

1<sup>st</sup> April 2021 to 31<sup>st</sup>  
March 2022

# Participation, Engagement and Involvement – Charity and Forum Annual Report



fvp

Family Voice Peterborough

4/20/2021

## 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. It is only really now that the full impact of COVID 19 (C-19) is really being experienced, and this amongst other factors from climate concern costs through the rising cost of living are already starting to affect the SEND families and Seldom Heard community members across Peterborough who have had contact with FVP. This report will examine what has occurred in the last financial year, and the themes identified are looking to continue going forwards.

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, 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 year (20/21) 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 focus that of Preparing for Adulthood (PfA). This report will identify this as a key area for some parent carers too.

It is still important to note that external political, economic and environmental factors are still impacting on how SEND services are delivered and experienced, as detailed briefly above.

This report will also show the significant impact that C-19 and the new factors relating to economy continues to have on SEND families and seldom heard communities. 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. 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](http://www.familyvoice.org).

## SECTION ONE

As in previous years FVP were funded by PCC/ CCG to deliver work around CAMHs Transformation, Special Educational Needs and Disability (SEND) and Seldom Heard in one amalgamated funding stream.

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

1. More parents are reporting negatively compared to previous years in relation to how well their views been taken into account at assessment and how well services are identifying needs. Parents are reported feeling less included, involved and supported.
2. Parent carers, especially new parents to the SEND system are reporting that it is difficult to access information, and information is inconsistent in nature.
3. Planned work in terms of training around the Expert Parent Programme and Behaviours that Challenge has been greatly impacted with a large drop in delivery.
4. Concern over C-19 has dropped but the economic fallout has started to impact on those who have had contact with FVP.
5. 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.
6. Parent carer resilience is still decreasing to the point now where they are struggling to cope and seeking more practical support.
7. 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 online topic specific sessions.
8. There has been an increase in demand of topics relating to mental health and family support.
9. 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 C-19 and 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

## **Acknowledgements**

This report would not be possible without; the level of co-production the forum has achieved between the Local Authority, Clinical Commissioning Group, 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
<b>SECTION ONE – CAMHs Transformation, SEND and Participation</b>	
Introduction	8 - 9
Outcomes Matrix	10 - 17
Overall project work costs and data	18 - 19
CAMHs Work	20 - 28
SEND Data and Schools Engagement	28 – 37
Seldom Heard Engagement	37 - 42
Co-production and Change	42
Analysis	42 - 43
<b>SECTION TWO – Family Voice Peterborough As A Charity</b>	
Chairs Forward	45
Trustees, Structure and Governance	46 – 47
Staffing and Volunteering	47 - 48
Objectives and Activities	48
Social Impact	48 - 54
Achievements and Performance	54 - 60
Charity Assets	60 - 67
Financial Review	68 - 73
Trustee Statement	74 - 75
Forward Plan	76

## **Report Introduction**

Although this report primarily focuses on the reporting period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022 it has also been possible to gather and include data that relates to previous years to help create a comparison 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 impeded by C-19 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 of C-19 and other ongoing concerns.

## **Forum Context**

FVP have been recognised and funded as the Department for Education (DfE) designated parent carer forum for the City of Peterborough and a member forum of the National Network of Parent Carer Forums (NNPCF) since 2009. As a forum FVP go through a fairly rigorous process to draw on forum specific money nationally which then enables funds to be accessed locally.

FVP annually apply for funding from the DfE via Contact (national support partner of parent participation working with NNPCF). FVP apply for the grant which currently stands at £17500 paid in two instalments and 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 in recognition of FVP as the designated parent forum. 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 aim of the forum element of FVP is facilitating parent participation and ultimately co-production of services relating to children and young people with SEND. 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 use a variety of different methods to gather parent/carer views on how they are and have experienced services to support their children's need and their own needs. FVP share

views of parent/carers with the local authority and clinical commissioning group to enable these organisations to consider parent/carer views in their commissioning and delivery decisions. FVP also promote co-production - so involving parent/carers in the design and delivery of services. 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 currently operates 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 also hold the details of approximately 900 households and regularly send an e-news to over 500 people who are primarily parent carers and in 2021 – 2022 engaged with 304 parent carers on an individual level where details are recorded and known. 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 would ordinarily be 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. This was stalled completely during the periods of lock down in 20/21 but has started to be re-used again especially since September 2021. 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. 2020 to 2021 saw a large decrease in bookings as the caravans were closed for most of the season due to the national lock down periods and new C-19 site restrictions. Despite this 70 bookings were still accommodated over the course of the year.

## Participation/ Engagement/ Involvement April 2021 to March 2022

### Headlines

1. 310 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. 666 parent carers have taken part 38 online surveys or face book polls. This is a decrease of 23.54% from 20/21
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. 18 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, Facebook Discussions, Facebook Polls, Surveys and feedback forms.
9. Evidence is both qualitative and quantitative in nature.
10. Ethnicity has been self-reported as; White British, Asian, Lithuanian, Russian, Pakistani, Afghan, Ghanaian, Portuguese, Indian, Ugandan, American Indian, Canadian, Scottish, Latvian, Polish, Greek, Black British, Turkish Cypriot Brazilian, White Other, African, American, Irish



## **Introduction**

FVP have conducted work across a variety of areas as the forum for the Peterborough City Council (PCC) and Cambridgeshire and Peterborough Clinical Commissioning Group (CCG). All funded forum work conducted regardless of whether for PCC or the CCG has a participatory focus with the aspiration of working towards achieving co-production.

### **CAMHS Transformation (s256 work)**

FVP were again funded to continue with the delivery of the Expert Parent Programme (EPP), Behaviours that Challenge (CB) Workshops and Parent Carer Hub. These have still been difficult to deliver due to C-19 hesitancy and the changing needs of the local parent carer community. As a result work has been conducted in addition designed to achieve similar outcomes. The ongoing provision of Experts by Experience (EbE) for CETR's has been delivered. Some of the work relating to this area has been reported on in quarterly monitoring reports. As well as this parent representatives have been included in various health based strategic meetings including the Mental Health and Emotional Wellbeing Board.

### **SEND and Schools Engagement**

This area of work has seen engagement and participation across a number of areas from 310 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 work has primarily taken place with Beeches school, although discussions are also under way with two more settings.

#### **Data Gathering**

Data to ascertain parent carer views and experiences has been through a series of Facebook Discussions and Polls; via online surveys, case study work and discussions with parent 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](https://www.youtube.com/channel/UCN-Zqf_9Sbz0a_kTQ1SsY2w).

#### **Schools Engagement**

The work around schools engagement has taken a slightly different approach and focused more on engagement with the SENCo Network; contact with settings regards their SEN Information reports and some meetings and targeted surveys with a local special school.

### **Seldom Heard Engagement**

Work has continued in this area in relation to general engagement and facilitating participation through virtual means. 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 CCG 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.

No	Outcome	Output/activity	How Measured
1	<p>Parents and Carers are empowered to give each other information and support through peer to peer support with professionals input.</p> <p>Parent carers have the opportunity to share experiences leading to increasing sense of confidence and shared experience to embed co-production</p>	<ul style="list-style-type: none"> <li>• Parent representatives are trained through the Family Voice parent participation training course across all work streams</li> <li>• Reasonable expenses are met to facilitate parents and carers to attend meetings – childcare travel, etc. all work streams</li> <li>• Appropriate supervision and support given to participation reps who attend groups/meetings all work streams</li> <li>• Activities related to identifying blocks and barriers to parent carer participation, and co-producing the city’s response in terms of addressing the issues and development all work streams</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly reporting detailing - <ul style="list-style-type: none"> <li>A. Numbers of unique/ repeat/ new parent carers attending sessions</li> <li>B. Overall attendance numbers</li> <li>C. Evaluation of sessions</li> <li>D. Satisfaction rating</li> <li>E. Sessions run across planned areas to be inclusive of seldom heard groups/ rural areas.</li> </ul> </li> </ul>
	<p>Example of how this has been met</p>	<ul style="list-style-type: none"> <li>• Although a full training course has not been undertaken FVP still have new parent reps signed up.</li> <li>• Parent reps are attending meetings and taking part in discussions relating to service development and delivery which can impact on co-production</li> </ul>	<ul style="list-style-type: none"> <li>• A recruitment campaign has resulted in there being a team of eight parent reps from a diverse range of backgrounds.(One Father, Two with Health needs of their own, 4 from seldom heard communists)</li> </ul>

No	Outcome	Output/activity	How Measured
2	Improved trust in relationships between parent carers from a range of backgrounds and health , education and social care sectors	<ul style="list-style-type: none"> <li>• Parent representatives are trained through the Family Voice parent participation training course across all work streams</li> <li>• Reasonable expenses are met to facilitate parents and carers to attend meetings – childcare travel, etc. all work streams</li> <li>• Appropriate supervision and support given to participation reps who attend groups/meetings all work streams</li> <li>• Activities related to identifying blocks and barriers to parent carer participation, and co-producing the city's response in terms of addressing the issues and development all work streams</li> <li>• Involvement in health, education and social care sector work streams</li> </ul>	<ul style="list-style-type: none"> <li>• Change in self-rating of relationships/ involvement with health sector</li> <li>• Increased attendance at newly formed Seldom Heard Communities Forums</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• A series of virtual sessions for community leaders, professionals and parent carers</li> <li>• Sessions attended by a diverse range of parent carers, given the opportunity to make new connections across ethnicity, culture and social economic areas.</li> <li>• Attendance by reps at 296 strategic meetings equating to over 645 hours of work</li> </ul>	<ul style="list-style-type: none"> <li>• Recordings of online meetings</li> <li>• Attendance records</li> <li>• Interest from parents from seldom heard groups in rep work, attendance at sessions where parent carer feedback is sought. Increase in diversity, as evidenced by names gathered and recorded on participation spreadsheet</li> </ul>

No	Outcome	Output/activity	How Measured
3	Increased resilience and confidence in navigating health pathways and services and increased partnership working with health professionals (collective and individual participation) Parents and Carers are empowered engage with Local health providers and confident in understanding how to get the best from health services	<ul style="list-style-type: none"> <li>• Access by early help pathway and self-referral if space is available/ schools requesting sessions.</li> <li>• Appropriately advertised using variety of methods</li> <li>• Individual trainers taking lead in Partnership approach through the steps described above, and the provision of co-delivered workshops</li> <li>• Be part of the feedback process for families, to facilitate the understanding of the effectiveness of participation facilitating their own sessions.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of session provided - target or one per half term across Peterborough and Cambridgeshire</li> <li>• Use of external providers to host sessions (schools/ early years providers/ children's centre etc.)</li> <li>• Details of EPP content and delivery</li> <li>• Number of parent carers attending– target of 10 per session</li> <li>• Parent carer feedback</li> <li>•</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• Work took place with Pinpoint to design and then deliver an online version of the EPP.</li> <li>• Virtual workshops, especially related to emotional health and wellbeing have taken place</li> <li>• Involvement in CPFT mental health boards</li> </ul>	<ul style="list-style-type: none"> <li>• 1 EPP – 10 attendees</li> <li>• 4 mental wellbeing sessions – 17 attendees</li> <li>• See FVP YouTube channel for health discussions</li> <li>• Rep reports produced from meeting attendance</li> </ul>

No	Outcome	Output/activity	How Measured
4	<p>Training and Development so Parent carers have increased skills, knowledge to facilitate self-help</p> <p>Increased confidence from parent carers in managing behaviours that challenge that are associated with possible ASD/ ADHD/ LD</p>	<ul style="list-style-type: none"> <li>• Undertake the co-planning of workshops developed jointly by FVP and CPFT in understanding behaviours around hyperactivity, social interaction and learning difficulties</li> <li>• Co-delivery of workshops with FVP/ parent reps, to increase parent carer understanding of behaviours linked to hyperactivity, social interaction and learning difficulties with professional input and Challenging Behaviour</li> <li>• Access to the workshops groups is via self-referral with bookings taken by Pinpoint and Family Voice</li> <li>• Parent carers gaining new skills through sharing of hints/ tips from professional and signposting from parent reps</li> <li>• Access to training (Expert parent Programme, Microsoft Basics, Parent Participation)</li> </ul>	<p>Quarterly reporting detailing -</p> <ul style="list-style-type: none"> <li>• Parent carers self-reporting that they are able to manage children's behaviour better</li> <li>• Number of workshops provided - target of one session per half-term</li> <li>• Use of external providers to host sessions</li> <li>• Details of workshop content</li> <li>• Number of parent carers attending—target of 10 per workshop</li> <li>• Parent carer feedback</li> <li>• Feedback, evaluation from professionals co-delivering workshops</li> <li>• Access measured via social media requests, email and phone logs and completed attendance register</li> </ul>
	<p>Example of how this has been met</p>	<ul style="list-style-type: none"> <li>• CB workshop has been delivered virtually.</li> <li>• Parent reps have been involved in the work relating to the ASD strategy</li> </ul>	<ul style="list-style-type: none"> <li>• 1 sessions have taken place with 6 attendees</li> <li>• 2 reps from diverse backs have attended ASD meetings.</li> </ul>

No	Outcome	Output/activity	How Measured
5	Parent Carer Hub (inclusion surgery), development and access to facilitate parent carer support and wider participation.	<ul style="list-style-type: none"> <li>• Undertake the development of a parent carer hub working in partnership with 3<sup>rd</sup> sector and Local Authority Professionals</li> <li>• Plan and deliver inclusion surgery as part of parent carer hub supported by parent representative</li> <li>• Provide feedback on support offered through parent carer hub</li> <li>• Parent carers accessing hub gain support to navigate early help pathway and increased understanding of EHC pathway and processes</li> <li>• Ongoing development of Hub via joint work with PCC (SENI Services)</li> </ul>	<p>Quarterly reporting detailing –</p> <ul style="list-style-type: none"> <li>• Monthly Parent Carer Hub – target 11 (excludes summer break)</li> <li>• Details of numbers of parent carers attending hubs</li> <li>• Parent carer feedback</li> <li>• Feedback and evaluation from professionals co-delivering hubs</li> <li>• Access measured by booking forms and attendance records</li> <li>• Targeting educational settings to increase their involvement.</li> <li>• Numbers of new parents attending sessions</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• The inclusion surgery (Parent Carer Hub) has been delivered virtually, with learning used to inform future plans</li> <li>• Online Open Forum sessions have taken place.</li> </ul>	<ul style="list-style-type: none"> <li>• 4 sessions took place with 8 attendees in total</li> <li>• 11 open forum session had over 78 attendees and was made available on YouTube</li> </ul>

No	Outcome	Output/activity	How Measured
6	<p>Training and support leading to development of team of “Experts by Experience” (EbE) for involvement in Care and Treatment Reviews (CTR) and Care, Education and Treatment reviews (CETR) for children and young people.</p> <p>Provision of a team of EbE</p>	<ul style="list-style-type: none"> <li>• Development of governance for EbE work</li> <li>• Working co-operatively with PCC &amp; CCG to establish team of EbE and in conjunction with JCU (SEND Sub-Group) Guidance</li> <li>• Process detailing requests for CTR/ CETR support with clear record keeping</li> <li>• Measures of how parent carers feel during work as EbE</li> <li>• Offer to partner’s details boundaries and protection for parent carers with no personal contact details being passed on and clarity over what is and is not in scope of service.</li> <li>• Peer to peer support sessions to pull out overarching themes</li> <li>• Establish a mechanism for professional support for EbE if required.</li> </ul>	<p>Quarterly reporting detailing -</p> <ul style="list-style-type: none"> <li>• Governance documentation for EbE role and work</li> <li>• Details of parent carers wishing to form team of EbE</li> <li>• Family Voice and Pinpoint targeted parent carers who are either staff/ volunteers/ parent reps</li> <li>• Parent carers to take EPP course in Peterborough and Cambridgeshire</li> <li>• Parents to take part in or have already taken part in FVP parent participation and representation course</li> <li>• Details of processes, requirements and support associated with CTR/ CETR work</li> <li>• Facilitate EbE attendance at average of 3 -4 CTR/ CETR per month</li> </ul>
	<p>Example of how this has been met</p>	<ul style="list-style-type: none"> <li>• supervision for EbE is via CCG</li> <li>• Regular communication between EbE and involvement in feedback to CCG over process.</li> <li>• Involvement in key worker discussions.</li> <li>• Wellbeing has been supported for parent carers via hand packed gift packs</li> </ul>	<ul style="list-style-type: none"> <li>• 2 EbE have attended between them over 61 CETR’s</li> <li>• Forum attendance at planning meetings and input into key worker bid</li> <li>• Over 89 parent carers have received packs.</li> </ul>

