070	917	2584
Strategic Meetings	216	296	136	499.5	645	744	7	8	7
Volunteer Support	12	3	4	131	34	367.0	32	7	42
Hall Hire	0	138	509	0	330	3843	0	574	Unknown
Caravan Hire	40	70	64	0	0	Unknown	89	117	230
TOTALS	425	683	941	1094	1648.5	6224	2342	3409	4391

Fig. 3 Session and Beneficiary Comparison 2020 to 2023

Working face to face again, and having the centre and caravans open for use has enabled an increase in access to support and a clear decrease in social isolation.

Information

1. Training sessions in understanding mental health and wellbeing and understanding behaviour have provided parent carers/ family members with basic skills to self-manage and gain resilience in their caring role.
2. Information stands at various locations across the city, to enable direct contact with FVP. This enables literature to be handed out to members of the public, parent carers to have someone to talk to for signposting. 17 stands and 680 people spoken to.
3. Online and Face to Face sessions based on specific SEND topics have been delivered, supported by BSL interpreters and made available on line to increase their reach. The use of interpreters increased accessibility. The topics provided information and support in navigating the SEND system.
4. The ongoing development of an e-news to share messages and opportunities to engage. There are currently over 500 subscribers.

5. Use of social media to enable a wider and more diverse group of beneficiaries to receive information and participate in service change. There has been a marked increase in the audience for all platforms which has increased reach.

Advocacy (Collective)

1. Online participation sessions, face to face activities and the running of on-line surveys to facilitate parent carers raising concerns/ issues and sharing views with relevant organisations such as Local Authority Commissioning (Social Care and Education) via Topics of Importance.
2. Parent representation enabling parent carers to share concerns and views about disability services with education and social care commissioners.

Support

1. The provision of tickets and passes introduced in 2020/ 2021 has continued but linked more directly to completion of participation activities. There have also been far more trips and activities included enabling access to areas SEND families in particular may struggle to go to; support here is in the form of coordinating the activities and providing coaches etc.
2. Delivery of festive hampers including food, vouchers and gifts has provided support whereby households can cover the cost of their utilities without having to make a heat or eat choice.
3. Provision of two caravans for families who have children with disabilities and complex needs to use for a small fee. The caravans enable families to have holidays at seaside locations at an affordable price. The holidays help families to have the same opportunities afforded to families who are not impacted by disability. The costs of holidays can be prohibitive and having the opportunity to access caravans with some adaption and ramped access provides families with opportunities not normally open to them.
4. A warm hub and community café have enabled local residents, parent carers and seldom heard community members to have support through peer to peer engagement, a safe space to talk about what is impacting their lives, build friendships, have a warm place to meet and receive wherever possible food provisions.

Advice

1. Parent Carer Hub sessions have provided direct access to professionals from Education, Carers Support and SEND Partnership.
2. Signposting to a range of services/ support systems/ SEND professionals has occurred for 129 parent carers.

Community Premises

1. The centre use has seen an increase in usage by over 350% between 21/22 and 22/23 especially in relation to regular bookings. This includes regular use by PCC to facilitate PfA work.
2. Community engagement has continued to take place with a hybrid model; some people still prefer online whilst others are welcoming a return to face to face sessions.

Achievements and Performance

Family Activities & Parent Carer/ Community Support

Family Activity Opportunities

- Trips and Activities
 - Parent carers were provided the opportunity to take part in a range of local activities and two coach trips
 - Some of these were also accessed by parent carers from the Aiming High Group and Seldom Heard Community leaders and their families which led to an increase in diversity and engagement from more families with CYP with very complex health needs.
 - 1012 people (SEND families and seldom heard communities) benefitted from access to the trips and activities.
- Survey Response Vouchers
 - Vouchers are often used as an incentive for completion of surveys, as these are proven to increase participation. Parent carers have also reported valuing the recognition of their participation.
 - Vouchers are available to access Nene Valley Railway, Bowling, Activity World, Sacrewell Farm and Key Theatre. 145 children and 100 adults have benefitted from this scheme.
- Parent Carer/ Community Support
 - FVP have also been providing phone line/ email signposting/ face to face support for a range of subjects including; how the move from DLA to PIP works through to how to make a complaint about SEND provision or what would be the best primary school to apply to. FVP sign-posted 148 parent carers with growing number who were new to the SEND system
 - Festive hampers was afforded to 89 households with a total of 130 adults 62 CYP without SEND and 172 CYP with SEND.
 - Wellbeing, emotional support and signposting sessions with local services resulted in 29 parent carers receiving direct support.

Participation and Engagement

The attendance at the following has varied according to the topics and need; numbers have been anywhere from 2 and 30. Some numbers have dropped compared to 21/22 due to a change in engagement style preferences and topics that matter to parent carers.

1. 5 Parent Carer Hub
2. 5 Wellbeing Workshops
3. 2 Themed Workshops
4. 6 Virtual Topics Based Sessions
5. 6 Focus Groups
6. 7 School Based Meetings

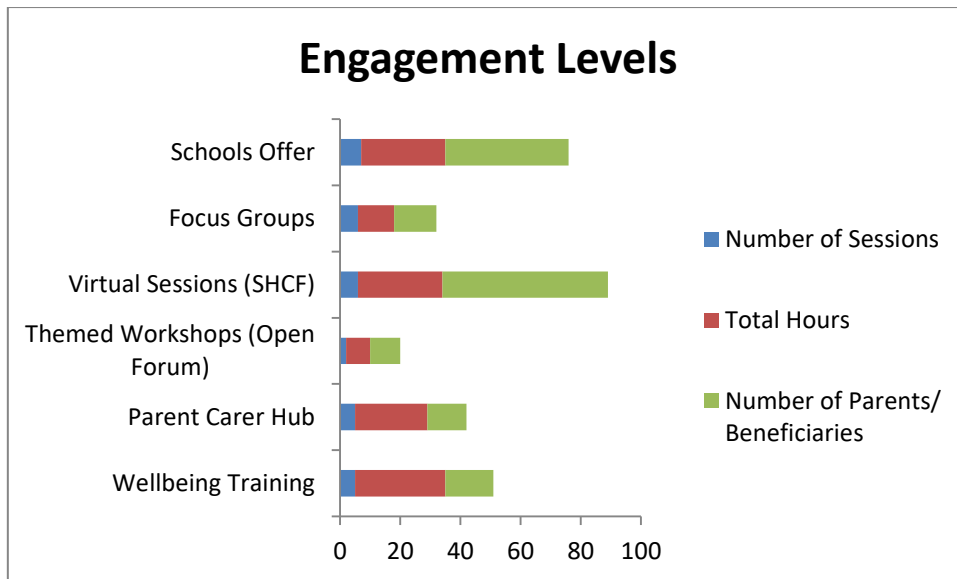


Fig. 4 Overall Hours, Sessions and Beneficiaries across Forum work of FVP

Parent Participation

The financial reporting period this relates to, 2022 to 2023, has seen for FVP the level of recorded individual participation dip again, as can be seen in Fi.5, although the drop is starting to slow down. However what is different is an increase in the number of parent carers re-engaging.

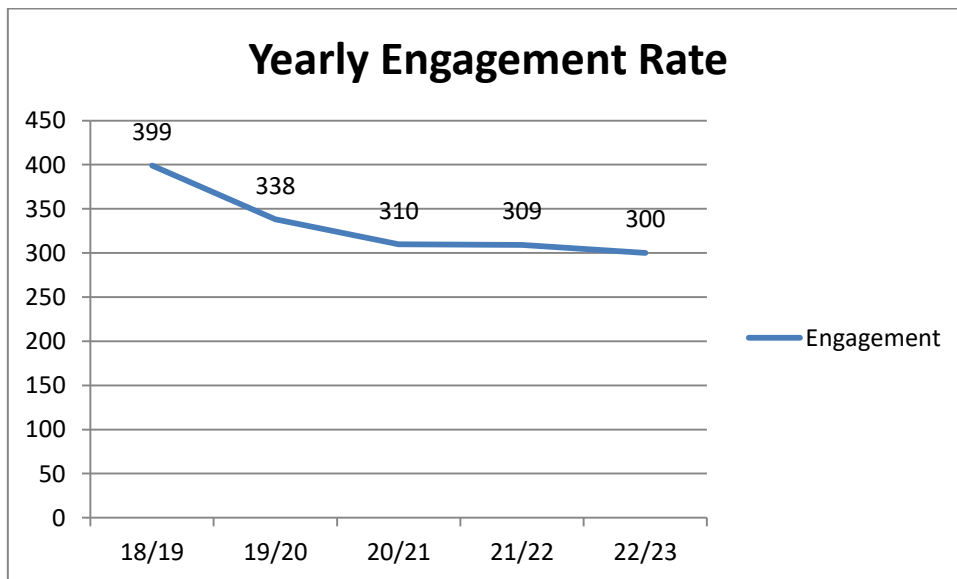


Fig.5 Overall Engagement Rate

Online engagement rates have fluctuated across years, with a marked increase during the C-19 periods of lock down and with FB Polls being used regularly during this period. In the past year there have been no FB polls used due to having new staff who are not so adept at this function for participation purposes, however the numbers are still relatively high due to the popularity and marketing of the small scale surveys used and in particular the annual survey.

