
FVP Interim Report

April – June 2020

FVP Parent Representatives

Introduction

The following quarterly report will be as closely aligned as possible to format utilised in Family Voice Peterborough's (FVP) annual reports; laid out in such a way as to demonstrate work against income streams. Work where possible will fall under the headings of:

- CAMHs Work
- SEND Data and Schools Work
- Seldom Heard Communities
- Co-production and Change

There can be much cross over in the above mentioned areas, especially more recently due to the Coronavirus Pandemic COVID-19 mentioned from here on as COVID-19 only.

The period from April 1st to June 30th has seen quite a change in delivery and themes arising mostly due to COVID-19. There has been a move away from face to face work to online, virtual and phone contact only with parent carers. From data collated the main method of participation has been via Facebook with 14 Polls, 6 surveys (shared on Facebook via google forms) and a number of discussions in FVP's chatroom.

There have also been a few attempts to try and enable parent carers to engage via virtual workshops/ training sessions with very little success. There have been three virtual sessions planned that showed initial interest but ultimately with only one parent carer partaking in one of the sessions. One session was a virtual parent carer hub and the other two were behaviours that challenge workshops. The workshops have been placed on hold, while other methods of support are ascertained and another hub is being planned for September. More direct support that may impact on emotional wellbeing has been delivered in the form of listening to families and putting in place some changes such as food support and a hot line.

Participation/Engagement/Involvement April – June 2020

Headlines

- 1) 74 named parents in total have been involved at some level, with a total of 85 children and young people with SEND within the households, and 41 siblings.
- 2) 320 parent carers have participated across 20 online surveys or Facebook polls.
- 3) Children's/ Young people disabilities/ needs have been reported by parents as including (This list is not exhaustive);
 - a) Autism Spectrum Disorder
 - b) Attention Deficit and Hyperactivity Disorder
 - c) On the Neurodevelopmental Diagnostic Pathway
 - d) Varying degrees of Learning Disabilities and Difficulties
 - e) Global Developmental Delay
 - f) Genetic Disorders
 - g) Downs Syndrome
 - h) Cerebral Palsy
 - i) Spina Bifida
 - j) Achondroplasia
 - k) Social, Emotional and Mental Health Needs, including Eating Disorders and Anxiety Disorders.
- 4) 6 fathers have been involved.
- 5) Parent carers reported the ages of their children/ young people as between 2 to 25.
- 6) Participation methods used included; online surveys, Facebook discussions and polls, case studies, virtual seldom heard group sessions, one-to-one telephone or email engagement and parent representation.
- 7) Evidence is both qualitative and quantitative in nature.
- 8) Ethnicity has been self-reported as; White British, Asian, Gambian, Lithuanian, Polish, African, Portuguese and White European.

CAMHs/ SEND data and Schools Work combined

Food Support

One of the key themes arising from our Covid-19 specific engagement was that parent carers were finding it incredibly difficult during lockdown to access food supplies. This was for a number of different reasons including:

- 1) Financial constraints – due to long waits for Universal Credit or furlough, coupled with increased food costs associated with school closures.
- 2) Inability to leave the house due to shielding, and unavailability of delivery slots
- 3) Specific food types being unavailable (where a child has a specific diet)
- 4) Restrictions on amount of individual food items able to be purchased.

Many parent carers reported feeling forgotten about, and noted that issues around food availability were causing increased strain, pressure and anxiety for them at a time where home life was already exceptionally difficult. In order to address this, in partnership with Local Councillors, Fare Share and the Food Bank, FVP launched its own free food delivery scheme to those parent carers in the greatest need. Over a period of six weeks, FVP delivered a total of 179 food parcels, benefitting 86 individuals. Many of the families that received parcels also received signposting and advice on how to get their child/young person's needs met during Covid-19, and took the opportunity to engage with the forum and share their journeys through the SEND systems.

The evidence gathered to inform the food support work also demonstrated there was a general high level of anxiety around fear relating to the virus, lack of support generally and an increase in child to adult violence associated with behaviours that challenge. This was identified in the two COVID-19 specific surveys. The main survey identified in this quarter had 52 respondents. Full reports for the surveys are viewable on the FVP website www.familyvoice.org

Virtual Workshops

Two virtual workshops were planned with one parent carer in attendance who had time with the trainer to explore her own specific situation and identify techniques to help her child. Her anxiety and her child's anxiety and their subsequent behaviour were partly linked to the COVID-19 lock down. The parent told the trainer that the session was valued and helped with her own feelings.

The virtual hub saw one person booked on, so it was decided to postpone the session until September 2020 to allow for further advertising. The next session is hopefully going to have better uptake. The session was going to cover EHCp easements, support during Lock Down and Questions with SENDIASS.

Parental Engagement

Surveys

During this quarter FVP have conducted 6 surveys gathering views from Peterborough parent carers, with a total of 122 responses.

Survey Title	Number of Respondents
Covid-19 #2	52
Communication and Support from Schools During Covid-19	12
Covid-19 and Education	26
Food support (1)	15
Food support (2)	11
Seldom heard community support	6
	122

In-depth analysis of these surveys can be found within the individual survey reports published on our website, in addition to forming a backdrop for this quarters two Topics of Importance.

Engagement on Social Media

As all face to face engagement has been put on hold this quarter due to Covid, FVP have focussed upon enabling participation via other methods. One of the most popular ways parent carers engage is via our social media platforms. FVP manage a page, followed by 1885 interested parties, and a closed group with 408 members – exclusively for Peterborough parent carers.