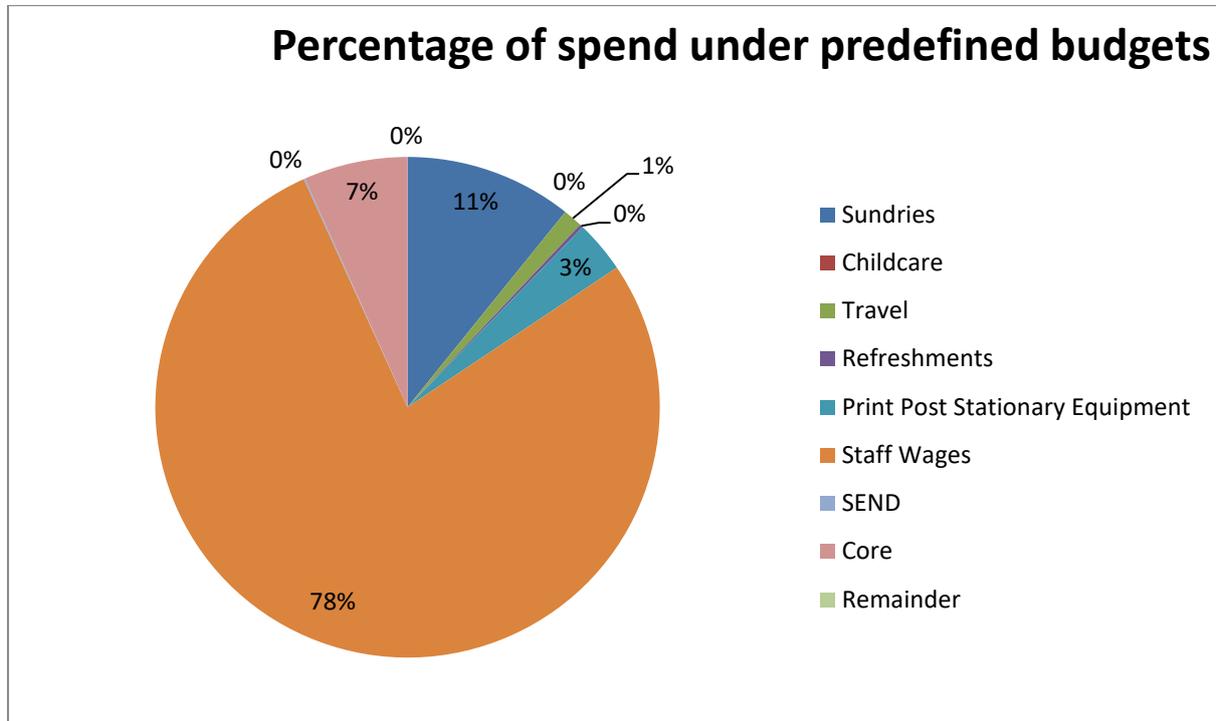
No	Outcome	Output/activity	How Measured
7	Strategic representation on various boards including; Operational representation across SEND work streams	<ul style="list-style-type: none"> <li>• Undertake the planning of workshops with parents, carers and professionals to increase awareness of the current position and next steps</li> <li>• Work alongside partners, including those in the voluntary sector to share information and good practice</li> <li>• Attendance and representation at work stream and task and finish groups</li> <li>• Parent representatives undertake the planning and delivery of workshops, task and finish groups and focus groups with parents, carers and professionals to facilitate co-production and wider parent carer participation in services for CYP</li> <li>• Attendance on LDPB, Carers, PDPB, Autism Partnership Board, SEND Transformation Board, leads to embedding of participation to promote inclusion across services relevant to children and young people with SEND</li> </ul>	<ul style="list-style-type: none"> <li>• Named, trained, Family Voice trustees who may be attending meetings</li> <li>• Monthly highlight reports for each work stream, contributed to by the reps attending meetings</li> <li>• Annual report</li> <li>• Attendance/representation at strategic meetings</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• Attendance takes place a cross a number of boards and groups and a number of focus groups have taken place with reporting informing strategic planning.</li> <li>• Involvement in WSoA, SEND Action Plan, ASD Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• 2 open forum - focus groups with 17 attendees</li> <li>• 8 parent carers acting as reps at 296 strategic meetings. Reps are Lithuanian, Pakistani, White British, and Polish and have CYP with needs from HI and ASD through to Down Syndrome.</li> <li>• Action plan developed including growing list of strategic meeting involvement.</li> </ul>

No	Outcome	Output/activity	How Measured
8	Improved participation as a volunteer or parent representative	<ul style="list-style-type: none"> <li>• A more diverse range of parent carers acting as parent reps on operational boards</li> <li>• Development of champions of participation amongst diverse groups of parent carers</li> <li>• FVP support in form of buddying, pre-post meetings, admin support</li> </ul>	<ul style="list-style-type: none"> <li>• Registers and feedback forms from a range of opportunities for parent carers to come together, share experience and meet other parent reps</li> <li>• Parent reps acting as buddies to parents who want to attend meetings/ focus groups then completing joint reports</li> <li>• One parent rep course for parent carers to attend and learn more</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• Regular virtual team meetings.</li> <li>• A shared rep report system is being used, as is a shared diary.</li> </ul>	<ul style="list-style-type: none"> <li>• 1 new parent rep representative; Polish Community</li> </ul>

No	Outcome	Output/activity	How Measured
	Improved trust in relations between settings and parent carers  Increased schools engagement	<ul style="list-style-type: none"> <li>• Undertake planning of work to increase number of settings offering attendance at coffee mornings/ parents evenings</li> <li>• Develop offer for schools and develop marketing tools detailing offer.</li> <li>• Dedicated staff/ parent rep time for developing relationship with settings, SENCo Network</li> </ul>	<ul style="list-style-type: none"> <li>• Number of settings FVP has contact with.</li> <li>• Numbers of sessions attended in settings.</li> <li>• Number of training sessions settings arrange on behalf of FVP.</li> <li>• Numbers of new parent carers engaging</li> <li>• feedback from parent carers/ settings</li> </ul>
	Example of how this has been met	<ul style="list-style-type: none"> <li>• Virtual coffee mornings held at Beeches School and Lime Orton Academy</li> <li>• SEN Information report review</li> <li>• Attendance at SENCo Forum</li> </ul>	<ul style="list-style-type: none"> <li>• 9 coffee mornings with 38 parent carers engaged</li> <li>• Rep reports</li> </ul>

## OVERALL PROJECT WORK COSTS AND DATA

### Overall Costs



**Fig.2 Overall LA/ CCG grant spend**

There was a slight change in funding for 2020 to 2021 with a decrease in the core grant and additional top up to cover only Expert by Experience (EbE) fees from the CCG.

Staffing equates to salary costs, HMRC costs and pension costs. The budget for sundries covers training costs, licencing and EbE remuneration. Unlike previous years FVP were only awarded funds to cover work delivered by FVP. Pinpoint received their CCG funds directly this year.

## Overall Data

Type of Session	Number of Sessions	Activity Hours	Administration Time	Travel Time	Total Hours	Number of Parents/ Beneficiaries
EPP	1	3	6	0	9	10
CB	1	4	5	0	9	6
Wellbeing Training	4	12	8	0	20	17
Parent Carer Hub	4	12	4	0	16	8
Themed Workshops (Open Forum)	6	15	36	0	51	78
CETR	61	305	0	0	305	61
Information Stands	15	45	30	15	90	727
Virtual Sessions (SHCF)	11	16.5	44	0	60.5	149
CDC Sessions	0	0	0	0	0	0
Focus Groups	6	4.5	12	0	16.5	21
Schools Offer	2	5	5	1	11	5
Virtual (Coffee/ Breakfast/ Lunch) Meeting	9	15.5	36	0	51.5	38
Conference	0	0	0	0	0	0
Facebook Polls	26	0	0	0	0	399
Surveys	12	0	0	0	0	267
Family Based Trips/ Activities	18	0	0	0	0	917
Strategic Meetings	296	446.5	192	6.5	645	8
Volunteer Support	3	20.0	10	4	34	7
Hall Hire	138	330	0	0	330	574
Caravan Hire	70				0	117

**Fig.3 Grant funded work for 2021 - 2022**

A brief comparison with data for 20/21 shows that there was an overall 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	20/21	21/22	20/21	21/22
425	683	1094	1648.5	2342	3409

**Fig.4 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 Parents
EPP	1	6	15
CB	1	3	16
Hub	4	12	11
CETR	36	180	36
Totals	42	201	78

**Fig.5 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	21/22
Total Hours	£35,800.00
Number of parents	336
Funding/ Hours	102
Funding/ Parents	£ 106.55
Actual Grant Funding	£ 350.98

**Fig. 6 Predicted CAMHS data/ costs**

£25,000 from CAMHs Transformation and £10,800 CETR top-up equates to the £38,500 detailed above.

### Actual CAMHs Work Data 2018/19 to 2021/2022

	Actual Sessions				Actual Hours				Actual Parents			
	18/19	19/20	20/21	20/22	18/19	19/20	20/21	21/22	18/19	19/20	20/21	21/22
EPP	4	5	1	1	40	45	7	3	30	41	6	10
CB	4	5	3	1	25	30	1	4	21	41	15	6
HUB	6	6	3	4	29	20	6	12	8	20	4	8
CETR	38	39	59	61	311	279.5	354	305	28	39	56	61
Well Being	0	0	0	4				12				17
Total	52	55	66	71	405	374.5	368	336	87	141	81	102

**Fig.7 Actual data for CAMHs funded work**

## Variance

	Yearly Data				Variance
	18/19	19/20	20/21	20/21	20/21 to 21/22
Grant Total	£30,850.00	£30,775.00	£32,725.00	£35,800.00	£3,075.00
Total Hours	405	374.5	368	336	-32.00
Parents	87	141	81	102	21
Funding/Hours	£76.17	£82.18	£88.93	£106.55	£17.62
Funding/Parents	£354.60	£218.26	£404.01	£350.98	-£53.03

Fig.8 Variance Data 2021 to 2022

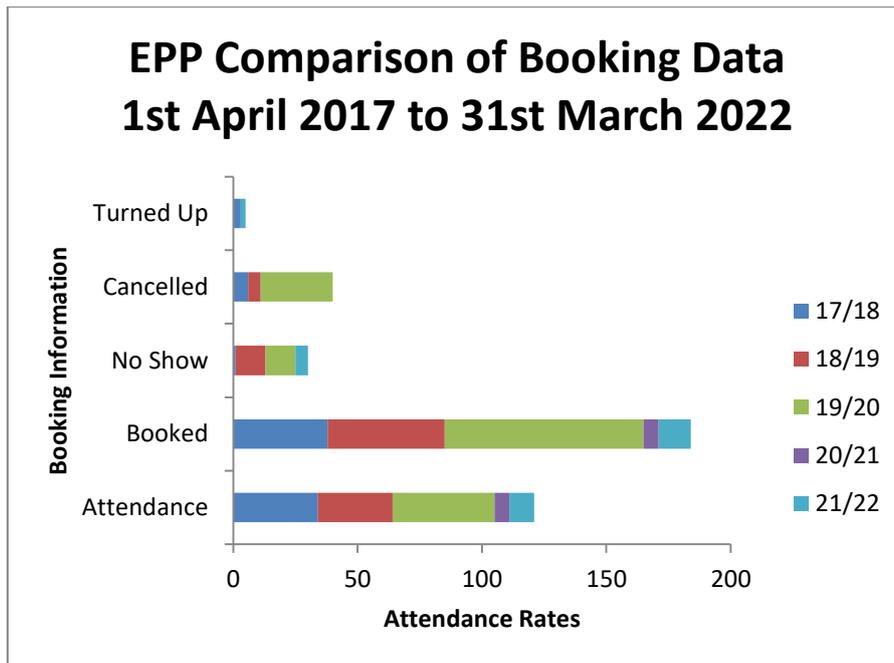
There has been a decrease in work in relation to hours but increase in relation to overall number of parents who have attended the different sessions. This is different to the previous years 19/20 to 20/21 where there had been a decrease across all areas. The introduction of the sessions looking at parental wellbeing to facilitate their caring of their CYP led in part to the increase in the numbers of parents engaging in sessions.

## 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 which has resulted in much hesitancy over working face to face, although this is slowly changing. It is taking a lot of time and effort to re-build trust not only in those attending sessions but also those expected to deliver sessions whom are also parent carers themselves. There have also been a high number of reports of parent carers booked to attend/ deliver sessions having C-19 so still isolating and not attending sessions. Due to this there has also been a continued move towards supporting in a different way through practical help especially in relation to food support and sign-posting. This will be detailed in a later part of the report. For now where it is possible a cursory examination of what delivery has occurred will be conducted alongside a comparison with previous year's data.

### Expert Parent Programme

The expert parent programme was designed as a six hour face to face workshop with many hands on practical activities. An online session was developed after some Pilot work and also discussions with Pinpoint who worked to make it a completely virtual session. This virtual session was delivered in one trial session detailed below.



**Fig 9: EPP Participation Comparison from 2017 to 2022**

What can be seen from Fig.9 is that there was a year on year increase in attendance prior to C-19. Then this dropped right off during lock down and has now increased again in the past year.

#### Parental Feedback

Gathering feedback has proved very difficult in virtual sessions, despite repeated requests during and after the session. When delivering face to face it is far easier for whom ever is delivering the training go round the room and have feedback forms completed. Feedback is vital for demonstrating that intended outcomes have been achieved such as increase confidence etc.:

On the feedback for the session all participants either strongly agreed or agreed with each statement.

#### What worked well for you today:

- *I found all of helpful, even though I knew most of the information already (I think it has helped reinforce my knowledge bases ).*
- *What do you mean by expert? How to become expert*
- *I know where to get help and ask questions confidentiality*

What didn't work well for you today:

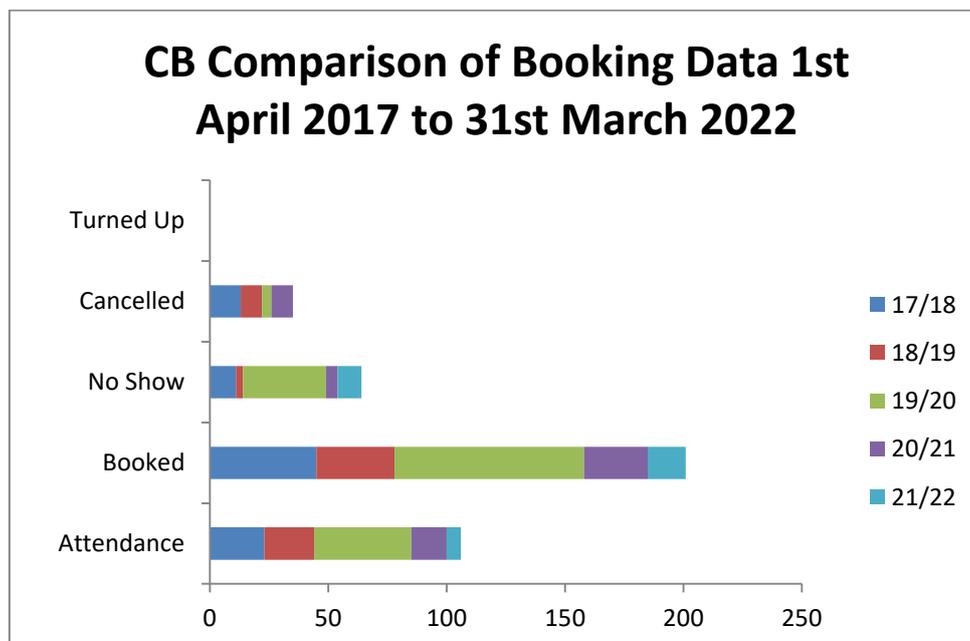
- *No applicable*
- *Perhaps a slightly longer break period (so you can take care of your responsibilities and ablutions altogether. Instead of one or the other). This would be based upon the same / similar amount of Zoom course workshop time. It would also allow for those of us with older devices to put our phones / tablets on charge.*

Challenging Behaviour Workshop:

The Challenging Behaviour (CB) Workshop is designed to be a three hour workshop delivered by parent carers trained as part of a pilot train the trainer in 2017. The workshop has also been designed to adapt based on the needs of the attendees and the skills of the trainers who have always been Parent Carers themselves.

After issues relating to over reliance on one trainer as mentioned in the 19/20 to 20/21 annual report were taken on board a new trainer was identified for delivery of the CB work shop in 21/22 and discussions have also taken place over how the number of trainers for FVP may be expanded to facilitate sustainability of this workshop. Work needs to take place to find other ways to deliver on this element of the training offered by FVP; to include exploration of different workshops, more train the trainer work and sourcing of other trainers.

Only one work-shop was delivered in 2021 to 2022. This session was delivered on line and recorded. It is now available on YouTube.

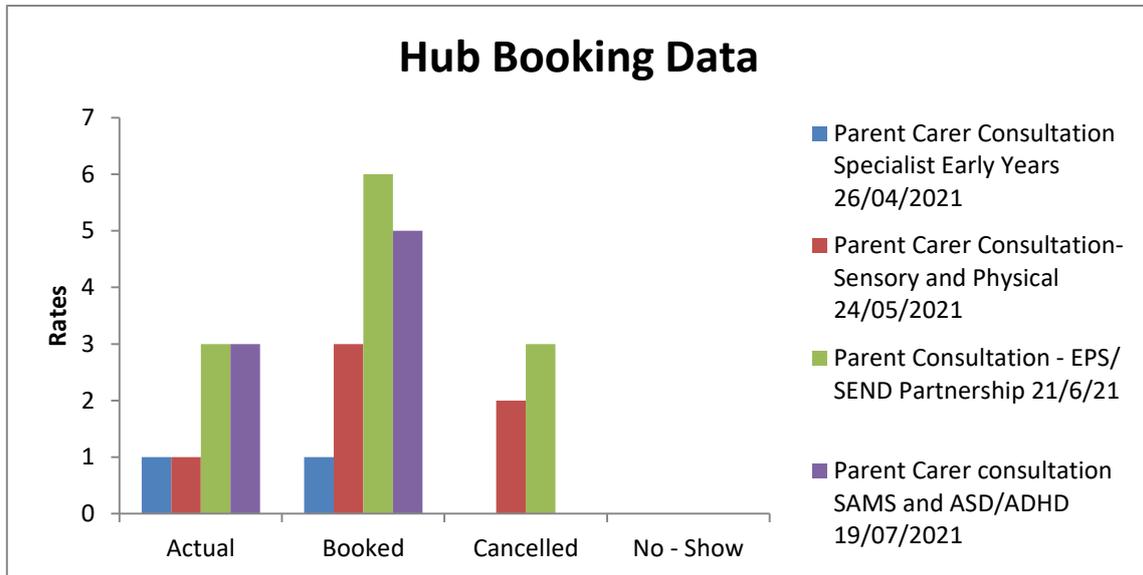


**Fig 10: CB Participation Comparison Rates from 2017-2022**

Also as identified with the EPP work, it is very difficult to secure feedback when delivering online, and in this instance no parent opted to provide feedback, but the recording to some extent demonstrates that the session was received well and has helped.