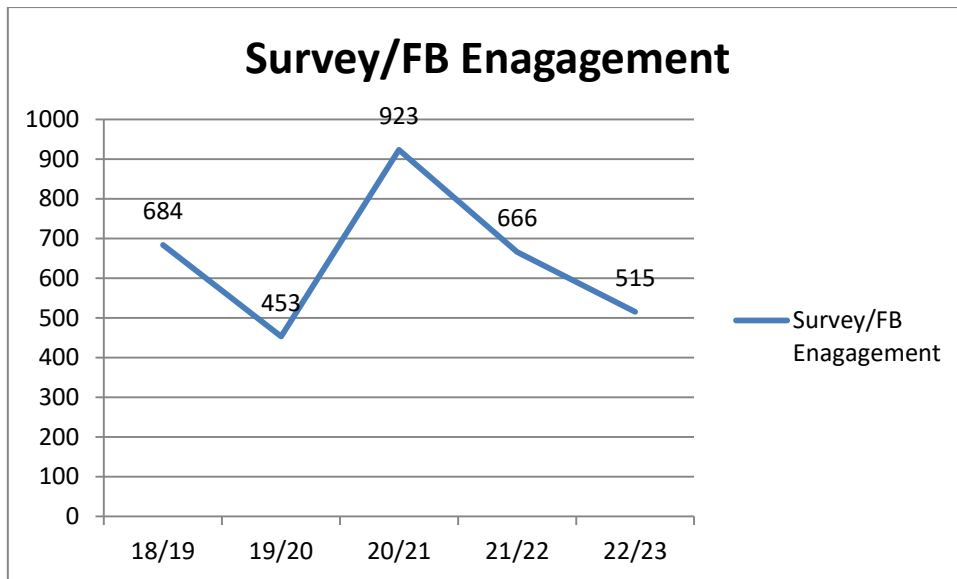


Fig.6 Engagement via surveys and FB

There has been continued investment by FVP in helping parent carers understand their “right” to be heard on a personal and collective level in the services accessed by their children and young people especially at face to face sessions in educational settings. Underpinning the Children and Families Act 2014 are the Section 19 Principles whereby Local Authorities have a duty to pay due regard to the views, wishes and feelings of children and young people with SEND and those of their parents and carers and support them to participate fully. The work conducted by FVP has been shared with the Local Authority to help them understand what the views and feelings of parent carers are. This was partly achieved through an ongoing use of themed sessions and newly introduced coffee and signposting sessions.

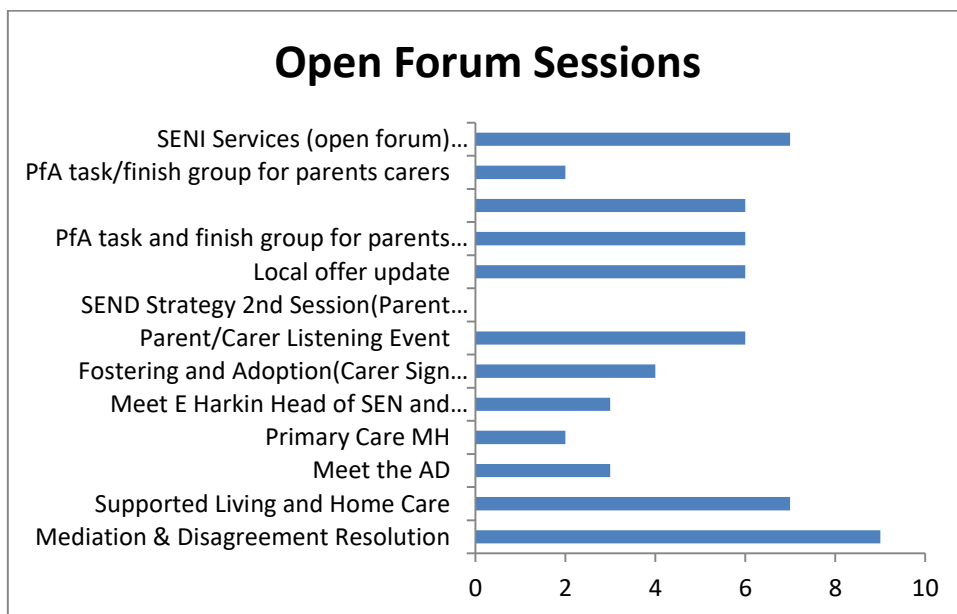


Fig.7 Attendance at Open Forum Sessions

Participation/ Engagement/ Involvement April 2022 to March 2023

Headlines

1. 300 known parents in total have been involved at some level via virtual meetings/ events/ online activities/ Facebook Polls and Discussions.
2. >100 professionals have been involved at some level via virtual meetings.
3. 515 parent carers have taken part 16 online surveys or face book polls.
4. Parents have self-reported being members/ attendees at; Peterborough District Deaf Children Society (PDDCS), Peterborough Area Down Syndrome Group (PADSG), Little Miracles (LM), National Autistic Society (NAS), Autism Peterborough, Shine, Caring Together and the Aiming High Group (AHG)
5. Children's/ Young people disabilities/ needs have been reported by parents as including (This list is not exhaustive);
 - a. ASD, ADHD, (This is the most prevalent condition reported)
 - b. Global Developmental Delay (GDD),
 - c. Foetal alcohol spectrum disorder (FASD)
 - d. Speech, Language and Communication Needs (SLCN),
 - e. Complex Health, Obsessive Compulsive Disorder (OCD),
 - f. Cerebral Palsy (CP),
 - g. Tourette's,
 - h. Learning Disability and Difficulty (LDD),
 - i. Hearing Impairment (HI), Depression, Behavioural Needs,
 - j. Achondroplasia,
 - k. Goldenhar Syndrome,
 - l. Downs Syndrome,
 - m. Hypochondroplasia,
 - n. Health Needs including conditions such as Epilepsy and Type 1 Diabetes
 - o. Spina bifida and Hydrocephalus
 - p. Physical Disabilities
 - q. Anxiety Disorder
6. 13 new fathers have been involved which is a decrease on the previous year and 1 father has had regular involvement in person and another via social media.
7. Parent carers reported the ages of their children/ young people as between 2 to 34.
8. Participation methods used included; Online sessions (Open Forum and Seldom Heard), Coffee Mornings in person and online, some community activities where possible, Surveys and feedback forms.
9. Evidence is both qualitative and quantitative in nature.
10. Ethnicity has been self-reported as; White British, Gypsy or Irish Traveller, Roma, Any Other White background, Any Other Mixed or Multiple Ethnic Background, Indian, Pakistani, Chinese, African, Black British, Any Other Ethnicities

Parent Representation

7 parent carers acting as representatives have attended 136 strategic meetings investing 777 hours in terms of administration, travel time and actual meeting attendance.

Preferred Parent Participations Method

FVP have seen 300 parent carers, some of whom have participated more than once, participate 547 times.

