
FVP Interim Report

July - September
2021

FVP Parent Representatives

Introduction

The following report will be structured to match annual reporting, which is designed to demonstrate work conducted against different funding streams. The report will have four main sections:

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

Although life has started returning to relative “normal” practices and people are starting to live with COVID, it is still impacting on people, their lives and how we run services at Family Voice Peterborough (FVP). This reporting period is mixed in terms of activity, as it has coincided with the Summer Break.

Use of virtual working has continued throughout July to September as well as moving towards some face to face meetings where possible. Sessions have taken place in relation to Seldom Heard Communities; SEND Services; Mental Health and Wellbeing and Behaviours that Challenge. From data collated the main method of participation has been via Surveys with 4 being conducted during August and September and 5 Facebook Polls during July.

There have been 8 online sessions covering Seldom Heard Communities, Open Forum Discussions and more Signposting and Support with a total of 61 attendees. Most of the sessions have also been made available via YouTube¹. Work has also continued to ensure where possible that the sessions are sign supported with BSL interpretation. As well as the online sessions there have also been 106 adults and 115 children supported by way of wellbeing packs and/ or activity passes.

¹ https://www.youtube.com/channel/UCN-Zqf_9Sbz0a_kTQ1SsY2w

Participation/Engagement/Involvement July 2021

Headlines

- 1) 190 named parents in total have been involved at some level which is a 33.16% increase since the last quarterly report
- 2) Parent carers where known report having a total of 248 which is an increase of 31.85% children and young people with SEND within the households, and 91 siblings an increase of 37.36%.
- 3) 116 parent carers have participated across 10 online surveys or Facebook polls.
- 4) 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.
 - l) Non Binary/ Trans
- 5) 9 fathers have been involved, an increase of 33.33%.
- 6) Parent carers reported the ages of their children/ young people as between 2 to 25.
- 7) Participation methods used included; online surveys, Facebook polls, case studies, virtual seldom heard group sessions, one-to-one telephone or email engagement and parent representation.
- 8) Evidence is both qualitative and quantitative in nature.
- 9) Ethnicity has been self-reported as; White British, Asian, Gambian, Lithuanian, Polish, African, Portuguese, Latvia, Indian, Pakistani and White European.

CAMHs Transformation/ Parent Carer Mental Wellbeing/ Online Support

Introduction

As reported in the last quarterly report there was a temporary halt on training in the form of the Expert Parent Programme and the Challenging Behaviour Workshop. It has in this period been possible to deliver one Challenging Behaviour workshop and also introduce a mental health and wellbeing workshop. Other areas of work have been incorporated here too, as such areas have an impact on the parent carer and the wider family, these include; Food Support, Wellbeing Packs and Activity Voucher use.

Some of this work is funded via more than one source especially where the grants have similar outcomes. The funding split can include one grant covering the cost of items for example and another grant covering the cost of staffing and volunteers to administer the work.

Food Support

One of the key themes arising from the work started during lock down as a result of Covid-19 which continues to be impacting families is that parent carers are still finding it incredibly difficult to feed their families well. This is for a number of different reasons including:

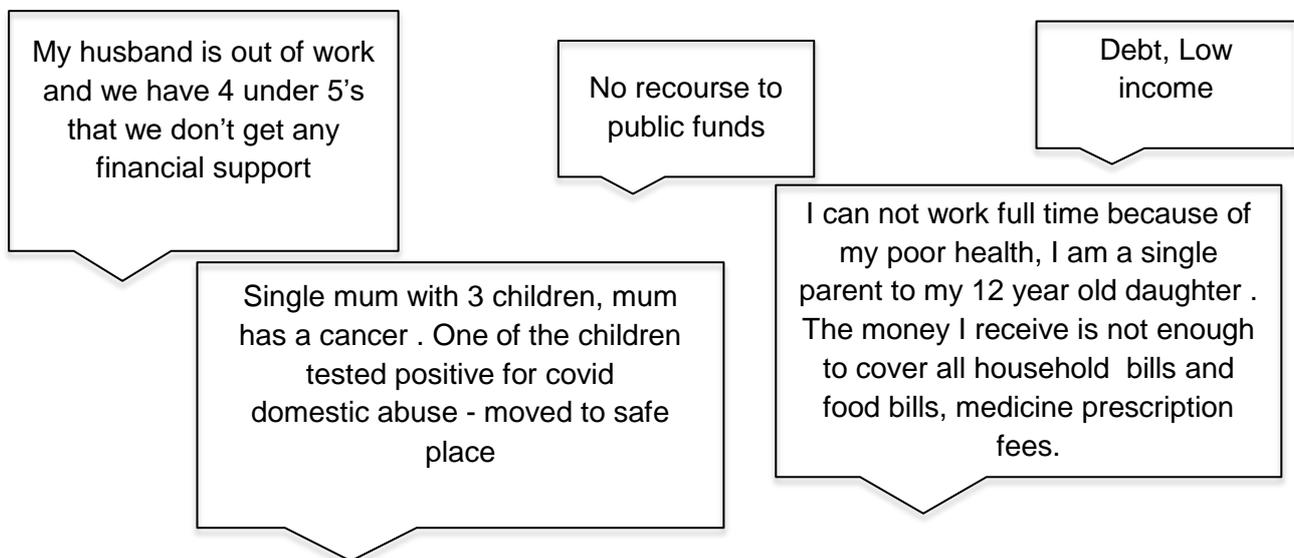
- 1) Long waits for Universal Credit
- 2) Still being on furlough,
- 3) Increased food costs.