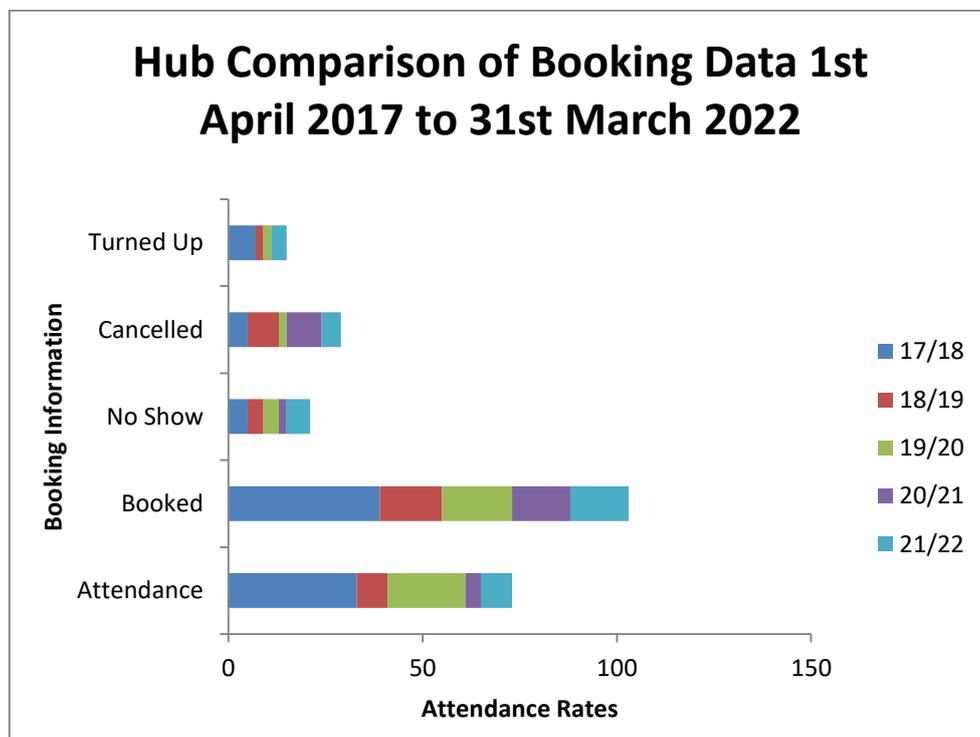
### Parent Carer Hubs

It has still proved difficult to deliver the sessions over the past year; due to attendee sickness (C-19), the number of slots that can be available when delivering virtually and LA input.



**Fig 11: Hub Participation Rates 2021 – 2022**

Fig. 11 shows that the EPS sessions had the highest booking rate and also the highest cancellation rate. It is not clear why this might be.



**Fig. 12: Hub Participation Comparison Rates from 2017-2022**

## Food Support/ Signposting

An area FVP started in 2020 to 2021 and continued in the past year (21/22) 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.

Total Households	Number		Number SEND 0-25
	of adults	Children without SEND	
<b>33</b>	<b>67</b>	<b>87</b>	<b>46</b>

Fig. 13 Food Support

Overall	Xmas Box Beneficiaries	
	Parents	Children
<b>113</b>	<b>42</b>	<b>71</b>

Fig. 14\_ Food Support – Xmas Campaign

Total Contact	Follow up required	
	Yes	No
<b>61</b>	<b>37</b>	<b>24</b>

Fig. 15 Signposting Direct Contact

## Themes

When parent carers contact FVP for anything as detailed in fig.13 to15 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
- ASD 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 two 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 “Carers Week” and “COVID Experience Update”

Some of the key findings were:

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

Across these two surveys there were 63 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.

Both surveys asked for parents to provide as an option details about the wider household information was shared about the number of adults in the household, 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 COVID and its impact 38.89% chose to options linked to mental health and wellbeing.

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

- *Stressing, hard*
- *The pressure can be really hard having two children with special needs it is hard work trying to balance both there needs , my son is diagnosed but I can not get my daughter taken seriously it is so frustrating she displays very similar to my son has meltdown etc etc but can't get anywhere*
- *It effects every aspect of our daily lives*
- *It affected you in all possible ways, lack of sleep has given me a heart problem*
- *It affects you a lot due to lack is sleep I have n heart condition and mental health problems*
- *It affects you a lot due to lack is sleep I have n heart condition and mental health problems*
- *Permanent elevated level of stress, significant time expenditure chasing appointments and responses to letters. Significant expenditure on things to benefit our child*
- *Massively, I work full-time and struggle for childcare due to her behaviours she presents. It upsets the home regularly. I'm exhausted as she doesn't sleep more than 2-3 hours a night and for safety reasons I need to be awake with her.*
- *It can become quite stuff but I have a strong support network*

- *Isolation, anxiety, has a big strain on your well being*
- *"It puts pressure on whatever you have to do in life. My problem is wjo to trust to leave with her so basically i do mot go anywhere with her as i feel peopke would not understand her needs as i do.*
- *I worry a lot about her vulnerability "*
- *I have to be available for everything like college work cooking bathing etc and explaining things so its 24 hour needs at times it makes things hard to do things personally as i have to be available there is no one else who understands her needs etc apart from her step dad so for me it can be very stressful as i am the one to deal with everything and meltdowns*
- *Isolated*
- *Stressful*
- *Burn out, fatigue, my mental health, being able to take care of myself so I can care for them*
- *Mentally it's hard watching a child in pain and the dressings take up a lot of time and are distressing*
- *Find it difficult to cope with mood changes on my own*

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 61.11% stated they were experiencing financial difficulties and respondents to the COVID survey also alluded to 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.13. The food request form utilised by FVP asks for people tp provide further information as to why support is required. The following has been provided:

- *Low income after paying high rent*
- *Low income*
- *Atm we are struggling I am going through a dv case and rape case also alot of court case that I'm. Having to pay towards for a prohibited steps order and a non molestation order also funding to make my home feel safe by adding cameras and lights and a back fence is so expensive but needs doing to keep us safe*
- *Financial situation has changed*
- *I am having financial difficulties*
- *Due to not having travle money to get to supermarkets and due to covid pandemic*
- *Self employed ice skater so just back on minimal hours*
- *Covid struggling to shop with children and no family support*
- *Circumstances changed*
- *I have had a lot of unexpected bills*
- *2 children have just returned to live with me, so we are re adjusting our budget, And my boys don't seem to have the full stomach shut off, so food is always running out.*

- *Only on benefits*
- *Just struggling in general*
- *Just had two birthdays so need help*
- *My husband is out of work and we have 4 under 5's that we don't get any financial support with*
- *My husband is out of work and we have 4 under 5's that we don't get any financial support with*
- *Single parent, Low income*
- *Debt, Low income*
- *Student, Low income*
- *No recourse to public funds*
- *Because our older college children don't receive any help with lunch vouchers & we don't receive any support with our under 4 under 5's*
- **STRUGGLING TO GET FOOD**
- *I can not work full time because of my poor health, I am a single parent to my 12 year old daughter . The money I receive is not enough to cover all household bills and food bills, medicine prescription fees.*
- *Bernadetta has taken the call of Natasha because she was looking for support for food parcel*
- *Dwp benefits messed up after renewals in appeals lost tax credits cms not being paid*
- *Hardship low income*
- *Benefits been stopped*
- *Due to covid & illness' we are struggling financially*
- *With covid and birthdays and Xmas money has become very short cost of school trips and for all 7 kids*
- *I have recently lost my mum to heart attack and im helping with paying her funeral off*
- *Just moved here a few months ago had to furnish whole house, have six children , due baby in 3 weeks had to get everything for her. Have nothing for Christmas and my universal credit barely gets us through on essentials.*
- *I am on low income i am struggling with bills and with my children who are under 5*

## **SEND DATA AND SCHOOLS ENGAGEMENT**

The SEND Data is broken down into themed workshops, focus groups, schools meetings, schools offer and online participation methods (Surveys/ Facebook Polls). Most sessions have relied on virtual methods via Zoom or Teams with some being sign supported by BSL interpreters and made available online. There has slowly been a move back to some face to face working.

### **Virtual Sessions**

There have been a total of 21 participation sessions through virtual methods with a total of 137 overall attendees. The Open Forum based sessions had the highest level of engagement.

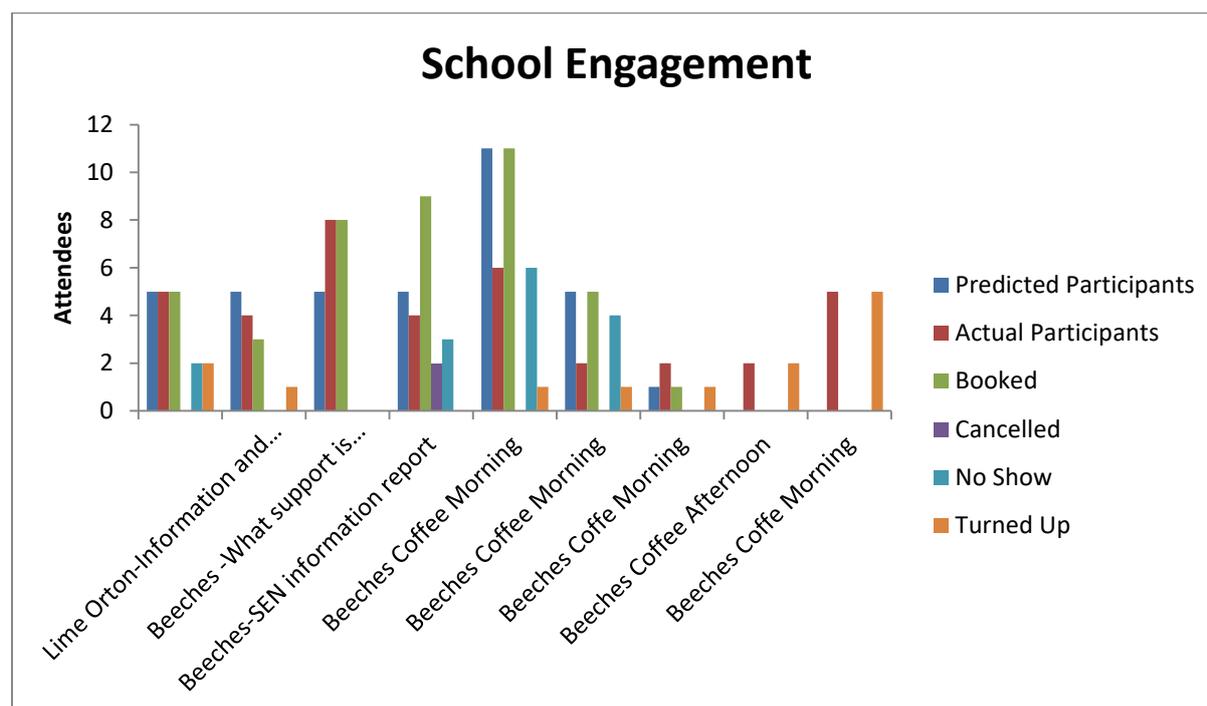
	SESSIONS		ATTENDEES		VARIANCE	
	(20/21)	(21/22)	(20/21)	(21/22)	Sessions	Attendees
Focus Groups	2	6	5	21	4	16
Open Forum	1	6	6	78	5	72
Sessions	3	9	15	38	6	23
Meetings						
Totals	6	21	26	137	15	111

**Fig. 16 Total number of sessions and attendees across types of work**

Numbers as seen in fig.16 have increased across all areas, but in particular open form sessions, which have covered a range of topics and either been intended to impart information or inform commissioning.

### Schools Engagement

Schools engagement has been conducted mainly with Beeches school through online sessions and towards the end of the financial year a face to face session. FVP have also been contacted by William Law and Ken Stimpson to undertake some specific schools offer work.



**Fig. 17 Schools Session Attendance Data**

Work with Beeches, William Law and Ken Stimpson is ongoing and the following feedback has been provided:

*Working with Family Voice has been very important for our school over the last academic year. It has provided opportunities for parents to know there is a network of people they can talk to and ask questions to, we have learnt lots as a school community about the resources and services that are just at our doorstep.*

*Online courses have also increased confidence of parents. I look forward to working with them more in the future!*

## Online Participation Methods

### Facebook Polls

As reported in previous annual reports Facebook Polls have been conducted for two purposes to ascertain what type of support/ information parent require and to gather data on specific topics for participation purposes.

Fig. 18 below shows the all Poll questions and the number or responses.

Poll Answers	Poll Answers Numbers
We have a Facebook page and group for our caravans, have you liked them yet?	
Yes	5
No	6
Have you heard of the Local Offer	
Yes	8
No	
Do you have a child or young person who uses wheelchair services?	
No	6
Yes	2
If you do have a child who uses wheelchair services, do you recall having a good or bad experience?	
Good experience	2
Bad experience	
Do you know what PFA means?	
No	4
Yes	2
Do you as a parent carer feel like you've been given the support you require?	
No	6
I am unaware of what support is available	5
Yes	
Does your child have a EHCP?	
Yes	16
No	5
Does your child have a EHCP?	
Yes	19
No	4
Do you have a family member who uses a wheelchair?	
No	10
Yes	9
Do you know what Early Help is and do you know what Early Support is	
I know what Early Support is	5
I know what Early Help is	3
I do not know what Early Support is	1
I do not know what Early Help is	1

How has parent carer responsibility impacted your mental health?	
It has affected my personal relationships	13
Most Days I feel stressed	12
I dont eat well	11
I dont sleep well	11
I am anxious	9
I am sleep deprived	9
Most days I feel low in mood	9
It has affected my financial situation	7
I feel socially isolated	7
In my role as a parent:	
I make sure my child has clean clothes	17
I take my child to the GP when they are unwell	16
I make sure my child attends school	15
I drive my child to activities like football	8
As a carer I:	
I have developed an understanding of behaviour( Challenging and otherwise)	10
I monitor my child's diet	9
I organise my day around my child's day/needs	9
I take attend my child's hospital appointments	8
I have been assisting , supervising my child at all times	7
Manage family finances	7
I attend EHC/ CIN meetings	6
I spend my time supporting my YP to PFA	5
I spend my time appealing decisions	4
Organizing hospital appointments/ time management	3
I provide personal care for my adult child	2
Understanding benefits	2
I have to find staff for my child	1
I make sure the young person attends college	0
How old was your child when you first realised that what you were doing was different from normal parenting?	
0-2	17
2-4	6
6-8	1
8-10	1
10-12	1
14-16	1
Perinatal	1

at what point did you realise your role was different?	
Before Diagnosis	14
After diagnosis	2
When diagnosed	2
My child has no diagnosis	
what strategies do you think helped the most with maintaining a healthy (whatever that is) mental state?	
Counselling	11
sharing experience with other parent carers	10
Respite/ time away fro caring responsibilities	8
Going out for meal with a friend	7
Spending time with family/ partner	7
Having bubble bath or long shower	5
Arts and crafts	4
Medication/ anti depressants/ sleeping meds	4
Getting you hair done	3
Listening to music	3
Gardening	3
What is it that you find the most useful? Please add your own in the poll.	
Finding new ideas and strategies	16
The opportunity to meet other people experiencing similar things	15
Developing and understanding of key concerns, and finding out what can be done to address these	11
Sharing ideas and experiences	8
Learning new things	7
Meeting new people	7
Information	5
Group homework	3
Why does your child need a larger buggy or wheelchair?	
Because they are physically disabled and unable to walk	4
Because they find walking painful or difficult	4
Because they refuse	
How many parents on here are employed?	
Employed	27
Stay at home (choice)	13
Self employed	7
Disabled	5
Cant find work to fit caring responsibilities	3
Volunteer	1
What are the key areas of interest or concern for parent carers?	
Mental Health Support for children and Young people	27
Education	18
Mental ahealth support for Parent Carers	17

Employment for adult children	12
Mental Health support for adult children	11
EHCP	9
Diagnosis	9
Respite for adults	8
Accessing necessary equipment/hoists/wheelchair/OT/Physio input	6
Employment for parent carers	6
Legal processes/power of attorney	6
Benefits	6
Accommodation for adult children	5
Respite for children	5
The impact of Covidon on disabled people and their families	5
Transition to adulthood	5
Understanding diagnosos	4
Home working and return to worklaces	3
How to submit a complaint	2
<b>Do you find workshops helpful?</b>	
Yes	12
No	0
<b>Who completed your child's EHCP?</b>	
School	10
Nursery	5
Other	5
<b>Did you appeal your child's EHCP early assessment outcome?</b>	
Yes	6
No	0
<b>Would guidance and critiera for EHCP applications be helpful?</b>	
Yes	10
No	0
<b>What subjects would you like Family voice to cover?</b>	
Parental Mental Health	12
Challenging Behaviour	8
Sensory needs	7
Parent get together day and evening sessions	6
Understanding autism	6
Understanding ADHD	6
Complex physical and developmental needs	5
Employer duties in the workplace	5
mental health needs	4
Sleep hygiene	4
EHCP process	3

**Fig.18 Facebook Poll Response Data**

Polls relating to the needs of parent carers and support and information gained most responses.