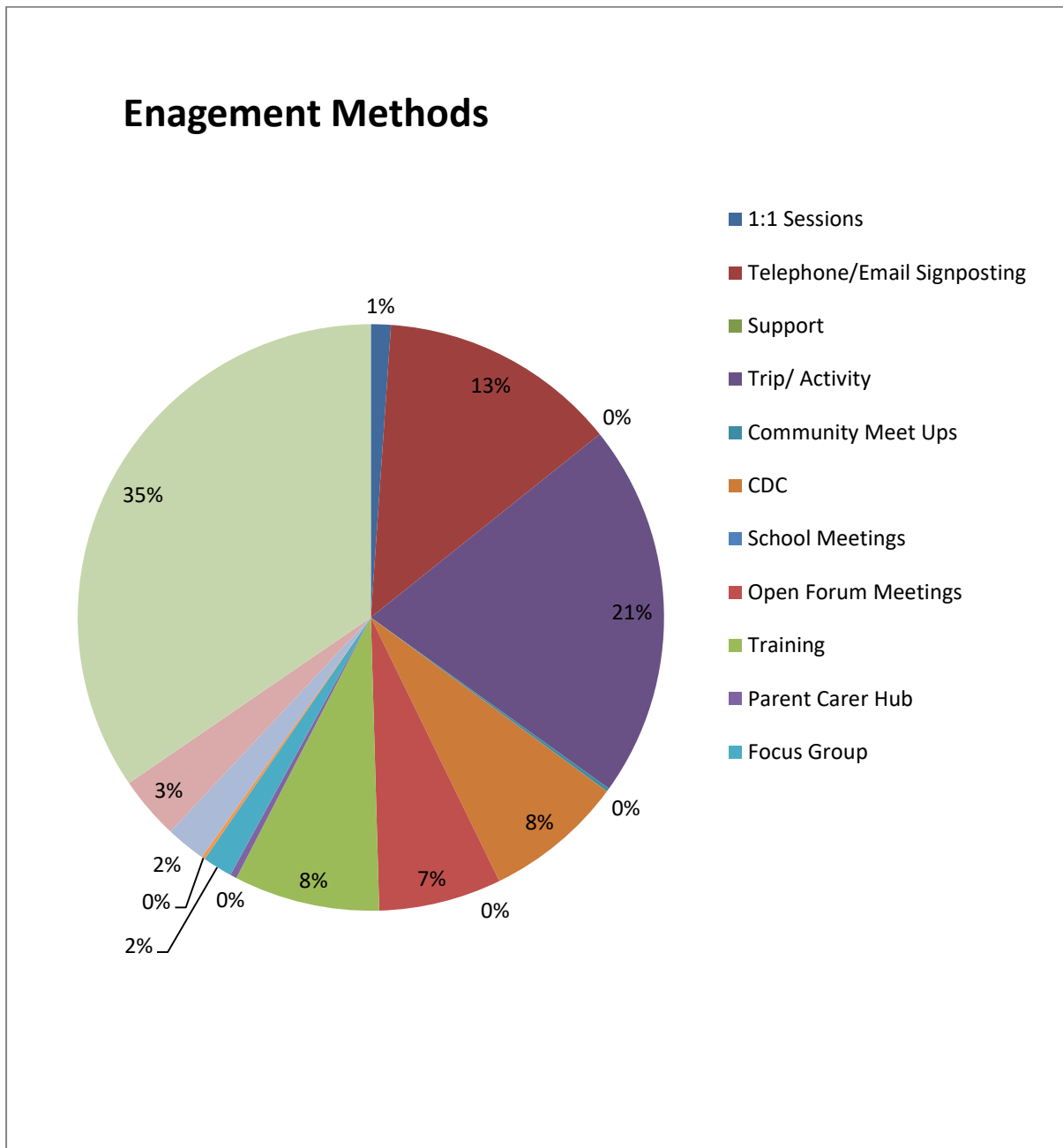


Fig.8 Preferred Participation Method

Community Participation and Engagement

Through a number of funding sources it has been possible to provide range of community based activities from the community centre for local residents, seldom heard community and SEND families. Attendance and sessions can be seen below in fig.9.

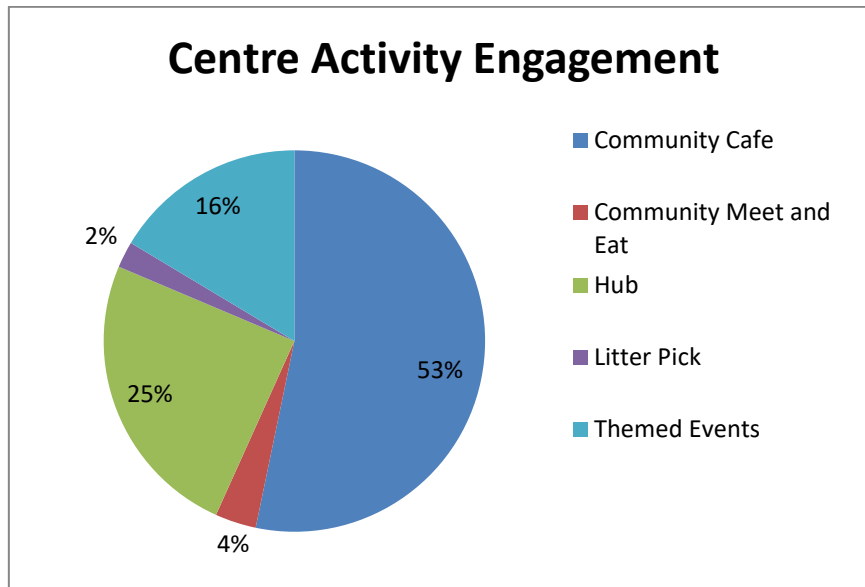


Fig.9 Community Engagement Sessions

As well as the sessions mentioned above specific sessions took place for Seldom Heard Community Leaders and Parent Carers across a range of subject matters. These sessions have progressed to taking place virtually and more frequently face to face.

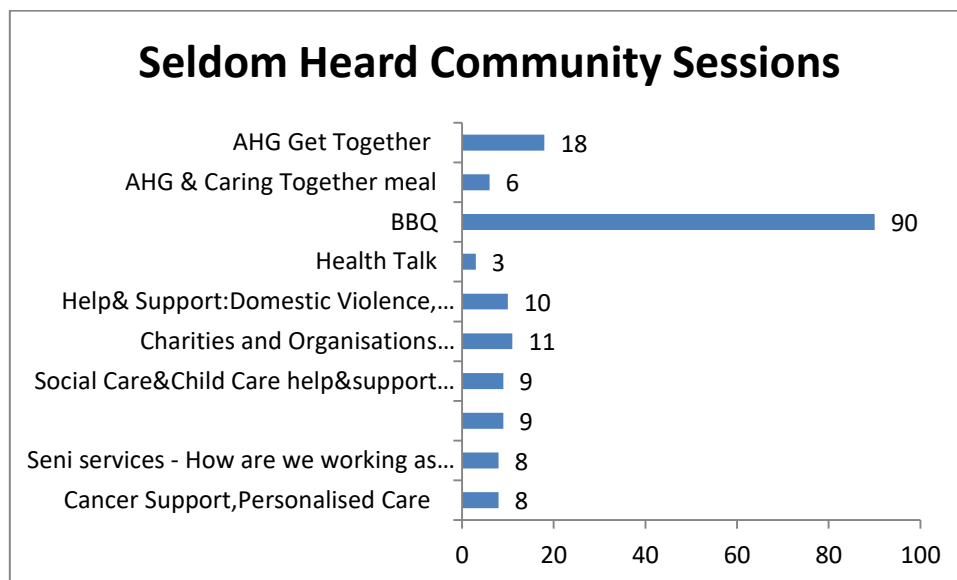


Fig.10 Themed Seldom Heard Sessions

Communities represented included: Pakistani, Indian, Gambian, Nigerian, Kenyan, Ghanaian, Goa, Kurdish, Polish, Chinese, Lithuanian, Czech, Roma, Ukrainian, Latvian, Portuguese and Black Caribbean. This list is not exhaustive, as other groups have also engaged but not always opted to declare ethnicity.

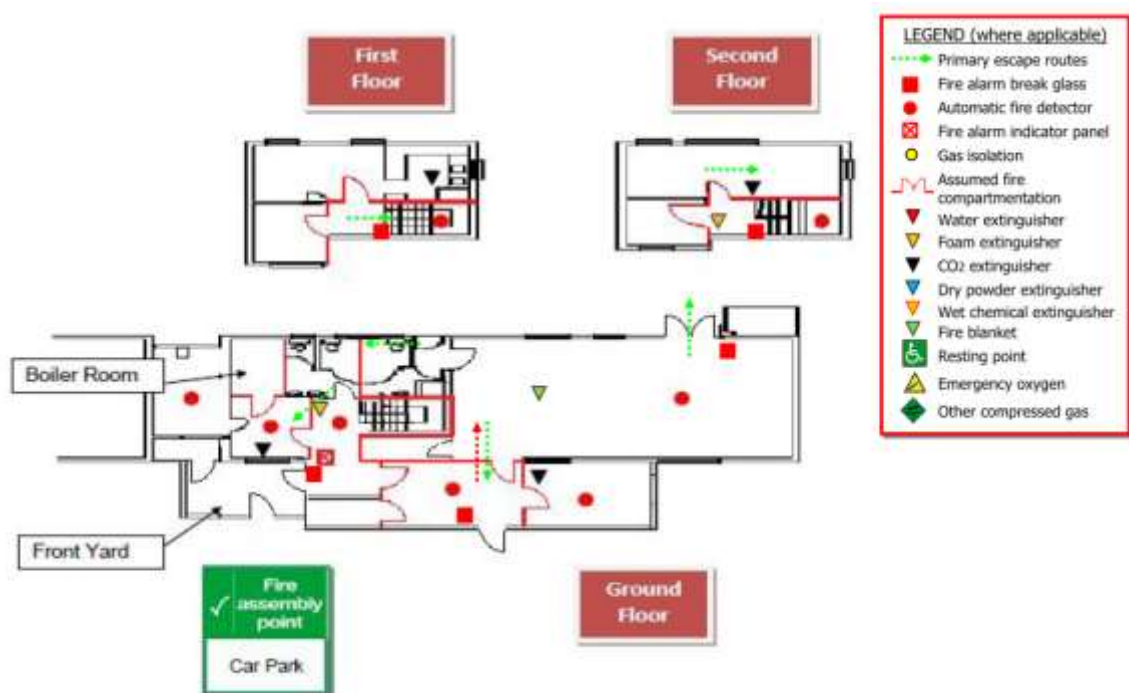
CHARITY ASSETS (Premises)

The Goldhay Centre is more than a Community Centre and Offices for FVP; it is a community provision under the terms of the community asset transfer lease. Part of the requirement of taking on the Goldhay Centre under asset transfer was to make it available to local residents and run it as a community centre.

As well as the groups who have hired the centre in the past and those currently hiring the centre, FVP also use the community hall for community activities. FVP have provided a range of sessions which have more recently included a community café and warm hub. The community café was well received and those who attended reported feeling less isolated. The centre is also used to provide events for community leaders and local seldom heard parent carers, as well as being available to hire by other groups and organisations.

Building Layout

It is important to note that the Goldhay Centre has a set layout and comprises a number of areas. The building as a whole has a community hall, kitchen, accessible WC, standard WC and outside areas all use by the public; further to this there is access via a dividing door to a set of offices across three floors, the boiler room, a stock room and further WC.