Support has been provided to 12 households this quarter:

Adults	Children (Total)	Children with SEND
18	32	11

Fig.1 Numbers of adults and children receiving food

Of these households over 63.68% report having an adult with a disability the majority of which relate to mental health needs.



Virtual Workshops

Virtual workshops have taken place in relation to the CAMHS funded mental health and behaviours that challenge and DfE funded coffee mornings.

From Fig. 2 it can be seen that it was still possible to deliver 2 sessions relating to CAMHS funded work resulting in 9 individuals receiving support. Drop-out rates are high, but those who attend report positively on their experience. Work does need to improve in gaining feedback, as people often don't complete forms after the sessions.

CCG/ Training	Date	Number of Adults
PC Mental Wellbeing	8/7/21	3
Challenging Behaviour	15/7/21	6

Fig. 2 Workshop Attendance Information

Support and Signposting	Date	Number of Adults
Coffee Morning	29/7/21	10
Coffee Morning	15/9/21	6

Fig. 3 Attendance Information for Coffee Meetings

Signposting/ Support Requests

There have been 6 contacts recorded where parent carers new to FVP have requested signposting. The requests have covered topics from how to request and EHCp or diagnosis through to challenging school decisions (appeals/ mediation/ complaints)

Wellbeing and Activities

Family Based Event/Activity/ Wellbeing	Date	Number of Adults	Number of Children
Summer Sun Packs	13/7/21	13	
Summer Vouchers	16/7/21	93	115

Fig. 4 Voucher and Wellbeing Pack Information

The use of hand delivered wellbeing packs and vouchers for local activities sent out in time for school break periods has proved popular again. It is also a more cost effective way to enable access to short breaks for families and some time for parents carers to support their own emotional health. The work has been joint funded across Pears and CCG funds.

Family Voice has been a great support system through the past for us as a family especially throughout the lockdown period. The children look forward to the goodies provided by them.

Schools Data/ SEND

Surveys

During the first quarter only one survey has been conducted covering parent carer support

Survey Title	Responses
COVID	19
Education	33
Transport	10
Sensory impairments and community/ education access	13

Fig. 5 Survey Response Numbers

Two surveys have been fully reported² on and incorporated in a Tol and the other two still require work

What are parents telling FVP?

Transport

10 parent carers completed the survey, and views and experiences are still very mixed.

It's always left until the last minute Constantly changing providers of transport every new school term for Sept information never seems to be acknowledged by the new providers No time for meeting new driver /pa or seeing new vehicle and unable to provide details in advance of pick up drop off times, lack of advanced preparation for our child's needs

We were not aware we had to reapply for college transport this year. Last year, timetable was sent by college to transport. We found out two weeks before the start of the new term so didn't expect it to be started in time for the start. Having received no communication, my husband took yp to college on the first morning. Five minutes after he left, a taxi arrived.

A rating assessment as seen in 6 to 8 below, also shows that experiences of transport are still mixed and lean towards dissatisfaction. Most concerns seem to relate to information, timeliness and communication.

² <https://www.familyvoice.org/sites/default/files/August%202021%20Surveys.pdf#overlay-context=Participation>