## Online Surveys

Survey Title	Survey Response Rate
Carers Support	48
COVID	17
Education	33
Transport	10
Sensory impairments and community/ education access	13
Seldom Heard	20
Community Leaders	10
Preparing for adulthood	8
Local Offer	12
Cease to Maintain	5
Annual Survey	62
Digital Access	29

**Fig. 19 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.

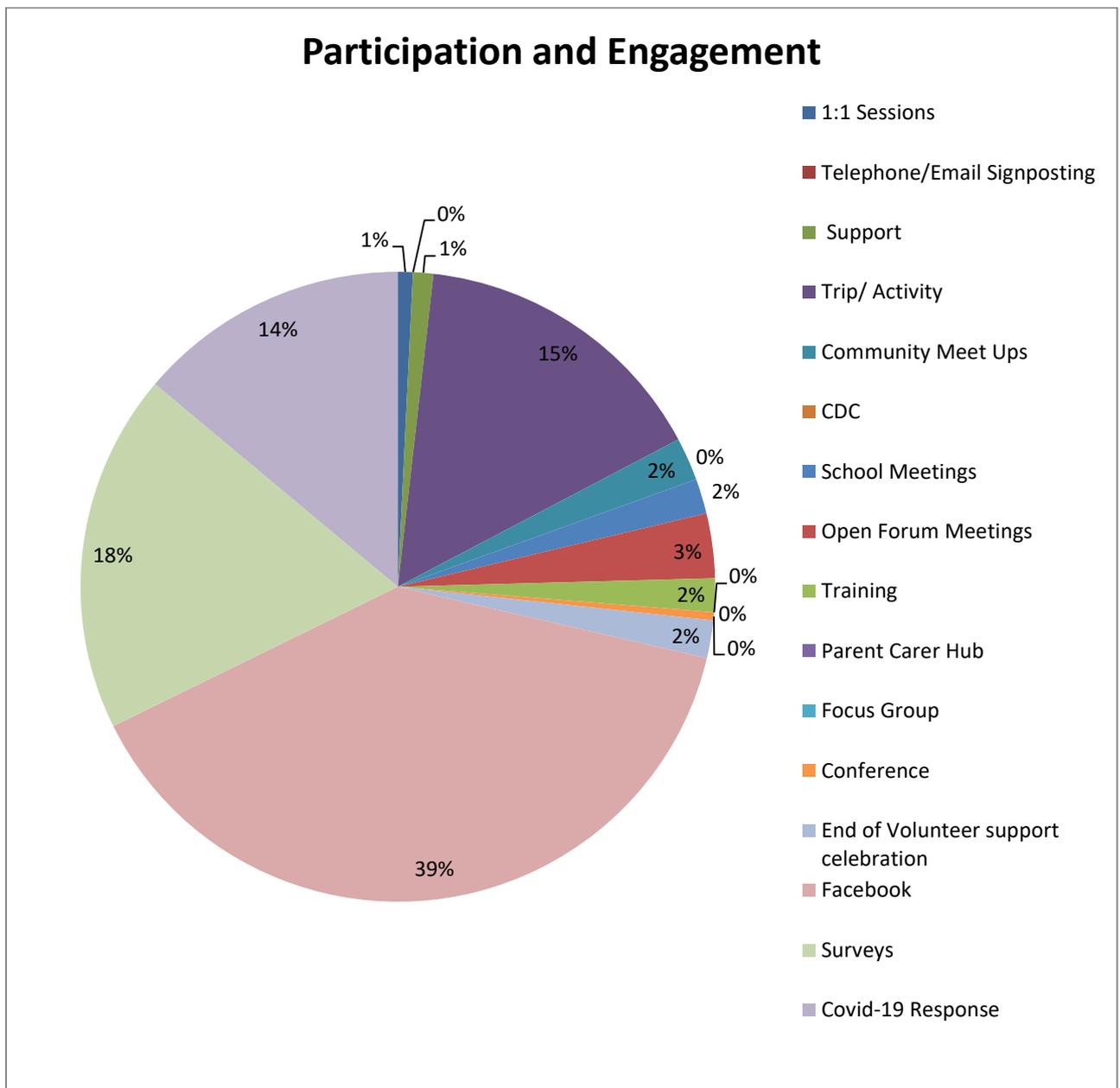
There have been 12 surveys completed in 2021 to 2022 with one directly informing the offer of support to families. There have been a total of 267 responses. The main end of year survey has been reported on in a separate report where the results have been compared to data gathered since 2018. The full comparative report is available via this link on the FVP website.

### 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 slight increase in response, and generally across surveys, people are demonstrating a more negative view of SEND services etc.

### 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. 20 Preferred methods of participation as percentages**

The preference this year for online methods has been led not just by choice but also circumstance. There is still much COVID hesitancy and people are still spending periods of time isolating

### **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.21 and 22 reflect self-reported ethnicity of the family and parent carer gender. The predominant ethnicity was White British and the predominant gender was Female.



Fig. 21 Self-reported familial ethnicity

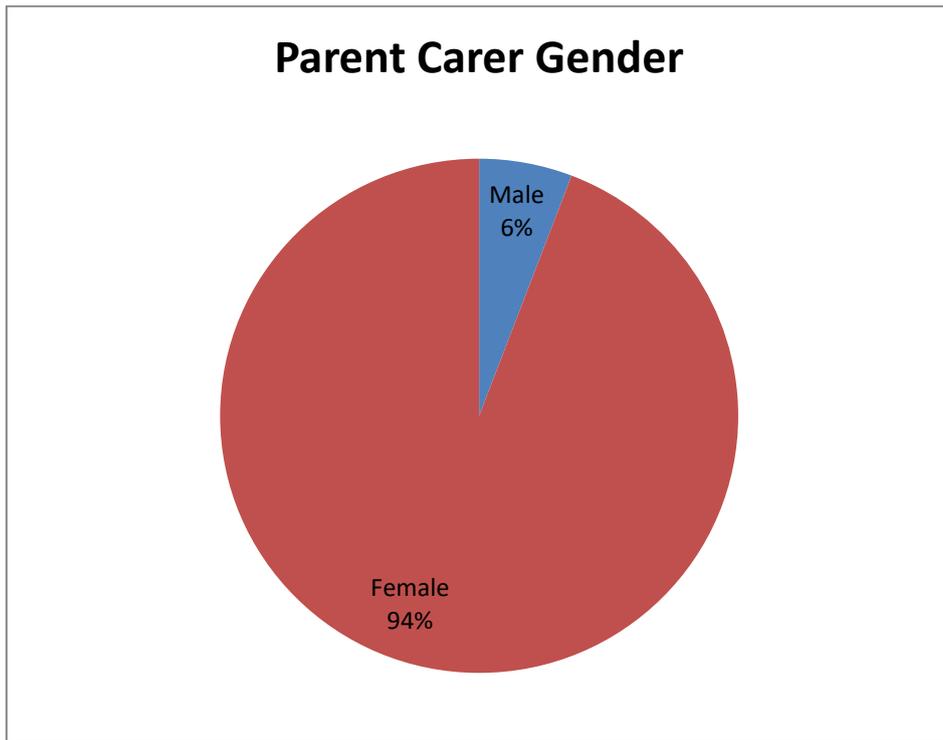
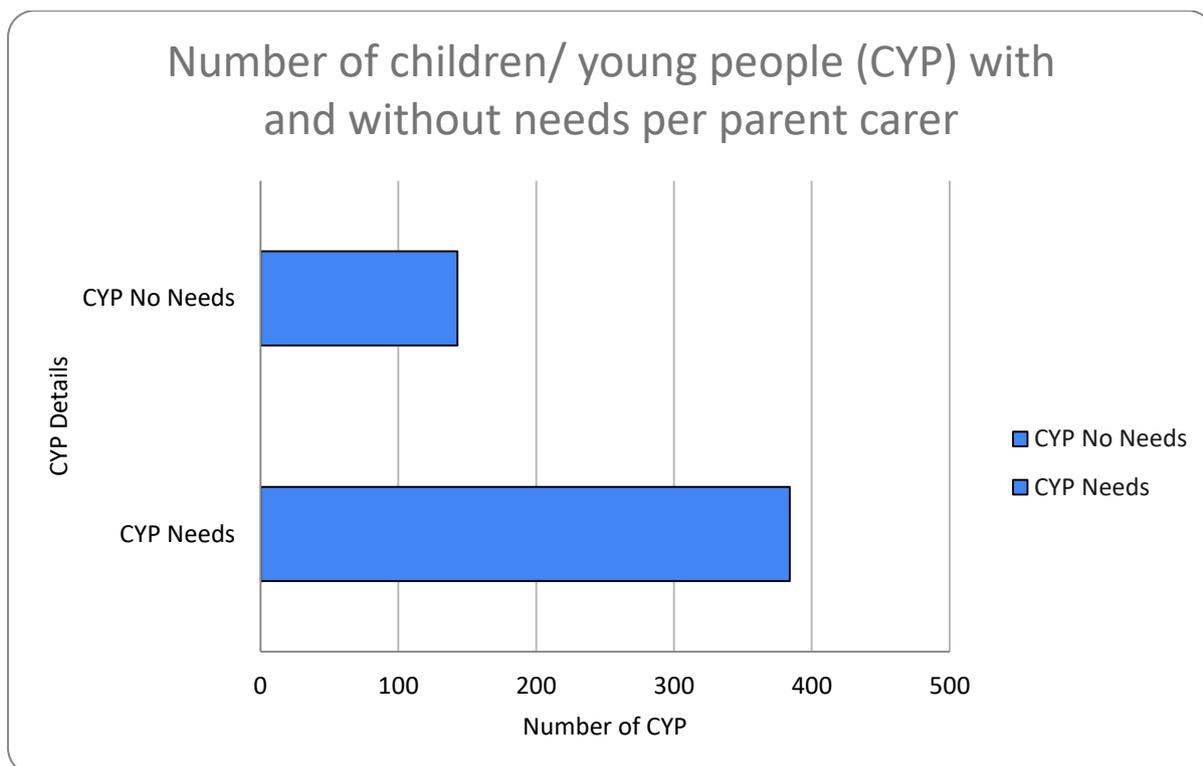


Fig. 22 Self-reported parent carer gender



**Fig. 23 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**

The work relating to seldom heard communities has a further reach than just parent participation. The work aims to identify, reach and engage with seldom heard parent carers and their wider community networks. The way the work is delivered has a few drivers from; requests for activity themed work by seldom heard parent carers through to requests for both virtual and face to face working.

<b>Topic</b>	<b>Attendees</b>
Financial Matters	17
Carers	17
Pandemic	26
Signposting and support	10
Introduction in parliament	6
Exclusions	13
PFA	16
Festive Get Together	17
Apponteeship	9
Inclusion(Caring together)	10
GP	8

**Fig. 24 Seldom Heard Session Attendance**

Over time the sessions have become more popular and seen engagement from a growing number of communities. 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.

### Surveys

Two specific Seldom Heard Communities surveys have been conducted during the past year; one for parent carers and one for community leaders. 10 people completed the community leader survey and 20 parent carers completed the seldom heard parent carer survey. Groups represented included:

1. Lithuanian
2. Travelling
3. Gambian
4. Nigerian
5. Domestic Violence Survivors
6. Pakistani

Parent carers were from the following communities:

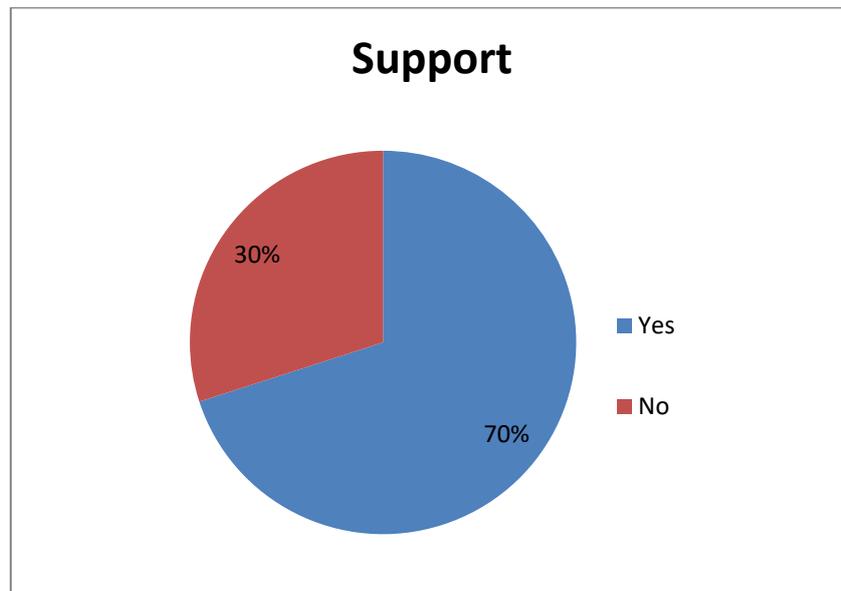
1. Any other White Background
2. Any other Asian background
3. Pakistani

Community leaders were asked the following questions:

*What sorts of support do you think Parent Carers may need?*

1. Frequent meet ups, coffee mornings, trips and activities
2. How to apply for schools and Benefits
3. Social support
4. signposting, respite, financial advice & support
5. Any support that can them better their lives
6. Translating, advice, information, signposting, childcare, help with food, transport.
7. Mental health support
8. Rest breaks from caring so they can charge their own batteries
9. Guidance, respite care, training, friendship
10. Physical, emotional caring, professional support. This, ideally should also be financial.

*Do you know if any parent carers within your community have received any help/ support since COVID-19 started from their child's school?*



**Fig.25 Parent Carer Support Awareness**

*Please use the space below to provide further details on how, if at all COVID-19 has affected your community/ yourself.*

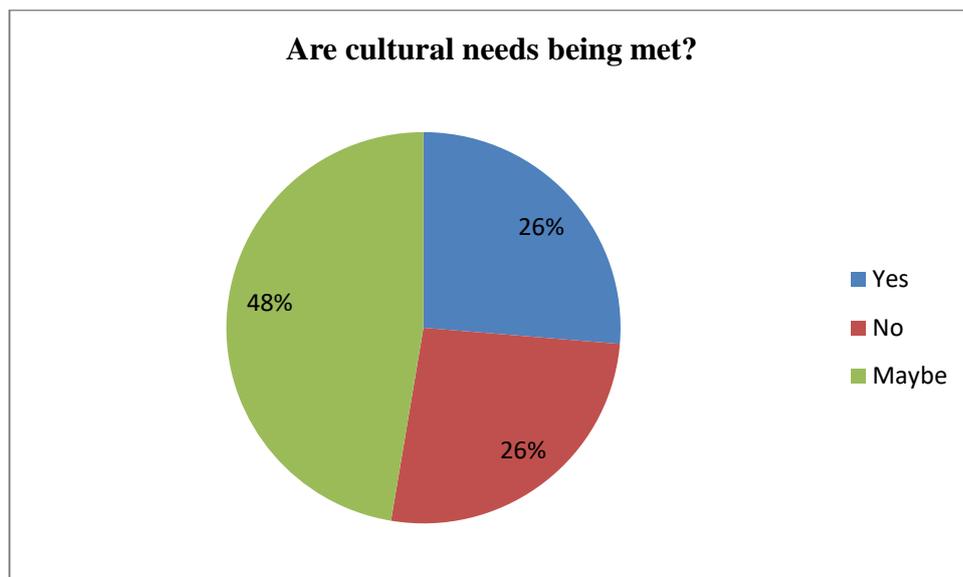
- Felt isolated
- Isolated us all
- There has been huge impact on our community coming together and socialising
- N/A
- Loss of jobs and incomes, some people lost their homes, families breaks, raise of domestic abuse and addiction of alcohol and drugs. Also a huge negative impact to Mental Health and Wellbeing to all kind of age of people - kids, young people, adults, elderly people.
- Misinformation regarding vaccines has deterred people from vaccination
- I am unsure about this
- Loneliness
- Dogsthorpe is a residential ward with a large number of elderly people who have felt isolated. There are also a large number of parent/ carers and they too have felt isolated. I do not have any data to suggest they have been any more or less disadvantaged than the national or regional average.

Parent Carers were asked a range of questions including the following:

*Disability is often perceived differently in different communities, what does being disabled mean to you in your community?*

- It mean less worthy so we don't have contact with other Polish families.
- It is looked upon as they can't be successful in life unfortunately and very shameful having a child with special needs
- Understanding
- Needing extra support
- It means I should be ashamed but I am learning not to be as they believe it is a punishment sent from god
- Means we are unique and special in our own way and talented and we have difficulties some times because of the way our brain works.
- They don't understand the needs
- Can be seen as an outcast
- Not developing according to your age group

*Are your child/ young persons cultural needs being met?*



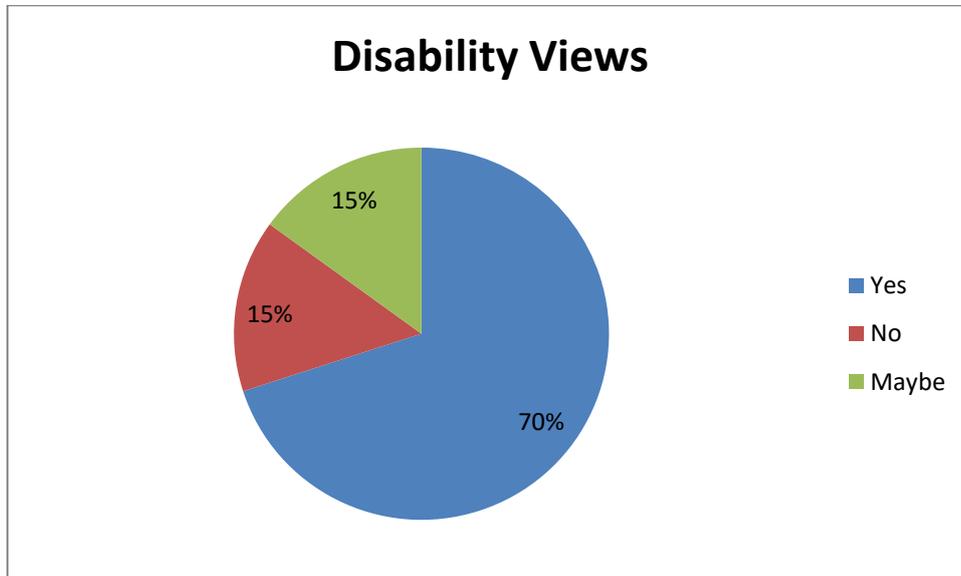
**Fig.26 Support for cultural needs**

*If you feel there have been barriers, what are these?*

- Not enough appointments
- Not knowing where to go when you need help
- To get the support from services in time and to get the professional support.
- Language barriers, communication barriers and feeling she's unwell
- Long waiting list
- Getting the right support
- Social care declining help stating not qualify under child or adult needs
- Can only access when at crisis. Otherwise there is none. Carers allowance is a pittance.
- funding, lack of support workers and not knowing what help is really out there.