The only separation between the community centre side and the FVP office side is the internal dividing door; there is no separation of heating, water, plumbing, electrics, fire safety, utility supply etc. It is impossible to ascertain the costs for the centre as a separate entity and expenditure relates to the building as a whole.

Premises Costs

Centre expenditure covers the following areas; heat, power, light and water, IT Services, hall repairs and maintenance, premises expenses, telephone, regulatory fees and licences and insurance for which the yearly average cost is £22,500. Full annual expenditure can be seen in Fig.9 below. Some running costs have also increased as a direct result of the replacement of the community kitchen and the current cost of living crisis, which has directly impacted on utility costs. Utility costs have been pushed to over £10,000 for the past year alone.

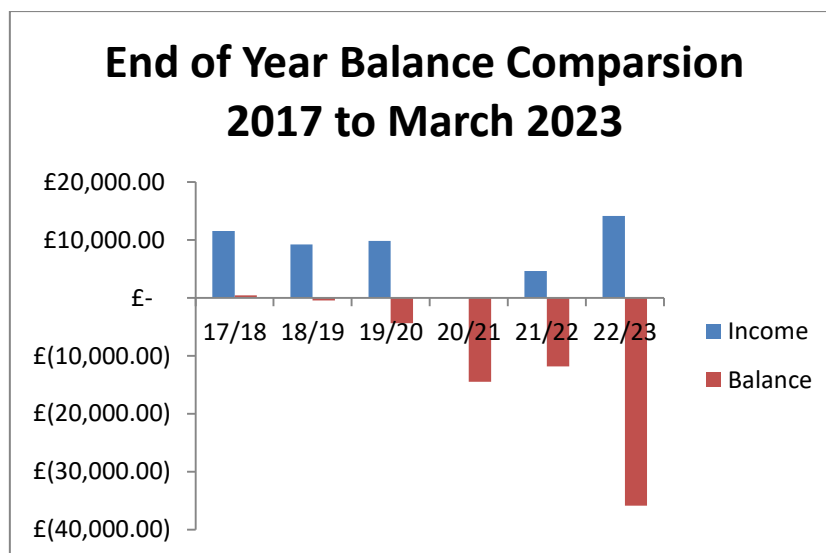


Fig. 11 Expenditure

Although centre use has exceeded pre C-19 levels the running costs have increased so much that income levels are nowhere near the level required to cover expenditure. Without grants to cover running costs the centre may have to close.

Premises Use

Based on lease requirements and availability to manage hall hire factors such as key holding there is a potential for the centre to be used for 4550 hours across a 50 week year (the centre is always shut for 2 weeks over the Christmas period).

Total Hours	Period
40	9am to 5pm - Mon to Fri
25	5pm to 10pm - Mon to Fri
26	9am to 10pm - Sat & Sun

Fig.12 Hall Hire Hours

There are 91 hours per week when the hall can be hired and it can be hired for 50 weeks per year.

Overall Usage

Over time there have always been more regular bookings than private bookings. It can be seen from fig.13 that usage has dropped dramatically as a result of C-19 between 2019 and 2021. However, for 2022 to 2023, hire has greatly increased with the centre running at 34.65% capacity.

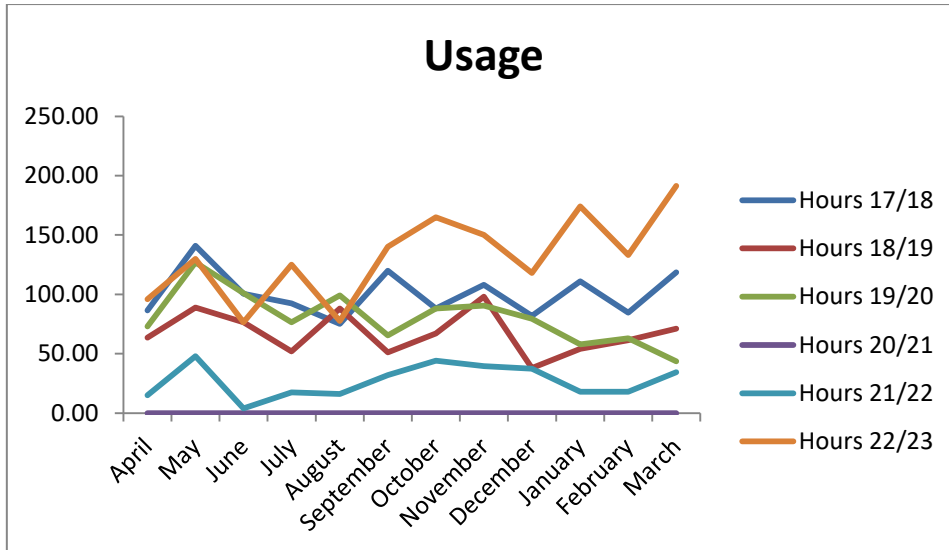


Fig. 13 Hall usage across months from 2017 to 2023

A capacity analysis fig.14 shows that prior to C-19 on average the centre was utilised at 21.84%. For 2022/23, it has been possible raise this to 34.65%

Year	Usage (Hours)	Capacity (Potential Hours/ Used Hours)
2017 to 2018	1207.5	26.54%
2018 to 2019	809.5	17.79%
2019 to 2020	964.5	21.20%
2020 to 2021	0	0.00%
2021 to 2022	329.7	7.25%
22/23	1,576.50	34.65%

Fig.14 Centre Capacity

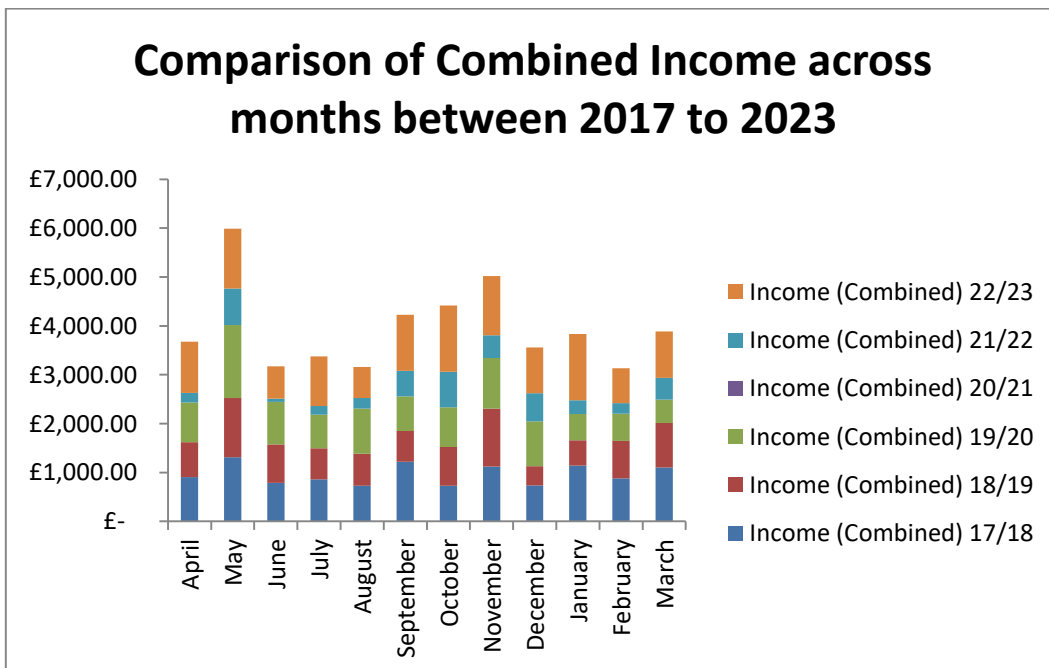


Fig.15 Hall income across years 2017 to 2023

C-19 really impacted on the charity, its assets and beneficiaries and the centre came close to full closure. What is good is that it has been possible to start generating an income again from hall hire, but there is still some way to go to get back to levels where running costs have the potential to be covered by these fees due to the subsequent, ongoing cost of living crisis.

Parent Forum Opportunities

1. Having the premises has continued to make the forum more accessible to parent carers and provides FVP with more in-house participation and training opportunities. Now it is more established, more effort has gone into the promotion of the activities, training and participation opportunities in the centre leading to an increase in regular engagement with parent/carers at the centre and a decrease in external venue hire costs.
2. FVP staff, parent representatives and parent volunteers are also provided with space and office use to enable them to carry out their duties.
3. Parent carers can attend meetings at the office and seek information, signposting and face to face contact more easily.

Community Opportunities

The centre provides the opportunity for a range of providers of services have access to a venue from which they can meet the needs of local residents. It is has been beneficial to the local community to be able to set up a new service provided by FVP. Residents say the centre activities enable them to make friends, seek support and feel less lonely.