Within the Facebook group, FVP often share polls to enable parent carers to quickly provide instant views and feedback on specific topics, which can then be explored further via other methods. During this period there have been 14 polls, the details of which, along with the responses, can be found below:

Poll Question	Response Options	Number of Responses
Have any of you accessed the Peterborough Local Offer Covid 19 Page?	No - I have not heard of this	21
	Yes - It was Helpful	1
	Yes - It was not helpful	1
	No	0

Have you used the SEN and Inclusion Services Helplines to speak to a member of the team? (specialist teachers, educational psychologists etc)	No I have not heard of this service	7
	No I have not needed to	2
	Yes - It was helpful	0
	Yes - It was not helpful	0
Would parent carers be interested in a virtual focus group where we can discuss what support will be needed to transition back to a normal way of life post lock down?	Yes	4
	No	0
Would anyone be interested in a live virtual challenging behavior workshop?	Yes	4
	No	0
Are you aware of what options are available for special schools within Peterborough and what their individual requirements are?	No	8
	Yes	4
Have you had contact/support from your child's school during lockdown?	Yes	23
	No	2
Have you used the COVID-19 Local Offer Page?	Yes	0
	No	11
Will you be sending your child back to school when it re-opens in June	Yes	33
	No	7
	Undecided	5
Has your child's school been providing you work during lock down	Yes	16
	No	0
Parents of a child with an EHCP - have you had any communications from the Local Authority during lockdown? Please comment with what if any you have had.	Yes	14
	No	8

Has your child been risk assessed to determine whether they are safer at home or at school?	Yes	26
	No	4
For those whose child/ young person has an EHCp. Have you received a letter about EHCp support and request to complete a survey from Peterborough City Council	Yes	9
	No	6
Would you be interested in a virtual session with Marion Deeley?	Yes	5
	No	
Parents of children and young adults with an EHCP - Has your child now got a completed Section M in addendum to their Plan that you were consulted on?	Not Heard of a Section M	9
	No	3
	Yes	2

Fig. 2 Poll Responses Apr-Jun

In addition to specific polls, parent carers often use our Facebook group to ask specific questions, or give written feedback on current issues. During this reporting period 91 comments have been left by a total of 24 parent carers. Participants tell us that the ability to share views and ask questions in a closed Facebook group leads to a decrease in the feelings of isolations which can occur as a parent carer, and that it is useful to have a quick and easy way to gather information and get questions answered.

In addition to using social media as a platform to enable participation, FVP ensure that all relevant national and local information pertaining to SEND is shared in a timely manner, and broken down into accessible chunks in an effort to ensure that parent carers remain informed and aware of changes and opportunities which may affect them.

Strategic attendance

Family Voice engages in a number of strategic workstreams, working in co-production with professionals across health, education and social care. Parent Representatives attend a wide variety of strategic boards, working groups and the SEND panel; a new system of specific monitoring has been put in place this year in order to accurately demonstrate the amount of time spent with these. These sessions are the platform which FVP mainly use to feedback information from parents into the system. During this quarter a number of regular boards have been suspended due to Covid; however specific additional working groups have been attended focused upon the ever changing pandemic situation. All meetings which have been attended this period have been virtual; saving an average of 40 hours travel time in total.

FVP have a total of 8 fully trained parent carers who are able to represent the views of others strategically. The parent representatives (reps) come from a wide range of backgrounds, with a mix of ethnicities and a range of additional needs between their children and young people. As such the reps are a wealth of knowledge on Peterborough’s SEND systems and are able to offer signposting, advice and collective support to parent carers whilst gathering their views.

Number of Sessions	Hours Spent at Meetings	Administration Time (Hours)	Travel Time (Hours)	Total Hours
34	67	34	0	101

Fig. 1 Breakdown of Time spent at Strategic Meetings Apr-Jun

Seldom Heard Communities

The Community Development Worker has maintained contact with 7 Seldom Hard Community Group leaders and shared some basic surveys for completion relating to what impact COVID-19 has had. Once group have taken up the offer of food support.

Parents from the AHG have taken part in some data gathering relating to SEND and COVID-19. No face to face work has taken place, which is making engagement difficult as this is the preferred way for the AHG parents to work with FVP.

Co-production and Change

Topics of Importance

During this quarter FVP have continued with the NNPCF approach to raising issues of importance known as ‘talking points’. FVP listen to what topics parent carers feel are most important, evidence these concerns and collate them into specific ‘Topics of Importance’. The ‘topics of importance’ detail the issue under discussion, what is being said, any sources of evidence used to develop the topic of importance, what messages will be given to key partners and possible recommendations for change. FVP currently chooses the ‘topics of importance’ based on evidence gathered through online surveys and social media polls, soft intelligence from online discussions and through other interactions with parent carers via telephone calls and emails. Following the publishing of a topic of importance a response is generated from responsible partners across education, health and social care with a plan for moving forward – this response is published via FVP on our website to enable parent carers to be assured that they have affected positive change.

Two topics of importance have been compiled and published this quarter:

1. Covid -19
2. Education and Communication

So far there has been a full response to the COVID-19 ToI with changes implemented:

1. New pages on the LO
2. SENI services hot lines
3. FVP hot line
4. Food deliveries

Recommendations/ Forward Plans

1. Consideration be given to the recommendations in the live ToI (Education and Communication)
2. FVP to look further at Seldom Heard engagement and what is and is not working – explore new ways of increasing engagement
3. Further google forms to be created that match issues being raised by parents, themes within Peterborough City Councils (PCC) Written Statement of Action (WSoA)
4. Continue recruitment of parent representatives.