- Covid and waiting times

*Is physical disability seen differently compared to neurodevelopmental/autism/learning disabilities/mental illness?*



**Fig. 27 How ASD is perceived compared to other needs**

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. 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

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.

## **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.

### Topics of Importance

1. PfA
2. Early Help and Support
3. Educational Experience

### Change and Co-production

As a result of raising concerns there is:

1. A group now set up to review on an ongoing basis EHCp systems and practices.
2. New EHCp documentation.
3. Work to ensure parent voice in the commission cycle.
4. Ongoing review of Early Help and Early Support.

### 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. Preparing for Adulthood
6. Seldom Heard Parent Carer Engagement

## **ANALYSIS**

**From an analysis of the work completed throughout 2021 to 2022 a number of themes have become apparent:**

1. Although life is moving back to normal; sometimes called 'The New Normal' this impact of C-19 is still being felt.
  - a. There is still hesitancy at going back to face to face working.
  - b. Mental wellbeing is still impacted for the parent carers themselves and also at times their CYP.
  - c. Families are still reliant on food support with some experiencing shame over needing such support.
  - d. Families are still reporting being isolated.
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 reporting feeling unsupported, and that their caring role is not fully recognised.
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. Parent carers are reporting feeling less involved in their CYP's SEND assessments/ support/ monitoring.
6. Food poverty is still an issue for some families, and this need is impacting on a varied group of SEND families.
7. Engagement is taking place with a newer, younger cohort as well as those within PFA.

### Recommendations

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**

I recently took over as chair of the charity a couple of months ago after joining the board of trustees in July 2021. The board of trustees has seen major changes and we are now a board of new members with a range of skills and experience and we look forward to working with the challenges ahead.

I have been involved with the charity for several years now as local councillor and have seen how the pandemic and closures of the Goldhay Centre has brought huge challenges for the charity to overcome. Since the latter part of 2021 we have been able to open the centre 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 is intended to bring local residents together, combat loneliness and provide a centre for support and social networking. The café is open weekly and once a month a 2 course meal is provided on a donation basis. We have had support for Orton Longueville Parish Council to set up and run this and the café 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 - we hope that this can become a permanent food hub/community fridge going forward as this is much needed in the local area with the increasing rise in cost of living.

Other community activities involve regular( monthly) litter picking and gardening projects which re started in the summer of 2021.

We are also in the final stages of a National Lottery Funding application, and are hopeful of success. If successful this will have a huge impact on the charity and enable us to do more for our beneficiaries. Our new website is now up and running which advertises very clearly what is on offer both to families with disabled children and the wider community in terms of the renting the centre for functions and booking the caravans. This will also enhance our profile and help create the sustainability we need to continue our vital work.

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

Heather Skibsted

Family Voice Peterborough Chair Person

## **Trustees**

John Ravenscroft (Chair Person – Resigned January 2022)  
Samantha Ronnay (Interim Treasurer – Resigned April 2021)  
Amanda Rennie (Secretary – Resigned December 2021)  
Heather Skibsted (Chair Person – Joined August 2021)  
Snieguole Maliavskaja (Joined November 2021)  
Oluyemisi Anthonia Williams (Joined December 2021)  
Faustina Yang (Joined January 2022)  
Asta Remezaite (Joined February 2022)

## **Declarations of Interest**

- An employee of FVP is married to John Ravenscroft.
- Heather Skibsted is Ward Councillor (Orton Longueville Ward, Parish Councillor Orton Longueville).

## **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"><li>• Understand their role within FVP</li><li>• Understand what FVP’s purpose is, who its beneficiaries are where it operates.</li><li>• Are eligible to act as a trustee and meet charity commission requirements and safeguarding requirements I relation to children and vulnerable adults</li><li>• Bring skills and experience to the charity that mean it will continue meeting its purpose</li></ul>

**Fig. 1 Governance and Structure for FVP**

FVP has a small, but growing team of staff and volunteers who have operational responsibility for manging 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. This is becoming less so over time, especially towards the end of the financial year this report applies to.

FVP works with a number of other third sector organisations including Peterborough and District Deaf Children's Society (PDDCS), 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.

Potential risks have changed over the past year, with a move towards ensuring growth is managed safely, and nearly a whole new board coming in towards the end of the financial year. The previous risk of a Trustee and Employee being married to one another has been removed with the resignation of the said Trustee. The constitution allows for beneficiaries and connected persons to be trustees and employees which, is handled via the declarations of interest/ loyalty policy and procedures. Regular risk assessment is conducted to ensure all matters are recognised and managed; furthermore recent work has taken place around a functions analysis to help inform the strategic plans of the charity whilst being mindful of all potential risks. Any risks are detailed appropriately on a risk log and at all times the risk policy is followed.

#### 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 2021 to 2022**

A Chief Operating Officer has been employed to oversee all operational elements of the charity, supported by a team of Parent Representatives, a Senior Administrator, Finance Administrator, Office Assistant and Charity Development Worker. There have also been a couple of temporary roles namely a COVID Community Connector. No staff member is remunerated over £40,000 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. There are currently 11 staff members employed by FVP.

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/ 2021 to 2022**

FVP have secured the support of 5 regular volunteers, some ad hoc volunteers courtesy of the Rotary club who have supported with the upkeep of the premises where C-19 restrictions have allowed.

Although FVP still have two key parent representatives who volunteer their time, the majority have moved towards employment with FVP as zero hour workers in line with the longer term plans of the charity.

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 C-19 hesitancy, as the country moves to a 'new normal'

## **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 is due to be reviewed and amended as necessary, especially as the charity approaches its last year of its current 5 year business plan. 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><b>Supporting parents/carers:</b> 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><b>Training:</b></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><b>Volunteering:</b> Parent carers acting as parent representatives</p> <p>Parent carers conducting volunteer duties.</p> <p><b>Paid Employment:</b></p> <p>Use of casual worker (employment contracts) for parent rep role</p>
<p><b>Improved health and wellbeing:</b></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 avoid crises</p> <p>Carers report less social isolation</p> <p>Carers offering to support</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/ vouchers to a range of local places for families to attend safely under Covid-19 restrictions</p> <p>Food delivery and support</p>

	peers  Carers report decreased levels of anxiety relating to financial hardship	programme through fare share/corporate partnership  Use of wellbeing/activity packs
<p><b>Targeted Community Engagement and Empowerment:</b> 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**

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 – 2021 to 2022

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 introduced in 2019. This past year has also seen FVP continue the changed delivery model, working both face to face and online.

1. FVP has seen three new parent carers join the team as parent reps taking on strategic meeting and general forum administration duties.
2. 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
3. Through a range of virtual workshops, online sessions, the parent carer hub and engagement with schools covering 32 sessions 266 people were afforded the opportunity to participate. These provided sign-posting, support, the opportunity build new relationships and connections and increase social inclusion.
4. Parent carers fed back that the deliveries of wellbeing and activity packs continued to be a welcome treat that made their days a little easier. These worked well as an addition to face to face activities. Through the activities 917 parents carers and their children and young people benefitted in some way.
5. 70 caravan bookings were secured in the past year with any low dates being sublet on behalf of the charity for Haven caravan in particular.
6. The community centre slowly reopened and bookings were secured on a more regular basis from September. Where know 138 sessions saw 574 people use the centre.
7. Practical support was afforded to families through the use of food deliveries which resulted in 33 households with a total of 67 adults 87 CYP without SEND and 46 CYP with SEND benefiting.

With the move to a ‘new normal’ and choosing to utilise hybrid working as well as wholly face to face and online sessions, numbers of those engaging with FVP have increased.

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

**Fig. 3 Session and Beneficiary Comparison 2020 to 2022**

Being able to re-open the centre and caravans has made a marked difference to FVP with a direct impact for FVP beneficiaries being access to services and support more easily a decrease in isolation.

#### Information

1. Training sessions in understanding behaviours that challenge related to social communication needs, attentional difficulties and learning difficulties providing parent carers/ family members with basic skills to self-manage and gain resilience have only been delivered once.
2. Training in the health system (EPP), parent participation and Children and Families Act 2014 (Section 19 Principles) to enable parent carers to navigate the new system

and help professionals understand what support their children require. A new online version has been developed, with one session being delivered via Beaches school.

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. 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. 15 stands and 727 people spoken to.
5. The ongoing development of an e-news to share messages and opportunities to engage. There are currently over 500 subscribers.
6. Use of social media to enable a wider and more diverse group of beneficiaries to receive information and participate in service change.
7. The use of YouTube to increase the reach of information being provided.

#### Advocacy (Collective)

1. Online participation sessions, Facebook discussions and Polls 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. In 2020 to 2021 as a way to continue working in light of C-19 FVP introduced the provision of tickets/ passes and vouchers to local places of interest and family fun from bowling to safari soft play. FVP also introduced the use of home delivered family activity craft packs to promote family participation and participation. This worked so well it was decided to continue this for 2021 to 2022
2. Delivery of wellbeing/ pamper packs for parent carers containing items to promote relaxation and mental wellbeing has also been conducted again.
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. Food support was introduced in April to May 2020 during the first period of lock down to alleviate the financial stresses and anxiety of parent carers. Families reported having to choose between feeding their children or cover the increased costs of household budgets through factors such as utilities. Some families also struggled greatly to source the food types their children would eat especially those who have children with ASD. In 2021 to 2022 this has continued but the reason for the need has changed and is based more on household financial difficulties not C-19.

## Advice

1. Parent Carer Hub providing direct access to professionals from Education, Carers Support and SEND Partnership.
2. Signposting to a range of services/ support systems/ SEND professionals.

## Community Premises

1. The community centre has reopened, with usage slow at the start but increasing from September 2021. The user groups have changed, with more from Seldom Heard Communities looking to the centre for provision of services to their communities. One group that has remained is Families First and they have seen their usage increase with many more new families joining their sessions.
2. Community engagement has taken 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**

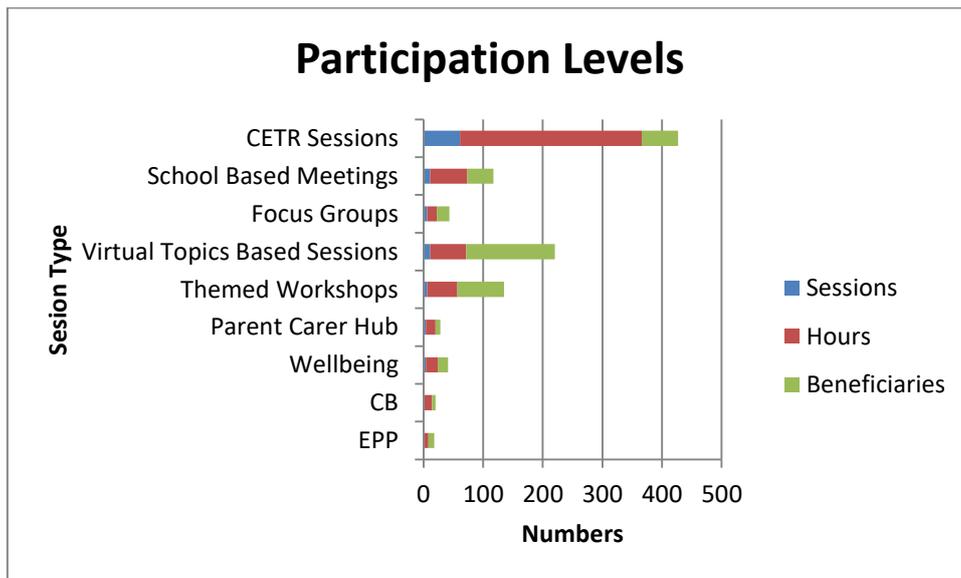
- Use of Vouchers/ Tickets/ Passes
  - Parent carers were provided the opportunity participate and then apply for vouchers/ tickets/ passes for accessing things such as Bowling/ Sacrewell Farm Shopping Trips.
  - Some of these were also accessed by parent carers from the Aiming High Group and Lime Orton Academy which led to an increase in diversity and engagement from more families with CYP with very complex health needs.
  - 399 people (parent carers and their family members) benefitted from vouchers
- Activity Packs sourced from Mucky Pups
  - These packs were given to over 194 children for October Half Term all with a spooky theme.
- Themed Treats
  - 115 children with arrange of needs and from very diverse backgrounds received loot bags.
  - 42 adults and 71 children from households experiencing a range of issues from financial difficulty through to stress related to caring for SEND children and or adults with disabilities received a hand delivered hamper. This was part of the Christmas in Box campaign designed to ensure 25 local families would have a good Christmas with enough food to support their families over the holiday period.
- Parent Carer/ Community Support
  - Wellbeing and Pamper packs were hand packed and hand delivered for Carers Rights Day and Carers Week which saw 89 parent carers from across Peterborough benefit,
  - Food Support was afforded to 33 households with a total of 67 adults 87 CYP without SEND and 46 CYP with SEND.

- FVP have also been providing phone line/ email signposting 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 61 parent carers with growing number who were new to the SEND system

Participation and Engagement

The attendance at the following has varied according to the topics and need; numbers have been anywhere from 2 and 30

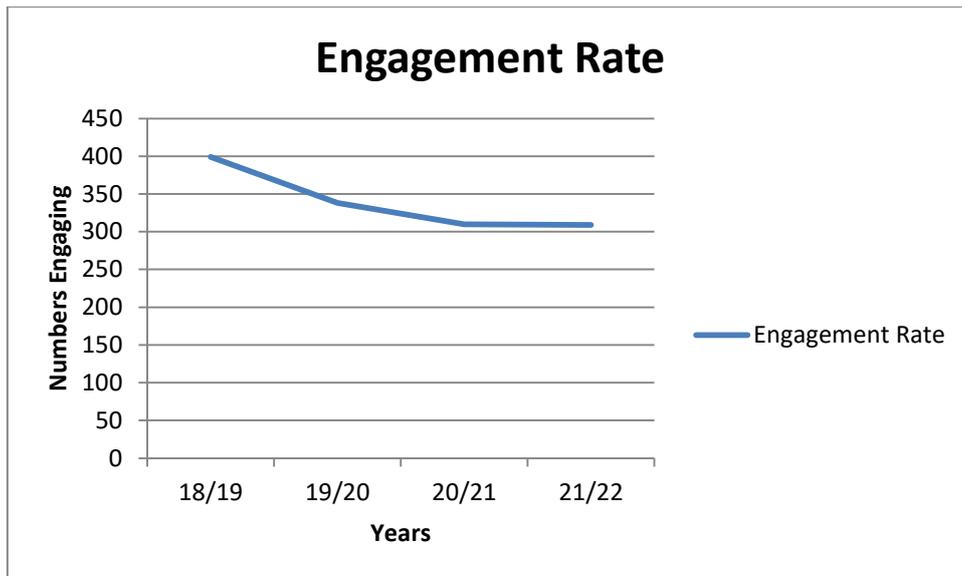
1. 1 Expert Parent Programme
2. 1 Challenging Behaviour Sessions
3. 4 Parent Carer Hub
4. 6 Themed Workshops
5. 11 Virtual Topics Based Sessions
6. 6 Focus Groups
7. 11 School Based Meetings
8. 61 CETR Sessions



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

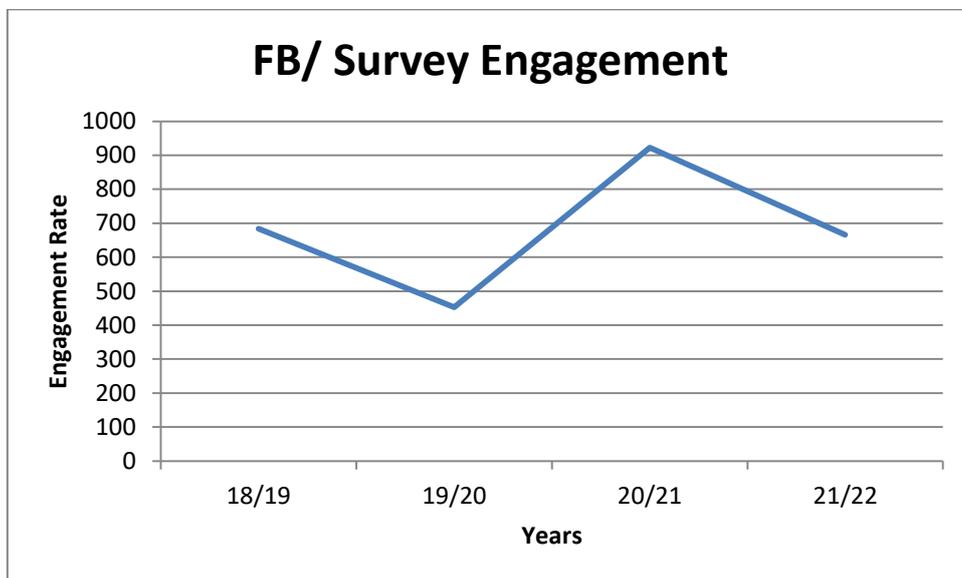
Parent Participation

The financial reporting period this relates to, 2021 to 2022, 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.



**Fig.5 Overall Engagement Rate**

The numbers of parent carers taking part in online surveys or Facebook polls have also fluctuated with increases and decreases across the years (see fig.6 below). The changes have a number of factors including but not exclusively; C-19 Impact and the need to work virtually, the increased popularity of engaging online and a newer group of parents engaging. FVP has also seen an increase in requests for parent participation from services across sectors operational and strategically.