In 2022 to 2023 sessions have been run by:

1. Families First
2. Orton Longueville Parish Council
3. New Life Church
4. A second local faith group
5. The Gambian Community
6. SOS Lithuania
7. Hampton Tiddlers
8. Mind – Mood Café
9. FVP – Café/ Meet & Eat
10. FVP – Warm Hub
11. Tai Chi – Chinese Women of Peterborough
12. Table Tennis – Peterborough Women’s Group
13. Bedazzled

Caravan

Management and Structure

The caravans are in the name of Family Voice Peterborough which is now a Charitable Incorporated Organisation (CIO). As a CIO any assets are in the name of the CIO as opposed to holding Trustees. The liability for the caravans rests with the CIO affording the Trustees some protection.

Some work relating to the day to day management and running of the caravans has been delegated to the Chief Executive Officer (CEO) and Office Manager (OM). The delegation includes; annual health and safety checks/ site visits, managing payments, hire oversight, cleaning oversight and liaison with the respective caravan parks.

Finances and Sustainability

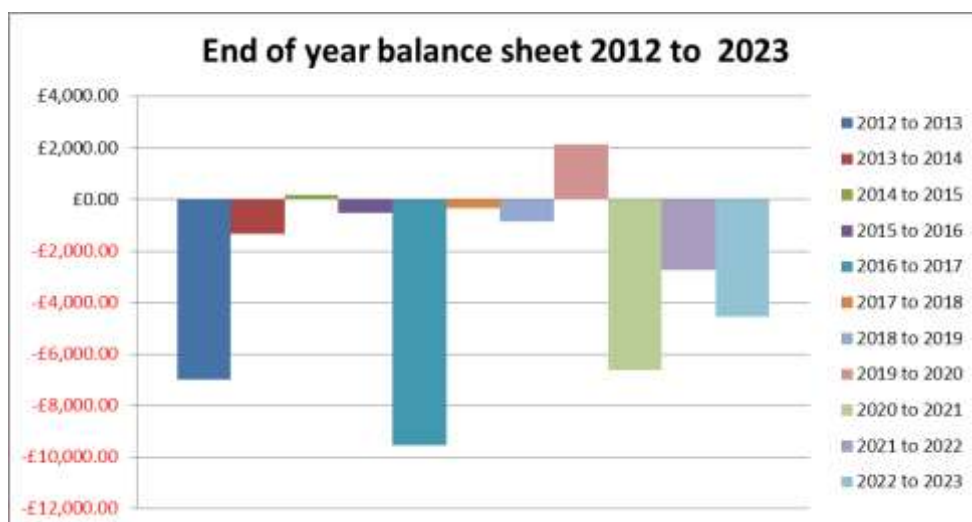


Fig. 16 End of Year Balance Comparison 2012 to 2023

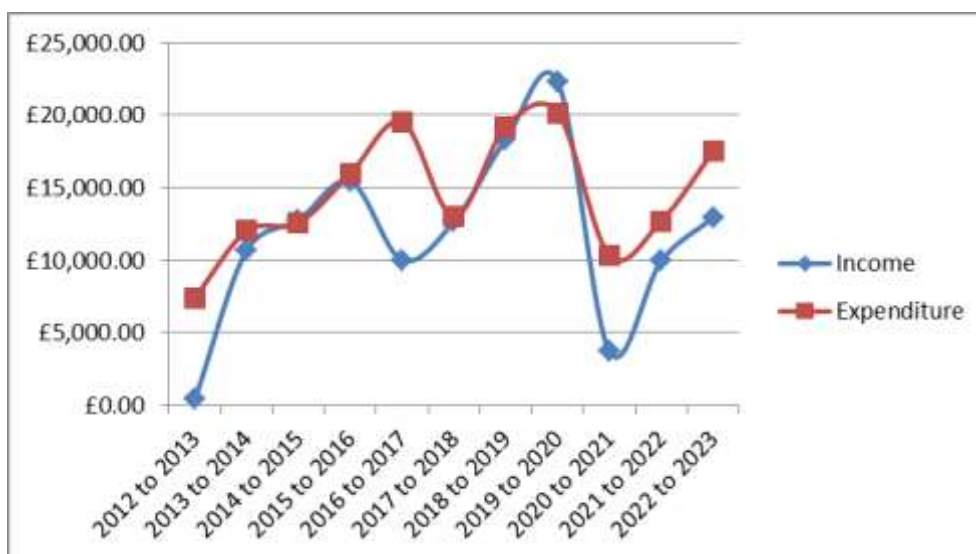


Fig. 17 Income and Expenditure 2012 to 2023

Expenditure has fluctuated in relation to periods of increased usage, the upgrade of the Butlins caravan, increased repairs required for the Haven caravan and increase site costs. It costs an average of £14,579.82 to run both caravans based on the data collated from the past 11 seasons with spikes in 16/17, 18/19/ 20/21 and 22/23. Each caravan costs on average £7,300 approx. to run. It is also important to note in general the more the caravans are used the more fees have to be covered for basics such as cleaning and maintenance.

It took three years to put the caravan finances in a stable position where the accounts were in the black at the financial year end 2015. For the financial year end 2016 the accounts were back in the red again. This was due to having to a high level of repairs across both caravans and having to replace all bedding across both caravans; also the bedding in the Butlins caravan was replaced with high quality waterproof bedding. The bedding in the Butlins caravan needed to be replaced with such bedding due to the state it was left in consistently at the end of each season. The bedding in the Haven caravan was replaced for the first time; the cleaners for both caravans have also provided a laundry service. When Haven started sub-letting some dates for the 2017 to 2020 seasons there were further cost implications through repairs and having to replace the bedding with Haven recommended products.

To make the caravans a viable venture and ensure sustainability charging for their use had to be introduced at a level that would at a minimum cover running costs. Costs have been kept at about 40% to 45% less that Butlins/ Haven would charge for hiring the same grade caravan up to the end of the 2022 season. Families also save money with FVP as wristbands/ privilege passes are provided for free. A cost analysis was conducted during the 2021 season which still stands (see table 3 below), and it was felt that using only 3 and 4 night options increased capacity which would help to achieve sustainability. There are the potential for 65 breaks for Butlins and 64 for Haven based on a 3 and 4 night stay currently.

The trustees had to make a decision as to what level to charge for use of the caravan season during 2023 and decided to freeze the prices based on 2022 prices due to the ongoing current cost of living crisis. This decision was taken with the interests of the charity beneficiaries upper most in mind at a time when some other variables that have now become apparent were not accounted for. As of 2023 this will be more difficult due to Haven in particular lowering their prices for a break booked directly through themselves in similar grade caravan at a rate that cannot be matched. Haven are letting breaks for 'off peak periods' at £49 per midweek and £69 per weekend.

Capacity and Usage Assessment 2022 / 2023

Haven had less usage than Butlins for a number of reasons during the 21/22 season as seen in fig.5 and 6:

1. Haven sub-let some dates were accepted and then handed back with no notice leave dates unlet.
2. Haven changes to service have led to less popularity
3. Butlins have offered a sub-let service and the caravan has wifi providing a better service.

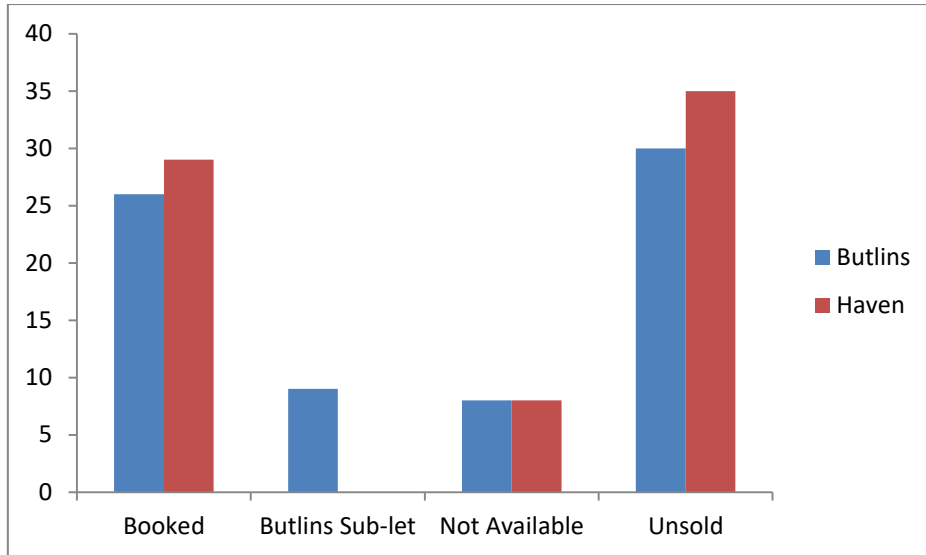


Fig. 18 Butlins and Haven Usage 2022

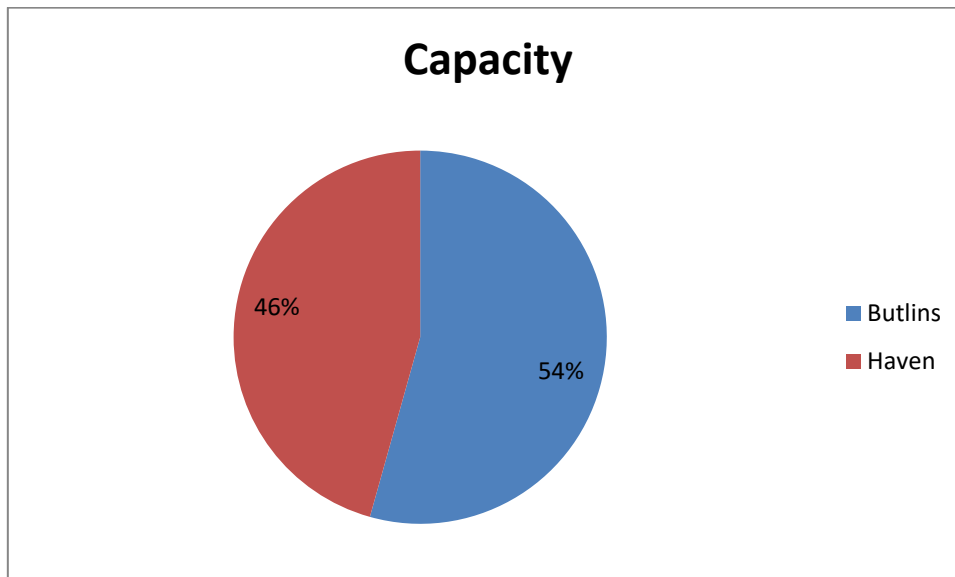


Fig. 18 Capacity Utilised

From fig. 18 it can be seen that the usage as a percentage of the overall capacity was more for Butlins as opposed to Haven.

	2012 to 2013	2013 to 2014	2014 to 2015	2015 to 2016	2016 to 2017	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023
Number of Bookings	4	28	48	45	42	53	62	103	40	70	64

Fig. 19 - Usage

The four bookings in 2012 to 2013 were confirmed by Butlins and before FVP took over ownership. Year two saw approximately 28 bookings of the caravans with about five of these being in the Haven caravan between September and October and in year three there were 48 bookings across both caravans. Over time the bookings across both caravans gradually increased until the C-19 lock down period where there was a drop in bookings. This past two seasons have seen an increase in bookings and then slight decrease but are still more than occurred during the lock downs (fig.19)

Financial Review

Reserves Statement

The trustees are continuously working to establish sustainability and good governance for the charity and have developed various policies and procedures including a reserves policy to facilitate this. The policy establishes how reserves levels are set and how these relate to unrestricted funds and such levels will be managed.

Although funds for the caravan are unrestricted they have been considered as designated and therefore not to be included in the free reserves of the charity as they are necessary to ensure the continued sustainability of the caravans to ensure ongoing short break provision.

The trustees have historically proposed to maintain the charity's free reserves at a level which is at least equivalent to six months operational expenditure and three months as a minimum. This year the reserves have decreased to approximately 4 months equivalent of annual running costs, due to a number of factors including a general increase charity running costs. This policy will require review as the staffing structure changes and operational matters go through further change due to charity growth. It will a priority of the Trustees in 23/24 to re-look at this as part of the wider business planning focus.

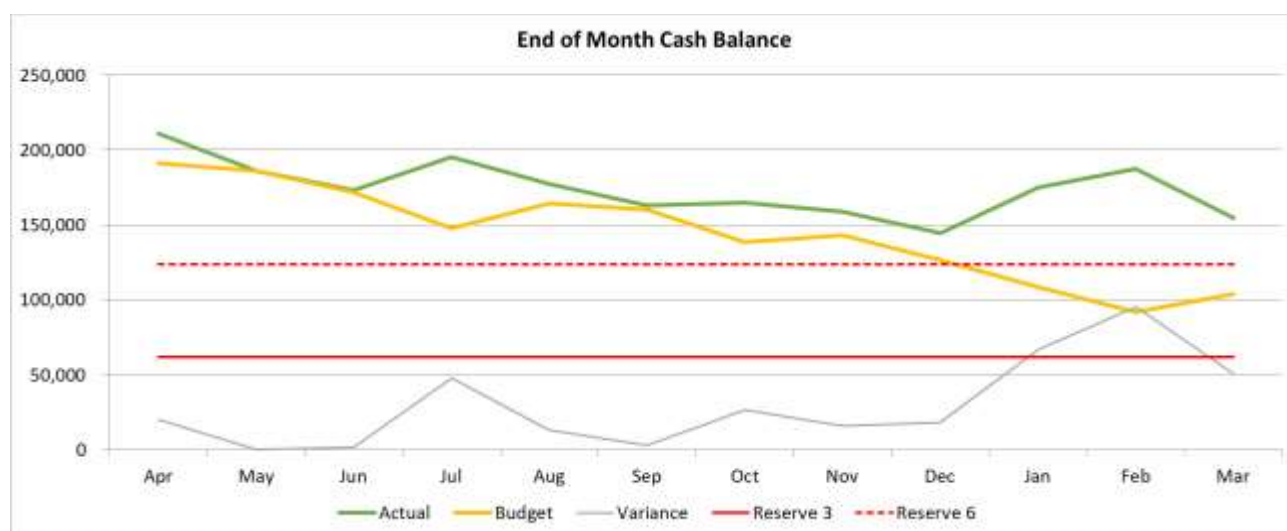


Fig. 20 Levels of Charity Reserves at March 2023

Principle Source of Income

The principle source of income for FVP remains grant funding which is linked to predefined outcomes. Grants have been allocated by Contact behalf of The Depart for Education (DfE) Peterborough City Council (PCC) on behalf of the Integrated Care Board (ICB) and PCC PCVS and The National Lottery. The total grant income equates to 85% of the charity income which is up slightly from 21/22 by 4%. . Income from sources such as hire from assets (rental) and donations/ fundraising (public) has increased slightly and will be a focus going forwards to try and move further away from reliance on grants.

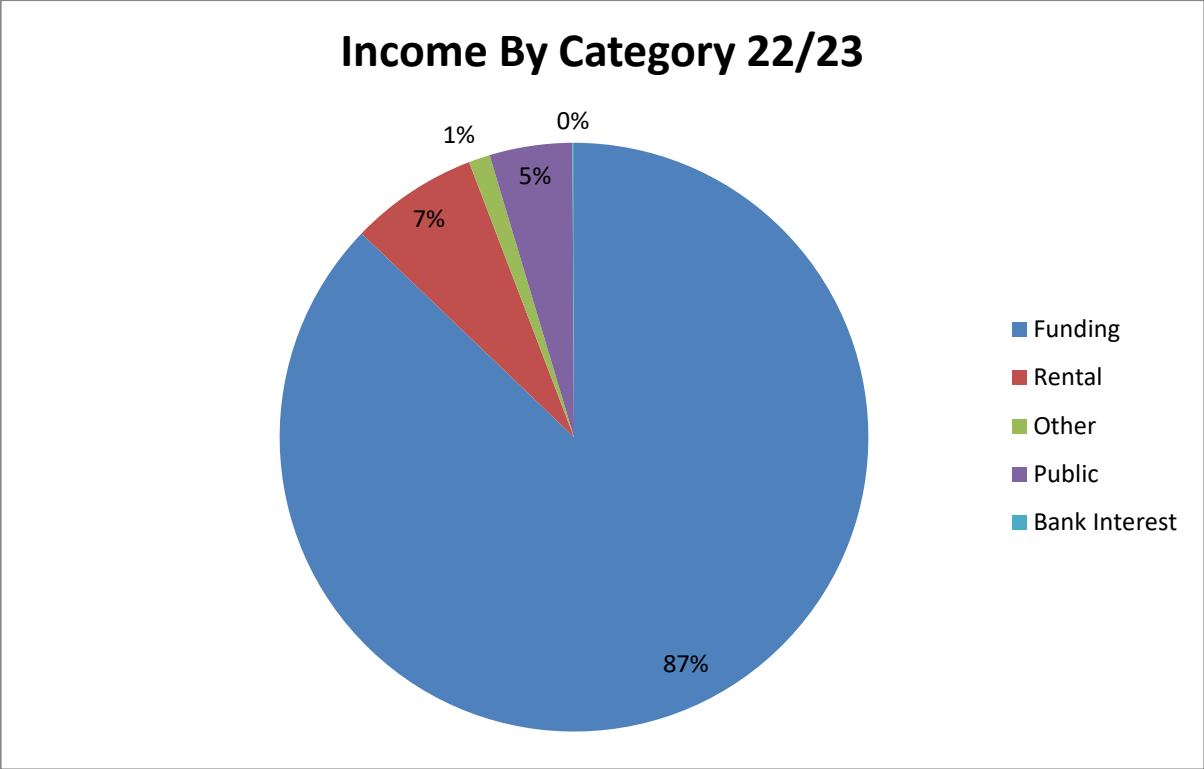


Fig. 21 percentages of different income streams for FVP (1171389)