**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 the use of virtual themed sessions

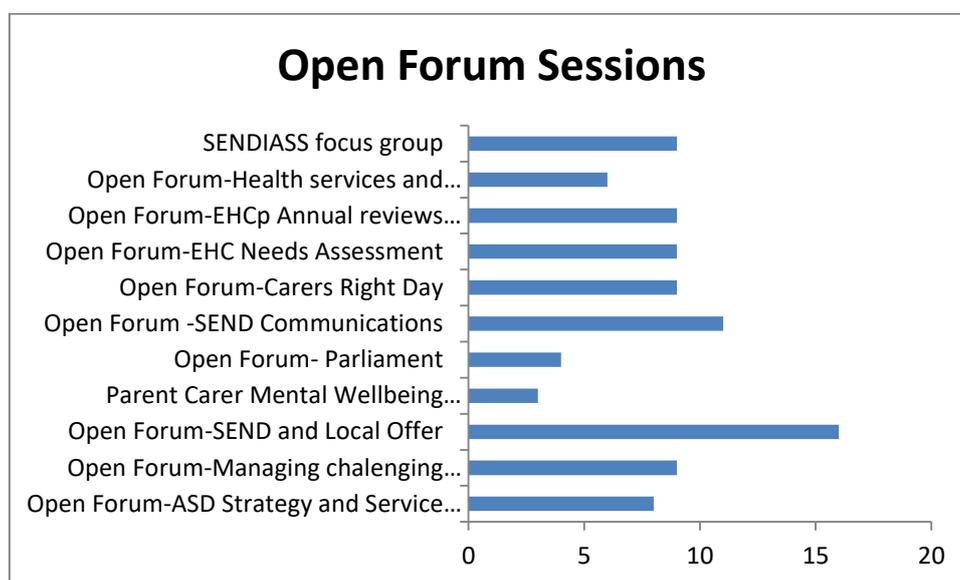


Fig.7 Attendance at Open Forum Sessions

## Participation/ Engagement/ Involvement April 2021 to March 2022

### Headlines

1. 310 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. 666 parent carers have taken part 38 online surveys or face book polls. This is a decrease of 23.54% from 20/21
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. 18 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, Facebook Discussions, Facebook Polls, Surveys and feedback forms.
  9. Evidence is both qualitative and quantitative in nature.

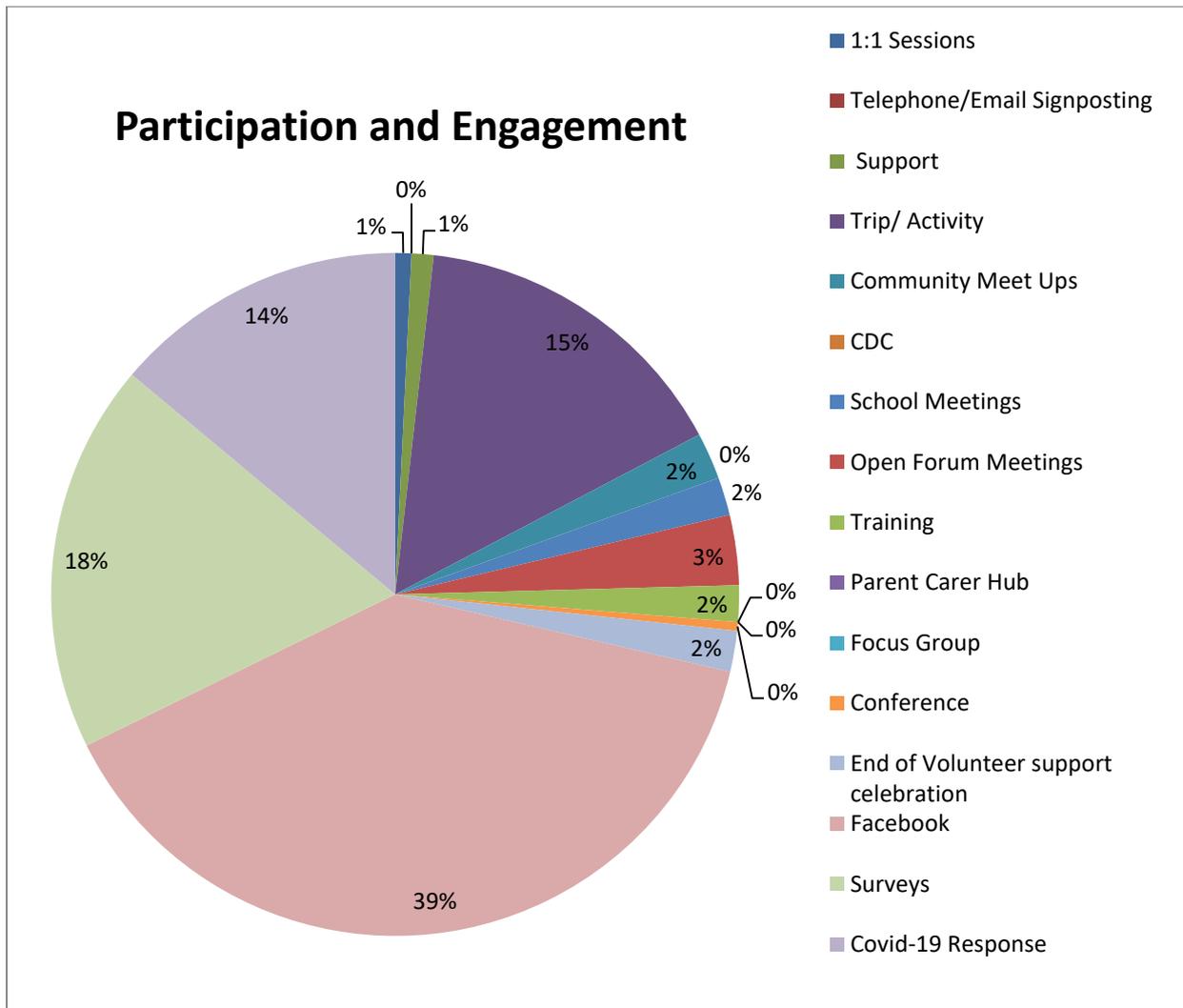
Ethnicity has been self-reported as; White British, Asian, Lithuanian, Russian, Pakistani, Afghan, Ghanaian, Portuguese, Indian, Ugandan, American Indian, Canadian, Scottish, Latvian, Polish, Greek, Black British, Turkish Cypriot Brazilian, White Other, African, American, Irish

### **Parent Representation**

8 parent carers acting as representatives have attended 296 strategic meetings investing 645 (under estimate) of hours in terms of administration, travel time and actual meeting attendance.

### **Preferred Parent Participations Method**

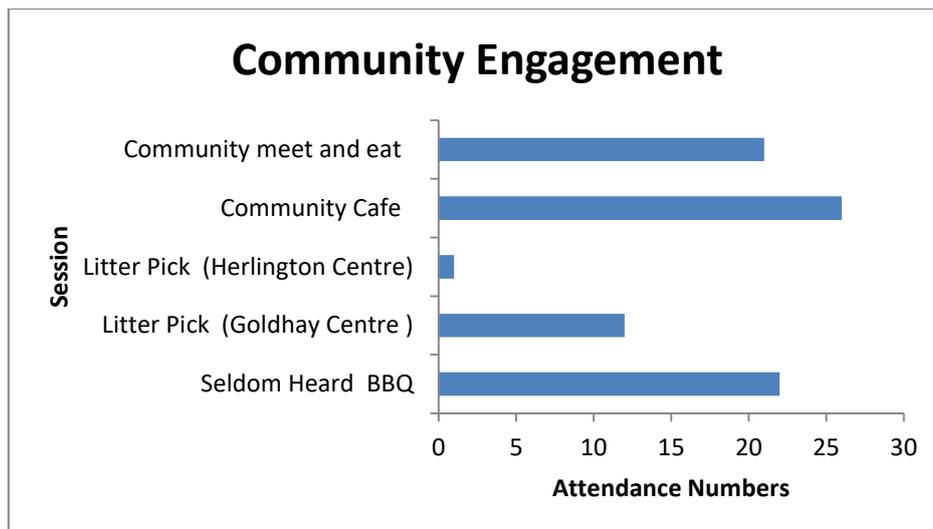
FVP have seen 310 parent carers, some of whom have participated more than once, participate 1182 times.



**Fig.8 Preferred Participation Method**

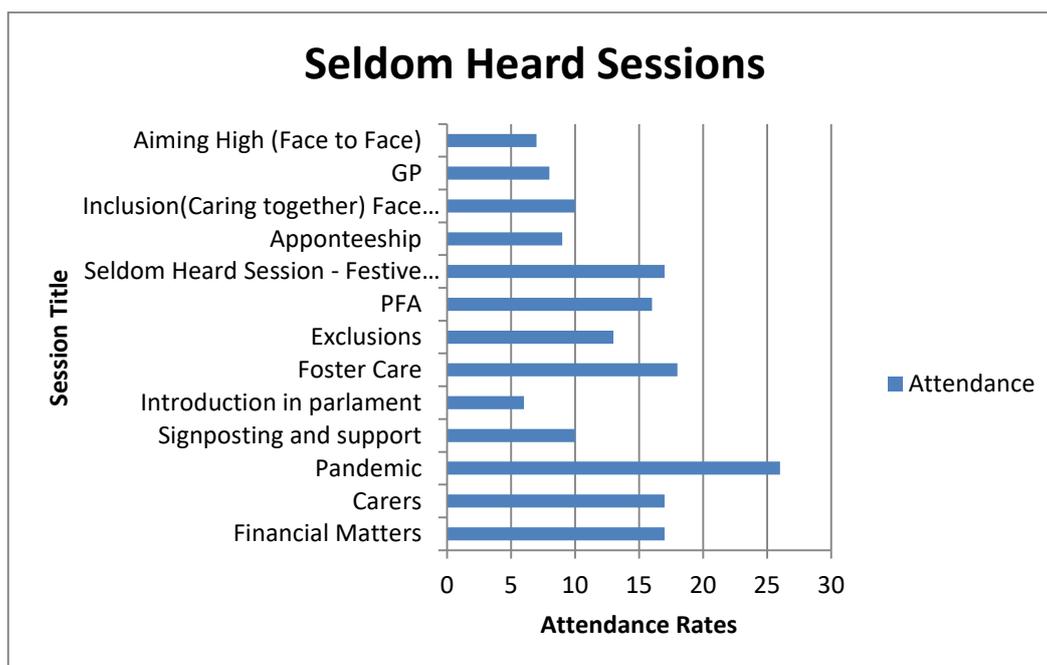
### **Community Participation and Engagement**

With the move towards a new normal and a drive to make the centre open to the local community again, a slightly different approach was taken to engagement. A new initiative was also started, which is combination of a community café and a community meet & eat. This particular initiative was started after a grant was made available to FVP by Longueville Parish Council. 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 continued to be held virtually, as the method was seen to be working and preferred by some.



**Fig.10 Themed Seldom Heard Sessions**

Fig.10 shows that the sessions were needed and well attended. Also it was good to be able to start running face to face sessions again. The session focusing on C-19 saw the highest attendance rate.

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.

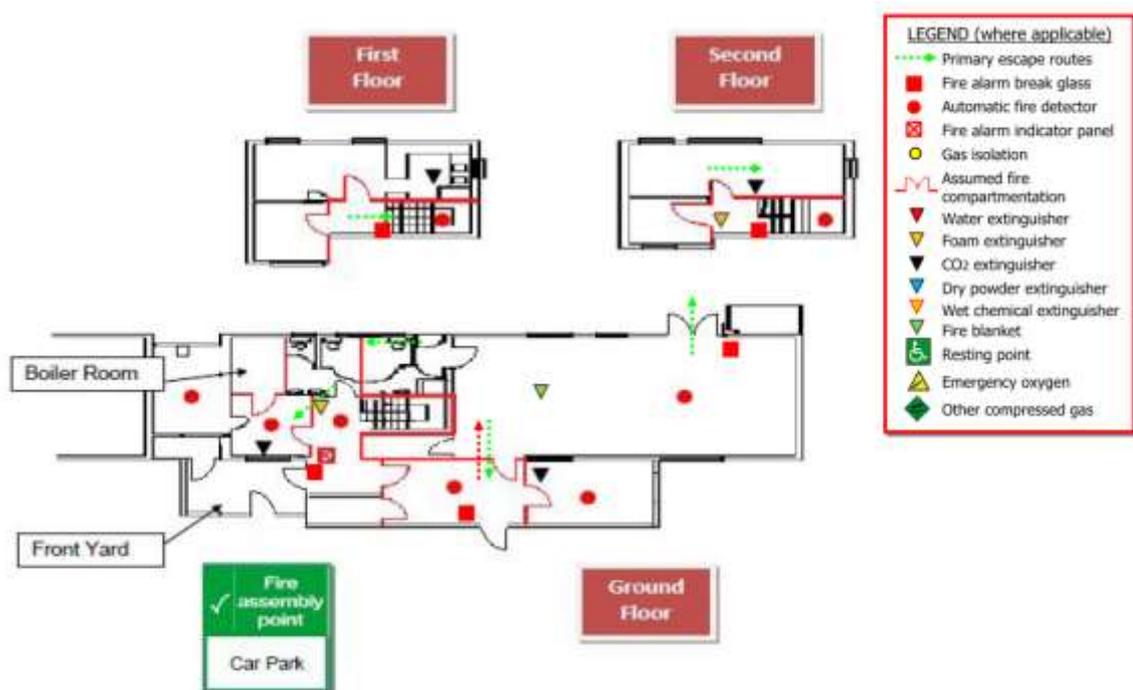
## CHARITY ASSETS (Premises)

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 sessions for local residents from summer holiday open days before C-19 through to more recently a community café. 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.

### **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 £13,178.23 per annum. Full annual expenditure can be seen in Fig.9 below. Some running costs have also increased as a direct result of C-19 and these relate to cleaning and health & safety. Supplies have to be readily available of hand gel, wipes, extra soap, and other cleaning products. Also cleaning has to be carried out more regularly and in an enhanced manner.

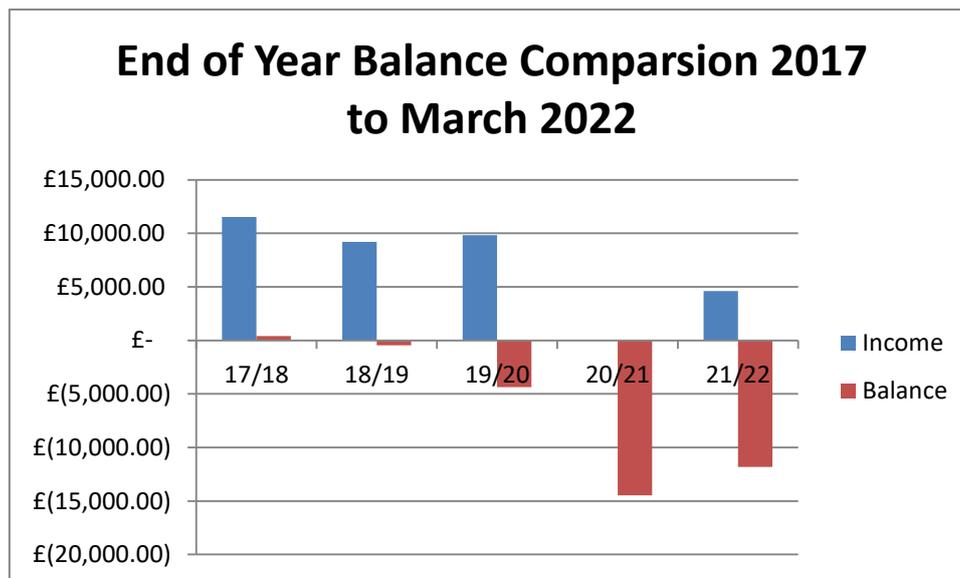


Fig. 9 Expenditure

Although the centre has now reopened, work is still required to get back to pre-19/20 booking levels, and this past year has seen an increase in general running costs.

## 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.10 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.11 that usage has dropped dramatically since the start of C-19. It is also possible to

see that certain months are busier than others. When the centre was being used well busier periods coincided with the academic year.

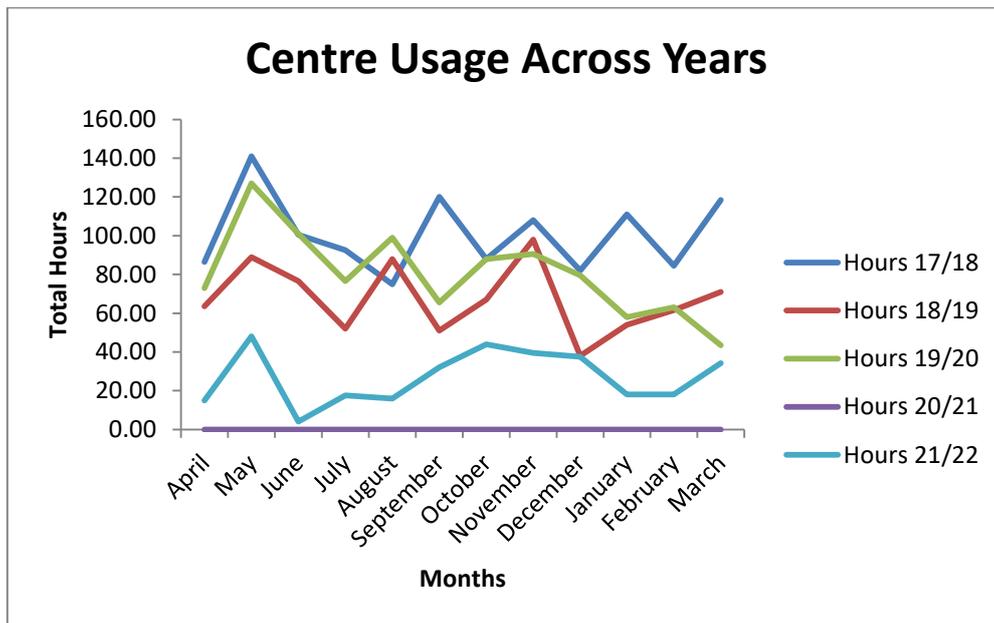


Fig. 11 Hall usage across months from 2017 to 2022

A capacity analysis fig.12 shows that prior to C-19 on average the centre was utilised at 21.84%. For 2021/2022, since the centre has re-opened, it has been utilised at 7.25%.