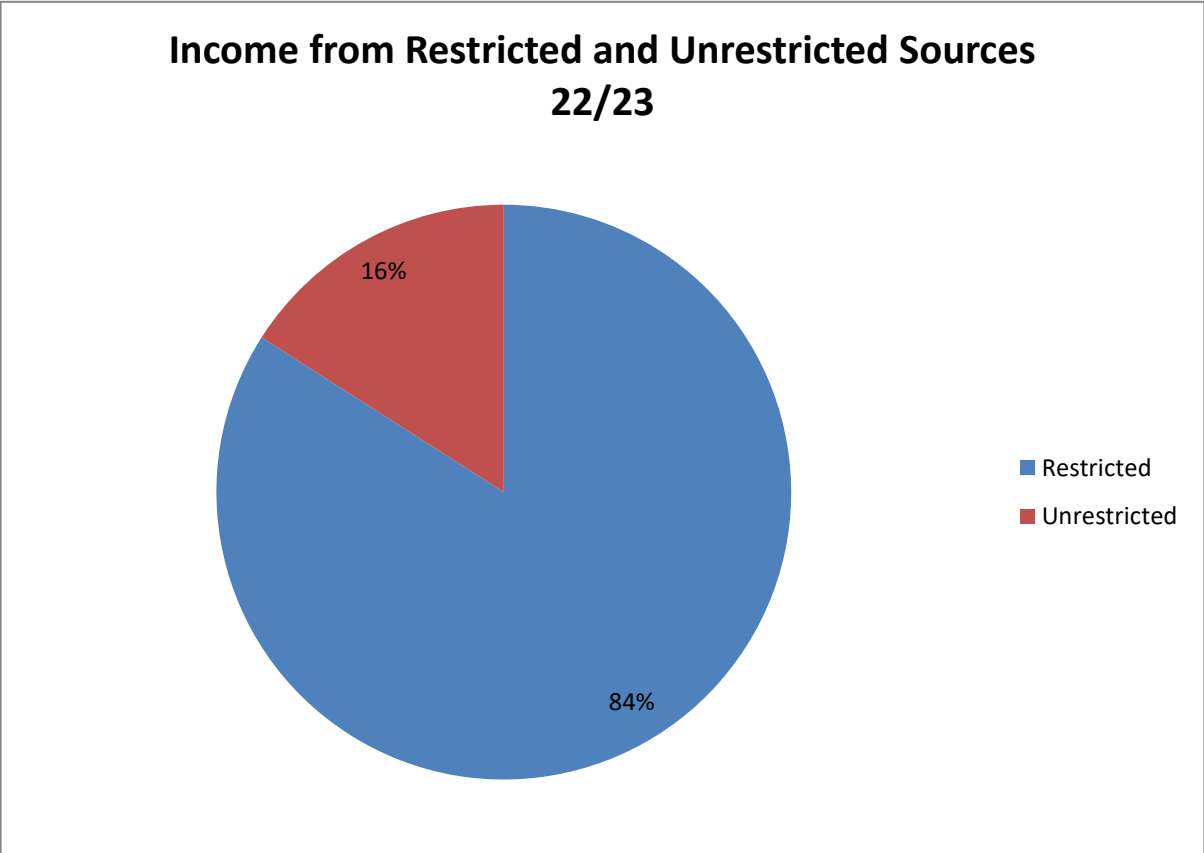


Fig. 22 percentage of income either restricted or unrestricted

Much work has also been taking place to secure other less restrictive grant funding that can be used to build in charity sustainability and enable the charity to explore other unrestricted income streams. FVP were during 22/23 also successful in a bid for Lottery Funding which was being processed in 21/22.

Fundraising/ Donations/ Legacies/ Consultancy (Public)

Donations and fundraising have netted £27,107.21 which is a marked increase from previous years and was an area the Trustees felt to be important to focus in the last Trustees Annual Report. Again FVP also secured income from fees for work (consultancy) but the level here was less than reported on in 21/22.

Any fundraising is managed under an ethical fundraising policy held by the CIO and as such work relating to joint fundraising falls under this. To demonstrate best practice, the CIO is also self-registered with the Fundraising Regulator.

Expenditure

The majority of the charity expenditure is from restricted funds from grants paid in year. Overall 87 % of expenditure was restricted up by 1% in 21/22 (Fig.23). The majority of core costs fall into restricted funds expenditure with most staffing covered under restricted funds.

The majority of grant expenditure is set against pre-defined outcomes with specific outputs and measured against an outcomes matrix. The DfE grant although for a small amount is a receipted grant, where every receipt has to be allocated and spending has to be strictly kept within predefined budget. The outcomes match the objects of the charity. Expenditure has been on providing families with access to information, advocacy, support and advice; therefore meeting the objects of the charity.