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%

Fig.12 Centre Capacity

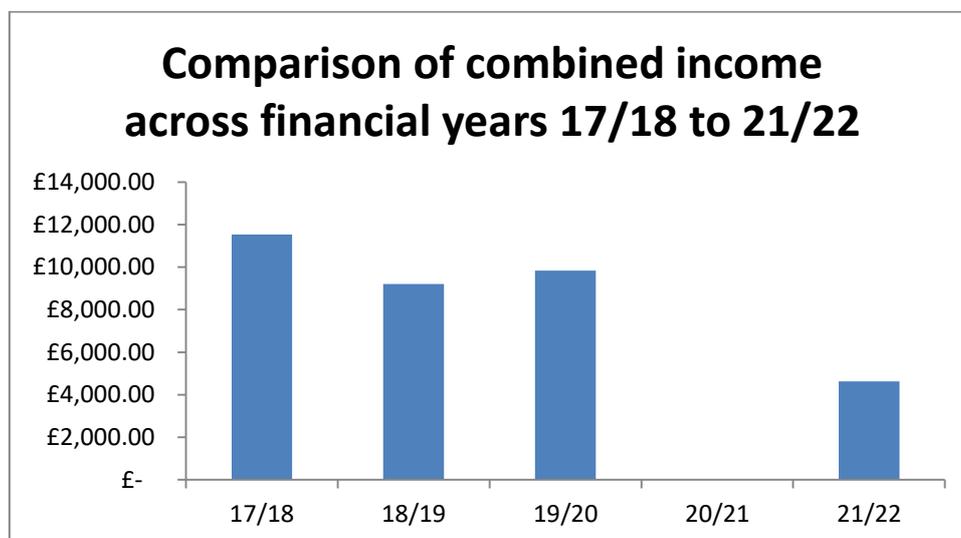


Fig.13 Hall income across years 2017 to 2022

There is no comparison data for 2020 to 2021 due to the closure and cancellation of all sessions. C-19 has really impacted on the charity, its assets and beneficiaries. 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.

### **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.

There are currently sessions 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

# 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 COO and senior Administrator. 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

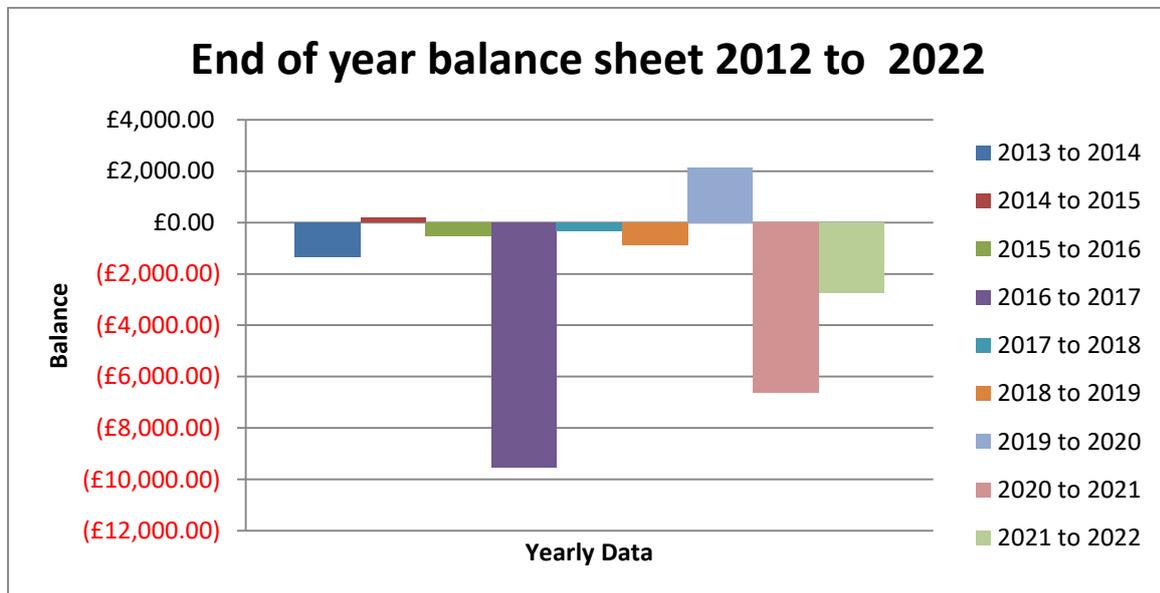


Fig. 14 End of Year Balance Comparison 2012 to 2022

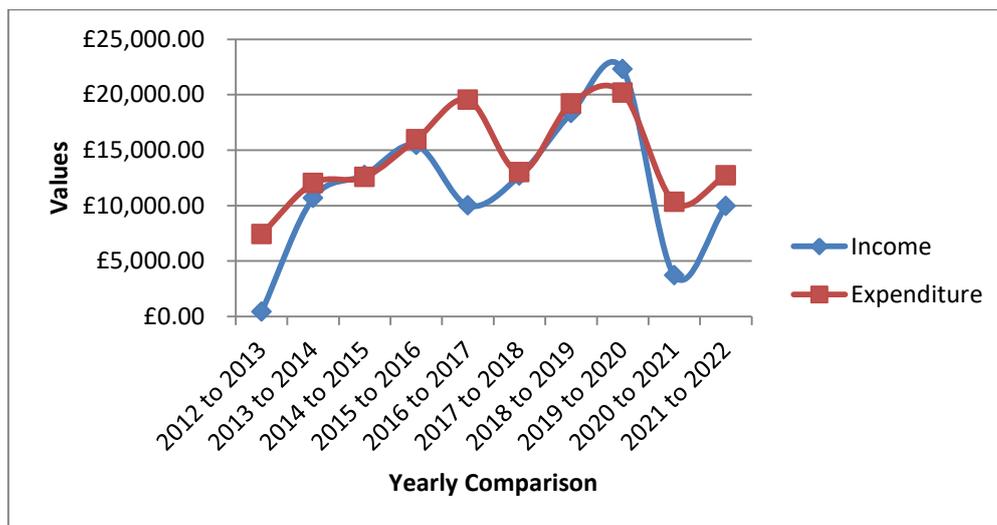


Fig. 15 Income and Expenditure 2012 to 2022

An analysis of Expenditure across the years has shown it was highest in 15/16 and 18/19 to 19/21 which corresponded with increased usage. The more the caravans are used the higher the running costs. The costs also increased in part due to repairs and maintenance, and increased site costs. A decision was taken to also replace all mattresses with wipe clean mattresses for hygiene purposes. The bedding in the Butlin’s caravan was also replaced in 15/16 financial year.

With the increased use the income generated increased, and then prices were increased in 19/20 which pushed the income up further. The average income over the duration of caravan ownership has been £11,600. The average expenditure has been £14,200. It costs approximately £7,100 per annum to run each caravan.

There is some way to go to get back to the levels seen in 18/19 – 19/20 as shown in fig.14 and 15, however in 21/22 which this report relates to, some work has taken place to get back to these levels. It was also possible to hand some dates over to Haven for their sub-let programme which generated further revenue and ensured the caravans are still available.

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 than Butlins/ Haven would charge for hiring the same grade caravan. Families also save money with FVP as wristbands/ privilege passes are provided for free. A further cost analysis was conducted during the 2021 season, 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 58 breaks per caravan based on a 3 and 4 night stay.

### Capacity and Usage Assessment 2021/ 2022

Haven had more usage than Butlins for a number of reasons during the 21/22 season:

1. Haven sub-let some dates
2. Haven were despite COVID offering a better holiday package
3. Butlins has taken some time to establish what is on offer for sub-let guests, which up to the middle of the season was not much.

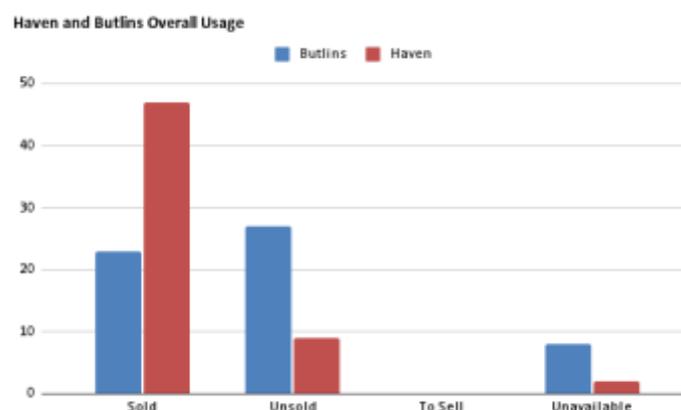
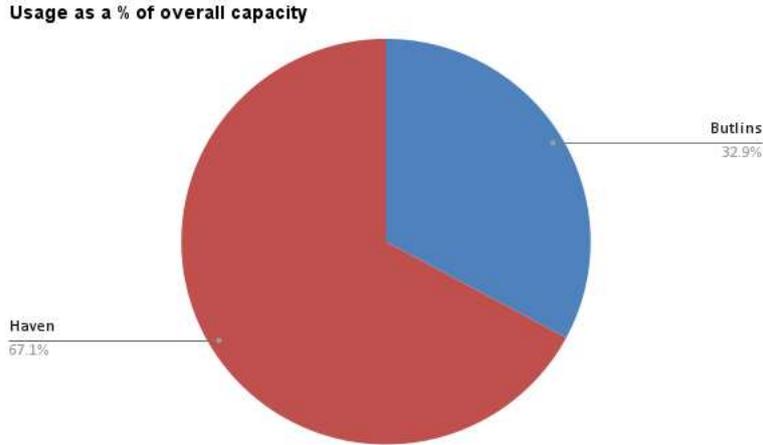


Fig. 16 Butlins and Haven Usage 2021



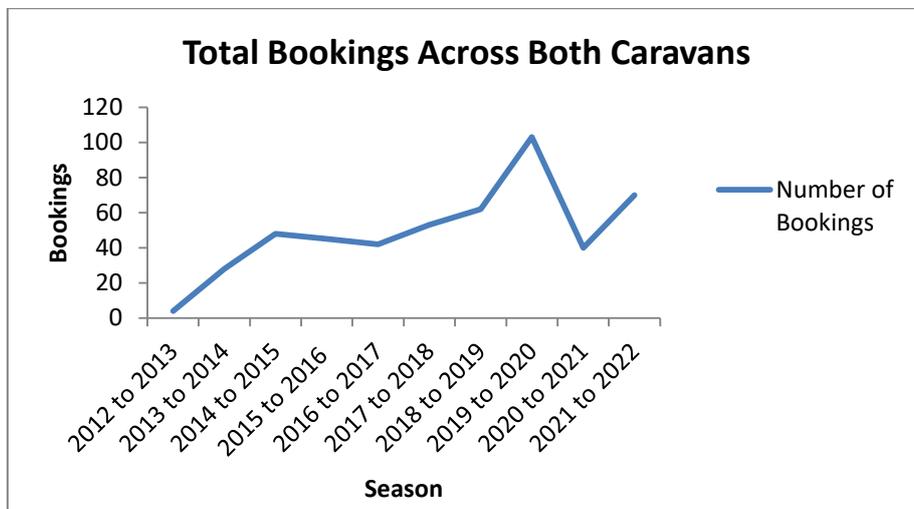
**Fig. 17 Capacity Utilised**

From fig. 17 it can be seen that the usage as a percentage of the overall capacity was approximately 50% less at Butlin’s compared to Haven. For the first time, the Haven caravan has effectively subsidised the Butlin’s caravan, which is usually the other way around

	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
Number of Bookings	4	28	48	45	42	53	62	103	40	70

**Fig. 18 - 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. However this past season has seen an increase in bookings again (fig.19)



**Fig. 19 Total Yearly Usage Comparison**

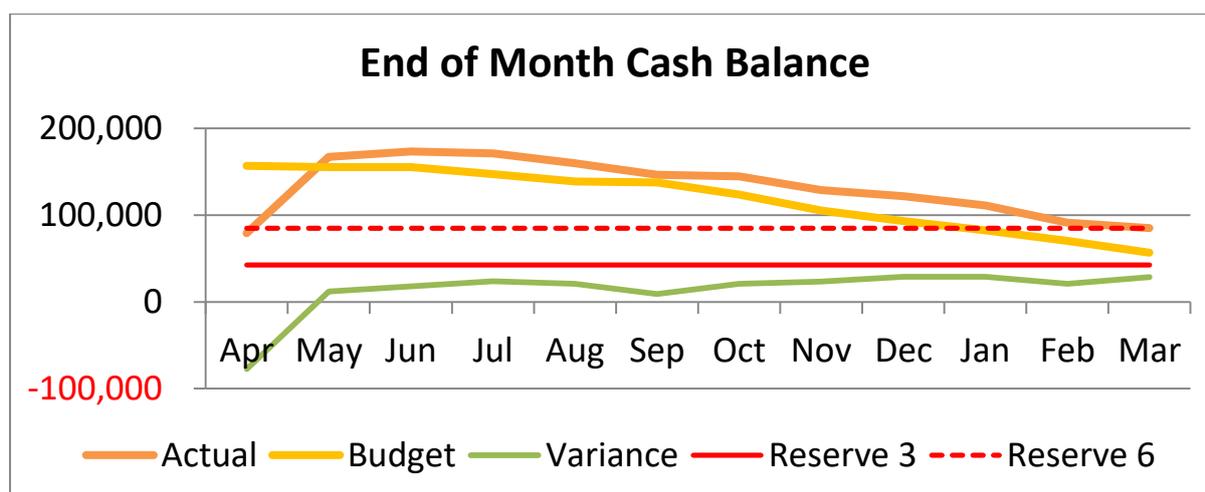
## **Financial Review**

### **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.

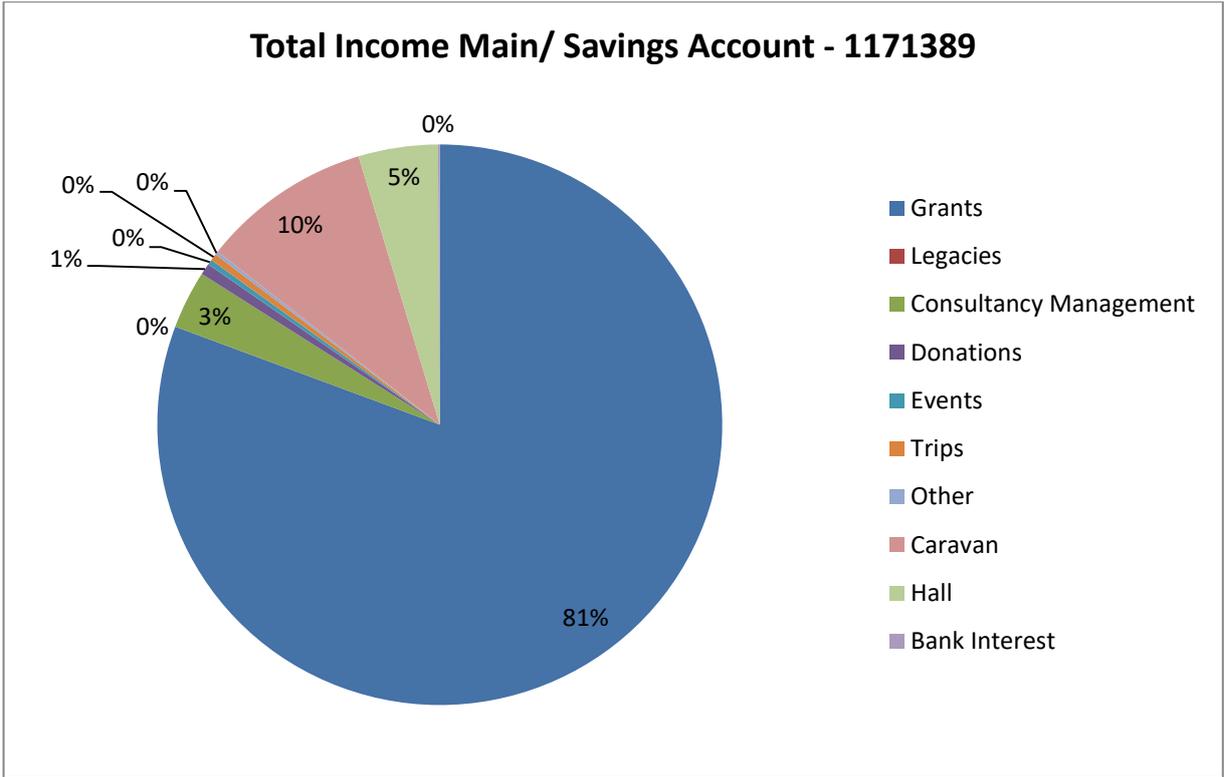
The trustees propose to maintain the charity's free reserves at a level which is at least equivalent to six months operational expenditure and three months as a minimum. This year the reserves have been increased to approximately 5 months equivalent of annual running costs. This policy will require review as the staffing structure changes and operational matters go through further change due to charity growth.