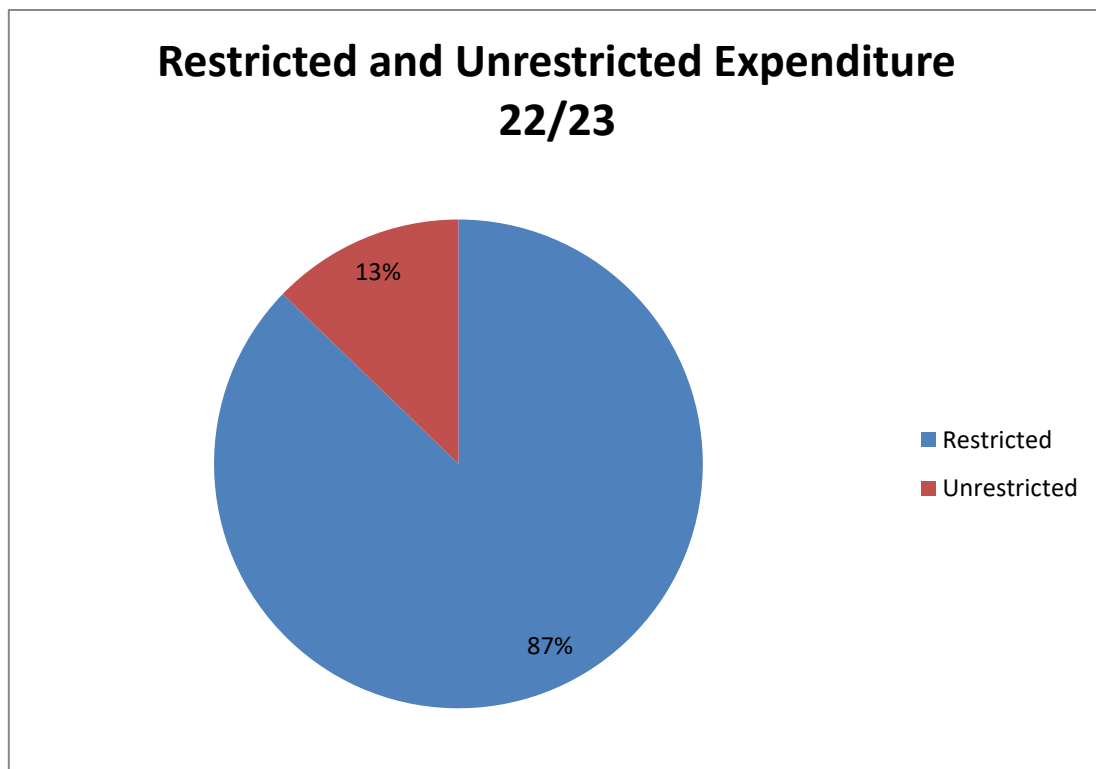


Fig. 23 percentage of expenditure under restricted and unrestricted funds

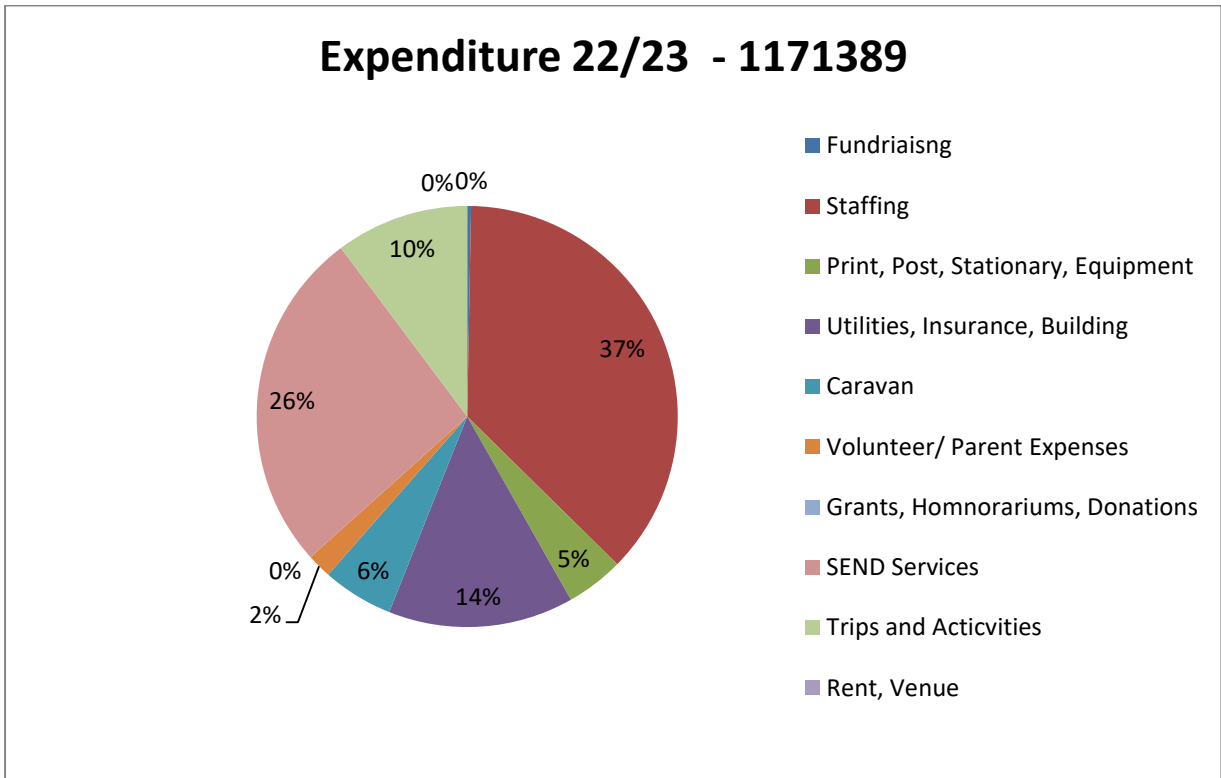


Fig. 24 Overall expenditure across natural payment categories

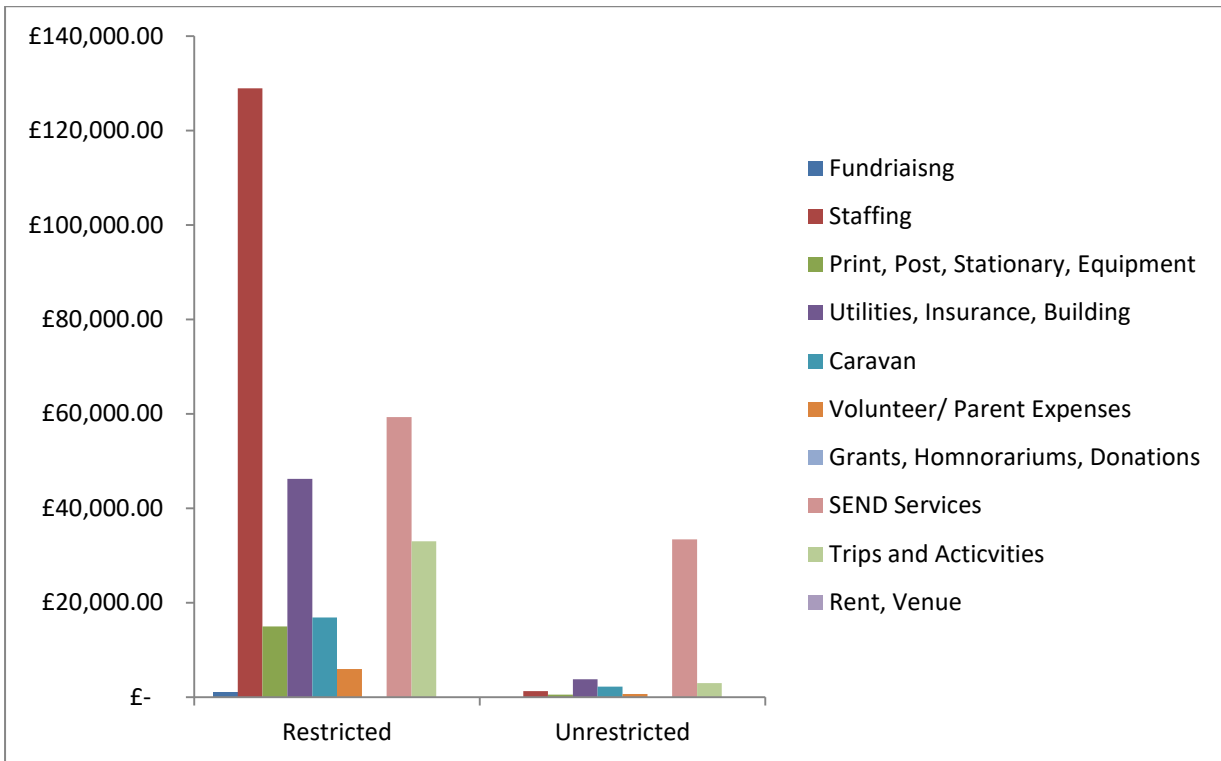


Fig. 25 Expenditure across budgets under restricted and unrestricted funds

Further Details

1. Staffing costs have decreased to 37% of overall charity expenditure. This is despite a growth in the number of employees within FVP. Staff time is utilised in delivering the charity objects.
2. No employee is remunerated at £60,000 or over.
3. The majority of those employed have been parent carers who volunteer extra time to the charity over their contracted hours of employment. All costs relating to employment are linked to grants.

Trustee Remuneration and Expenses

During the financial period 2021 to 2022 one trustee received remuneration for specialist work on relating to HR services to FVP to further the development of the workforce.

Accounts Preparation

In line with the charity's constitution and charity accounting guidelines as defined in CC15d 'charity reporting and accounting: the essentials' the accounts are prepared under an accruals system and the Trustees have taken the decision to secure the services of a suitably qualified accountant to conduct the accounts returns.

Trustee Statement

Despite the end of the pandemic and periods of lock down, it has been felt that the charity still finds itself in unprecedented times as a result of the subsequent and ongoing cost of living crisis so the Trustees have decided to again produce a more in-depth statement detailing the impact on the charity and its beneficiaries. The strive to keep charity services going, protect the assets to ensure their ongoing availability for charity beneficiaries and work to support the beneficiaries in any ways the trustees feel appropriate has been taken time, effort, resources and staffing in difficult economic circumstances.

Again at the time of writing this annual report, the charity still finds itself in uncertain times, due to a number of factors; climate change/ crisis, rising cost of living, economic cost of the C-19, the introduction of an increase in National Insurance, increasing inflation rate to name a few. The need of the charity beneficiaries is changing, and in some areas increasing, with wider societal concerns impacting on individual mental health and wellbeing. This has all been reflected in the next five year strategy and plan for the charity as a result.

Services

Services have continued using hybrid and face to face methods based on demand. There has been a return to trips and activities which have been well received with requests for more of the same. These pose extra risks but with careful management have gone ahead successfully. Food support is still required as a result of the economic impact of the pandemic and the rising cost of living. The community café has seen a marked increase in attendance with some weeks 30 people popping in for hot drink and food if available.

Assets

There have been greatly increased costs for utilities for the community centre, plus more repairs and work to bring some areas up to standard. This includes all lighting which has now been replaced with LED lighting and some minor wiring works.

Things have been hit and miss with caravan bookings due to continued changes to site rules at each caravan park. This has impacted on the experience of those using the caravans. Fortunately things have stabilised in to a 'new normal' and in some ways the new system is actually better from the point of view of FVP. Unfortunately due to issues at site it has not been possible to sub-let via Haven meaning more breaks have gone unlet. However FVP have fortunately been able to cover the running costs using the National Lottery Funding.

Staff and Volunteers

It has now become more common for FVP team members to split their time between remote and office based working, and the flexibility to manage this has been enabled the charity to work better in some areas. The team report feeling supported with their needs being balanced well with the needs of the charity. New employees are furnished with a laptop shortly after their start date to enable them to work from home and hot desk at the office. The office layout has also been changed to enable hot desking and better, safer sharing of the space available.

FVP takes full account of Equality, Diversity and Inclusion (EDI) when supporting the team, enabling them to do their roles to the best of their abilities. EDI as well as Health and Safety (H&S) are considered at all levels of the charity, which is important to facilitate the growing team and enable them to continue meeting the needs of the charity beneficiaries.

Financial Stability

The financial stability of FVP is still an ongoing concern, with most grant funds still being on a year only basis, and revenue from the charity assets being below what would be required to cover their basic running costs. Much work has taken place throughout the past year to stabilise the accounts, move towards generating more revenue from the assets and encourage public donations and team fundraising.

Towards the end of the financial year that this report applies to (year end March 31st 202) FVP were successfully awarded two years funding from The National Lottery, and Peterborough City Council provided top up funds for schools engagement work specifically. Although this has helped in the interim it is still short term. Longer term funding, from other sources including assets would enable the charity to have time to work on developing growth and sustainability plans.

Beneficiaries

FVP have continued to gather information from parent carers as to how they are managing, what factors are impacting their lives and how they are coping in relation to their caring role. Key themes identified impacting families are:

1. Poor mental health and wellbeing including a feeling of isolation.
2. Financial worries.
3. Increased difficulty in identify sources of support
4. Difficulty finding information in relation to SEND and particular concerns around PfA.

Forward Plan

After careful risk assessment and completion of a SWOT analysis which included input from various stakeholders the following areas have been prioritised with five areas highlighted and three others woven throughout:



Priority One - Parents Forum/ SEND

1. Continuing to support and deliver help advice and guidance around SEND. In particular ensuring co-production and the implementation of the priorities and action plans within the SEND agenda and all other associated strategies.
2. Ensuring parent carers are included, heard and enabled to participate in a way which meets their individual needs and requirements.

Priority Two - Short Break Provision:

1. 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.
2. 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.
3. 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.

Priority Three - Community Provision:

1. Goldhay community centre 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.
2. This has enabled the community space to be utilised for local residents and the wider community to access services and support and allow participation in the wider community, thus decreasing isolation amongst specific groups or those impacted by caring for a child/ young person.

Priority Four - Work Force and Trustee Board Development:

1. 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.
2. Staff and volunteers are responsible for the daily running of the.
3. 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.

Priority Five - Information Technology:

1. 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.
2. 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.