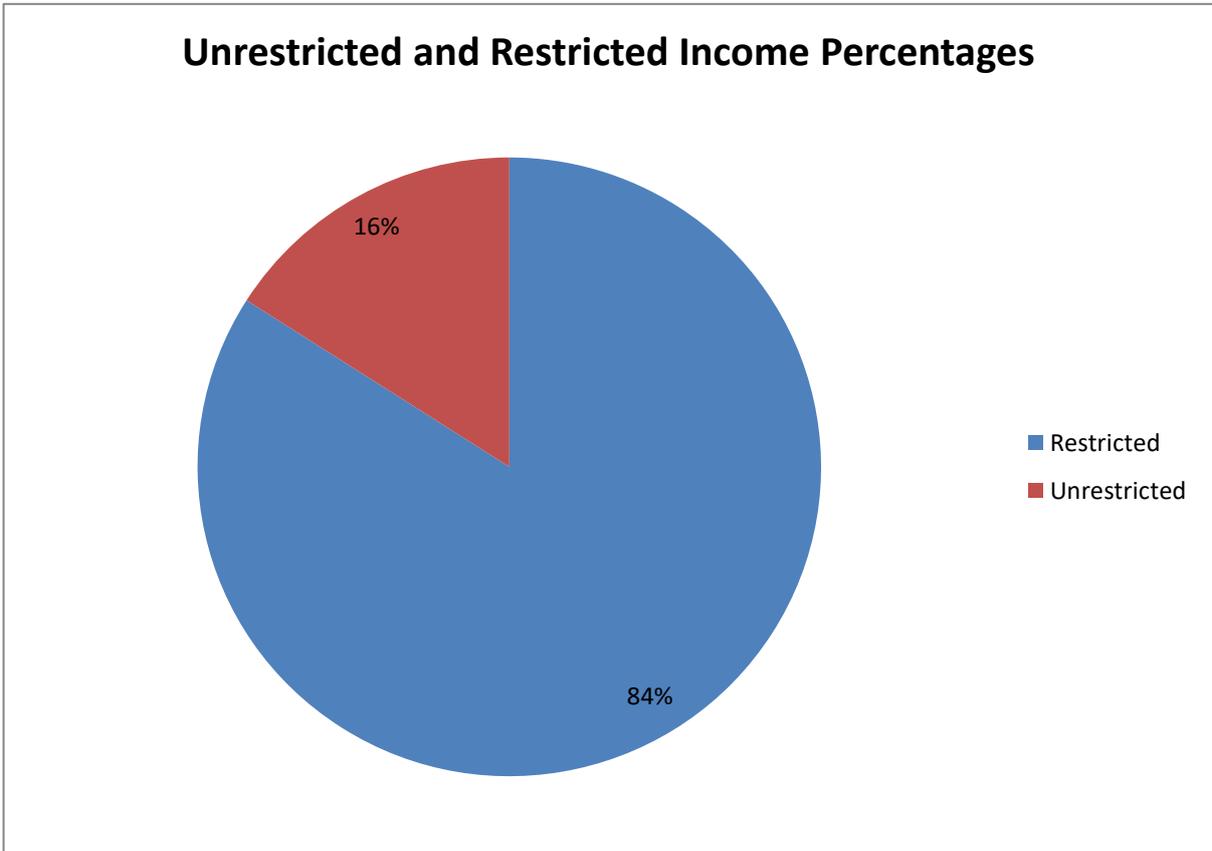
**Fig. 20 Levels of Charity Reserves at March 2022**

### **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 DfE and Pears, The Local Authority on behalf of the CCG and The Local Authority and PCVS. The total grant income equates to 81% of the charity income down from 94% in 20/21. The difference between the two is mostly from services fees (consultancy), donations and asset revenue. Such an over reliance on grant income is still felt to be unsustainable. This is because in general most income from grants is for a maximum of a year only and has to be spent in the year in grant period in which it is received. In 20/21 it was noted that there had been a gradual decrease in income from unrestricted sources, this has changed this year with increase of 13% income from sources other than grants. Unrestricted income helps to increase reserve levels and enable expansion of the work of the charity.



**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. At the time this report relates to, FVP are awaiting the outcome of an application for National Lottery funding. Funding is required to cover staffing and organisational running costs between grant programmes.

### **Fundraising/ Donations/ Consultancy**

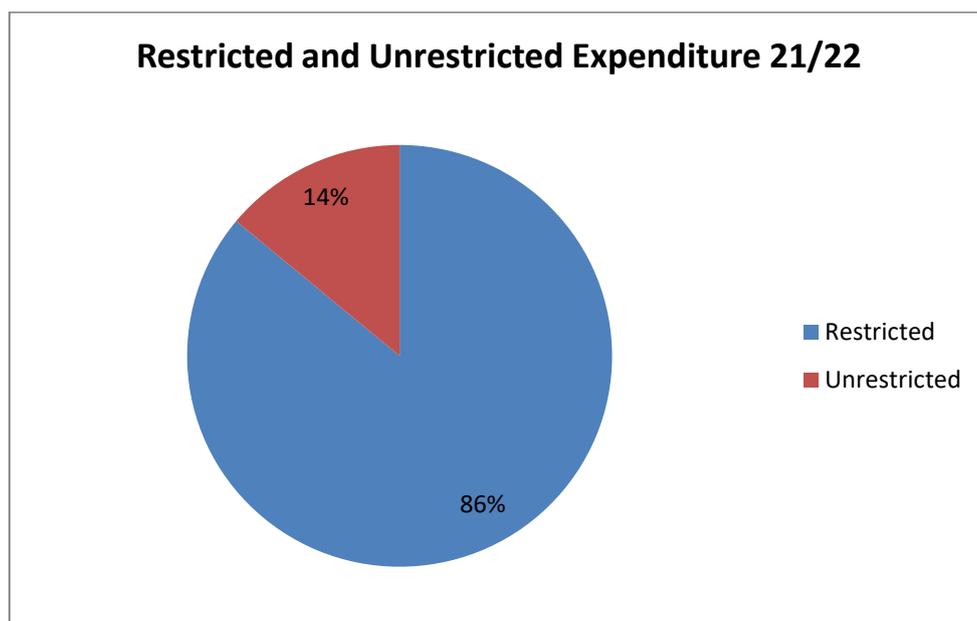
Donations and fundraising have netted £1899.77 which is down from £4426.45 in 20/21. This marks a continued yearly decrease, which was highlighted as a concern in the last Trustees Annual Report. What is different this year is that some income was secured from fees for work (consultancy) to the value of £6644.00.

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.

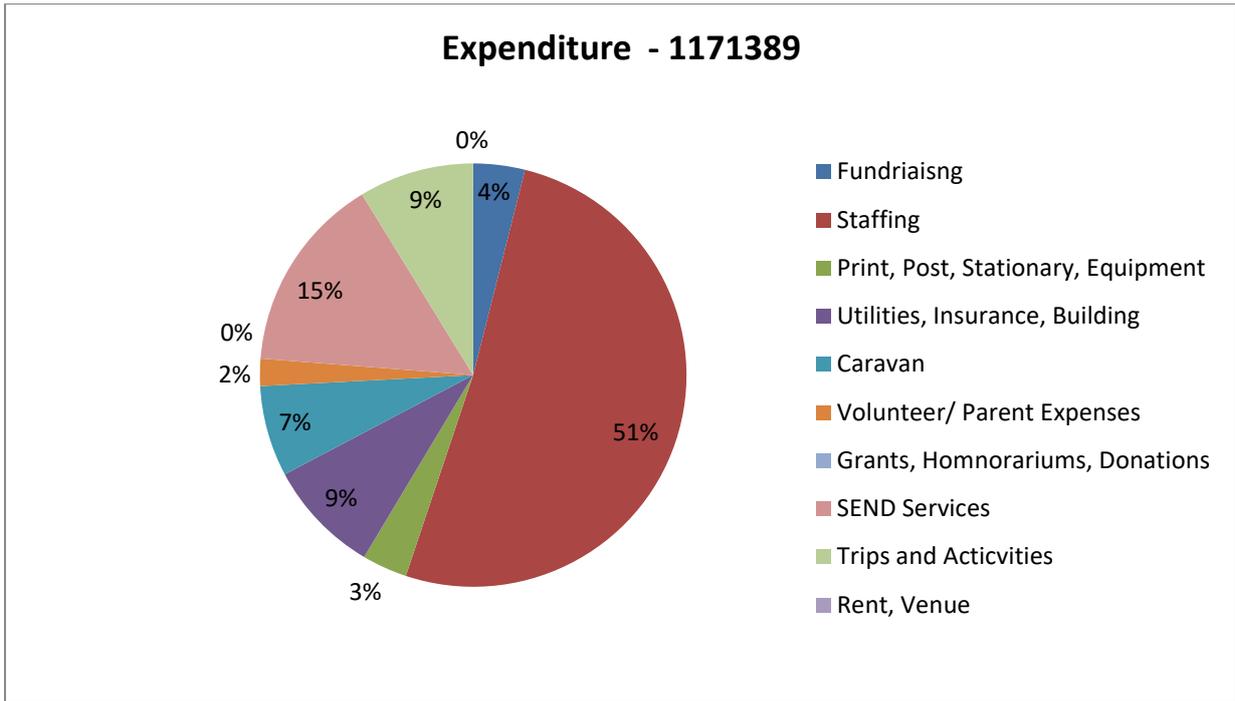
### **Expenditure**

The majority of the charity expenditure is from restricted funds from grants paid in year. Overall 86 % of expenditure was restricted down by 10% in 20/21 (Fig.23). The majority of core costs fall into restricted funds expenditure with all staffing covered under restricted funds.

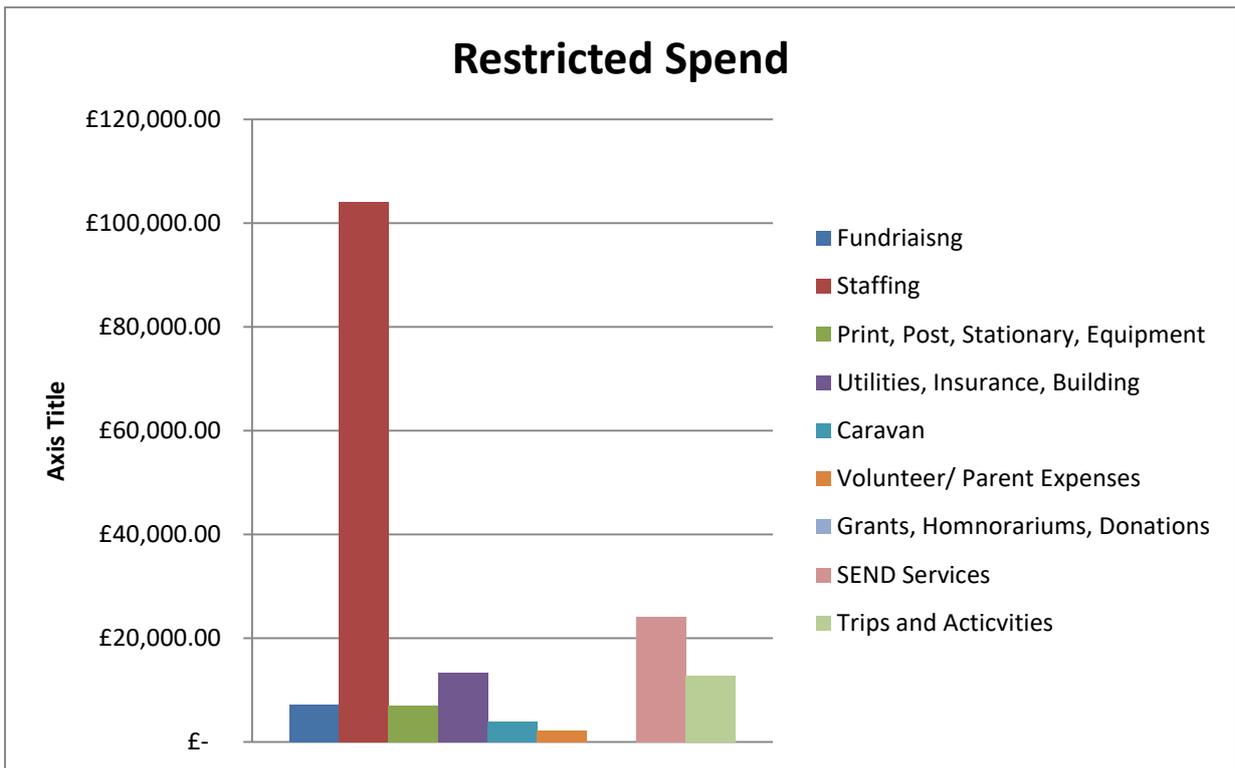
The majority of grant expenditure is set against pre-defined outcomes with specific outputs and measured against an outcomes matrix. The DfE grant although for a small amount is a receipted grant, where every receipt has to be allocated and spending has to be strictly kept within predefined budget. The 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 remain at 51% of overall charity expenditure. There has also been 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 2020 to 2021, one trustees received remuneration for specialist work on behalf of the Clinical Commissioning Group (CCG) where the funding allocated was paid on behalf of the CCG.

### Accounts Preparation

In line with the charity's constitution and charity accounting guidelines as defined in CC15d 'charity reporting and accounting: the essentials' a decision has been take to prepare the accounts using a payments and receipts system (using natural categories)

# Statement of Accounts 2021 to 2022 - 1171389

	CHARITY COMMISSION FOR ENGLAND AND WALES		Family Voice Peterborough	1171389	CC16a
	<b>Receipts and payments accounts</b>				
	For the period from	1st April 2021	To	31st March 2022	
<b>Section A Receipts and payments</b>					
	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations, Legacies and Grants	1,295	166,475	-	167,770	181,998
Fundraising Events	604		-	604	-
Fees for Charitable Services	1,154		-	1,154	2,705
Hire of Community Premises	9,002		-	9,002	87
Hire of Caravans	19,359		-	19,359	3,697
			-	-	
Transfer into savings			-	-	
Interest	194		-	194	374
<b>Sub total (Gross income for AR)</b>	<b>31,609</b>	<b>166,475</b>	<b>-</b>	<b>198,084</b>	<b>188,861</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>31,609</b>	<b>166,475</b>	<b>-</b>	<b>198,084</b>	<b>188,861</b>
<b>A3 Payments</b>					
Cost of Fundraising Events/ Promotion	718	7,227	-	7,944	2,623
Staffing Costs (wages, pensions, HMRC)		104,003	-	104,003	82,249
Print, Post, Stationary, Equipment	33	6,933	-	6,966	13,035
Utilities, Insurance, Building Costs,	4,264	13,393	-	17,657	14,471
Caravan Running Costs	10,088	4,000	-	14,088	10,309
Volunteer and Parent Carers Expenses (childcare, travel, refreshments)	1,972	2,240	-	4,212	2,492
Grants and donations paid			-	-	-
Cost of SEND Services (training fees, delivery costs)	6,375	24,161	-	30,536	20,788
Costs of proving trips/ activities (coach hire, entry fee etc)	4,917	12,803	-	17,720	14,328
Rent/ Hire of rooms			-	-	-
Transfer to savings			-	-	-
			-	-	-
<b>Sub total</b>	<b>28,367</b>	<b>174,760</b>	<b>-</b>	<b>203,127</b>	<b>160,295</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>28,367</b>	<b>174,760</b>	<b>-</b>	<b>203,127</b>	<b>160,295</b>
<b>Net of receipts/(payments)</b>	<b>3,242</b>	<b>- 8,285</b>	<b>-</b>	<b>- 5,043</b>	<b>28,566</b>
<b>A5 Transfers between funds</b>			-	-	-
<b>A6 Cash funds last year end</b>	<b>71,488</b>	<b>18,691</b>	<b>-</b>	<b>90,179</b>	<b>90,179</b>
<b>Cash funds this year end</b>	<b>74,730</b>	<b>10,406</b>	<b>-</b>	<b>85,136</b>	<b>118,745</b>

## **Trustee Statement**

The past 18 months to two years have greatly impacted on FVP, to the extent the Trustees deemed it prudent to introduce a section to their Trustees Annual Report (TAR) focussing specifically on C-19 and what this has meant. Although this is not felt to be necessary for this report, it is still important to note that much has changed for the charity as a whole from service delivery though to physical changes to the Goldhay Centre to accommodate the health and safety of the beneficiaries and members of the public who access FVP.

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.

### **Services**

Work now takes place using face to face, online and hybrid working to ensure people are accommodated in a range of ways. There is still hesitancy relating to C-19 transmission especially for families where someone is deemed to be clinically vulnerable. Food support is continuing as the need has increased as opposed to decreased. Food support is still required as a result of the economic impact of the pandemic and the rising cost of living.

### **Assets**

With the change to the centre to make it more cC-19 secure and with the offices being separated from the centre by a secure system, it has been possible to re-open. There has been a steady, but slow increase in bookings for the centre. There were no bookings at the start of the financial year, but slowly more groups have started coming back.

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. It was also possible to sub-let some dates directly via Haven which helped with finances, and this added to the grants received to cover some running costs has meant the caravans are secured for the next season.

### **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 31<sup>st</sup> 2021) FVP are waiting to hear the outcome of a bid for longer term National Lottery Funding, and in discussion with PCC to look at further funding increases for the work of the Parent Carer Forum (PCF). Longer term funding, with uplift 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 on their lives and how they are coping especially in relation to their caring role.

Key themes identified impacting families are:

1. Poor mental health and wellbeing.
2. Financial worries.
3. Feelings of isolation.
4. Increased difficulty in identify sources of support
5. Lack of information, involvement and support in relation to SEND.

## **Forward Plan**

After careful risk assessment and completion of a SWOT analysis areas for development relate to sustainability, capacity and Trustee Board development. Work has been identified in relation to marketing, fund raising and increasing the charity work force. These are proposed plans, and may be subject to change for a range of reasons.

### **Short Term Goals**

Over the coming year (year 5 of FVP's plan) FVP will:

1. Continue to utilise virtual working, recording of sessions and signing to make them more accessible and take account of social distancing measures Look to recruit more volunteers to increase capacity.
2. Respond to emerging need and research concerns/ issues and find solutions to inform participation work.
3. Continue the development of work identified in the marketing strategy for promoting use of assets.
4. Review trustee skills and training, consider widening membership.
5. Secure the next stage of lottery funding.
6. Look to develop better marketing of the community centre and find ways to attract new regular user groups.
7. Look to market the caravans differently and maximise income from a wider range of users.
8. Continue to identify and target potential corporate partners matched to services (events, caravans, centre etc.) based on changed landscape
9. Revisit and review schools engagement work and expand the schools offer.
10. Continue and expand on virtual work with seldom heard community leaders, and parent carers.
11. Review and continue to deliver and as required the food support programme to reach a wider number of families.
12. Continue to develop and expand on the new community café.

### **Long term goals**

Over years 5 to 10 of FVP's longer term plans:

1. Look to develop more fully a trading are to FVP to generate income.
2. Identify opportunities for caravan sponsorship and look to upgrade the caravans.
3. Explore and implement ways of making our property carbon neutral and using environmental ways to maximise our efficiency.
4. Look to expand the use of the centre and make all areas accessible.
5. Continue with marketing to increase membership
6. Review and develop next five-year business plan.