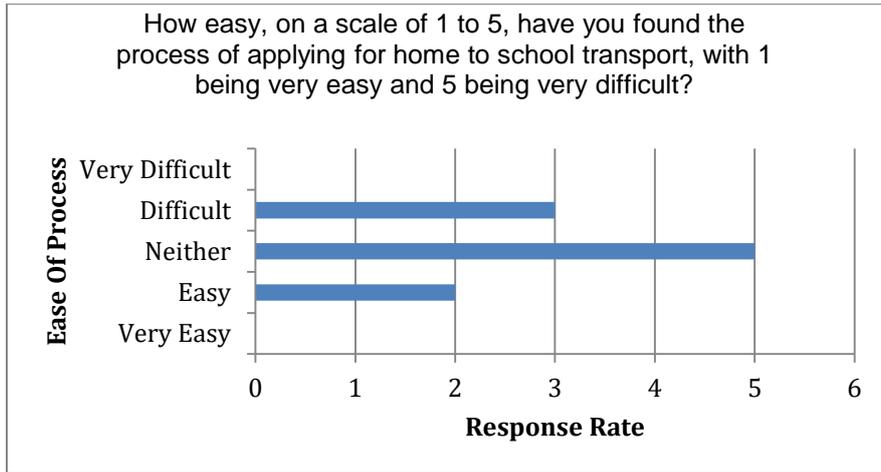


Fig. 6 Ease of applying for transport

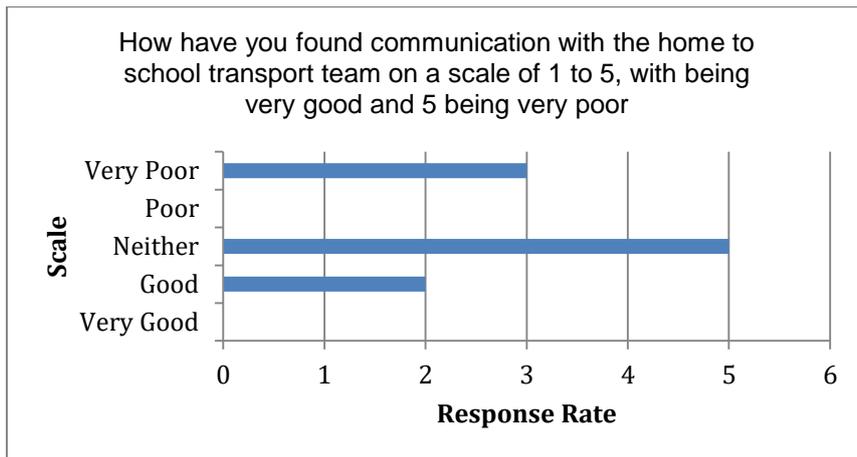


Fig.7 Communication

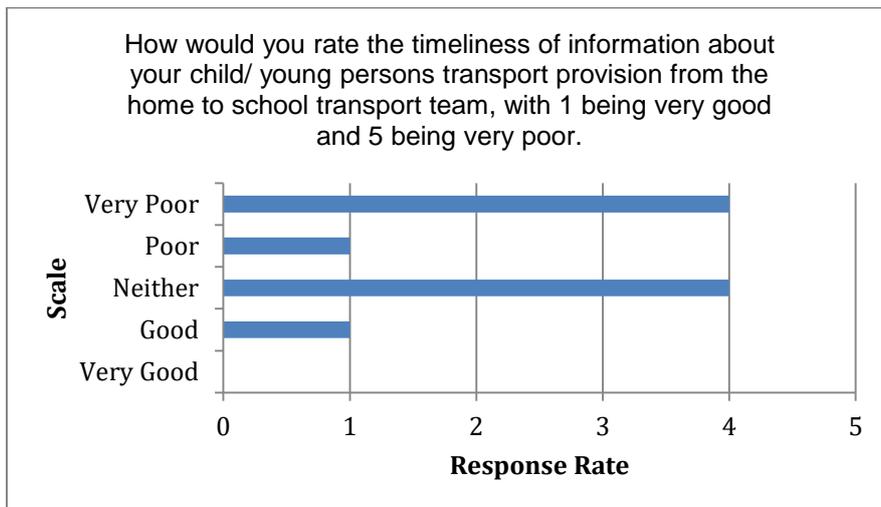


Fig.8 Timeliness

Education

33 parent carers completed the survey and in a slight move away from previous surveys there are some positive messages coming through

Do you have any positive feedback or experiences to share about the support you have had from your child/ young persons setting to date?

1. *Teacher of the deaf but none of the suggestions were put into place and no other support available*
2. *Paperwork and assessment excellent*
3. *When My child could not spell correctly word s, they give him support and lady came and help him.*
4. *School have been very supportive of Tommy needs last 2years but feel that more could of been done regarding ehcp*
5. *Absolutely amazing, speech therapy 4 times a week, one to one emotional support, story board to help with behavioural difficulties, one to one support in the class room, sensory items in place,(Velcro under his table, sensory circuits) support during the entire pandemic, the entire school has gone above and beyond to support not just child with additional needs but entire family.*
6. *Teacher very accommodating to sons needs*
7. *Yes great teacher Mr Spalding and few others who my son likes*
8. *His TA is very helpful and communicative. Nothing else positive to say.*
9. *My sons school does keep me upto date and do help him*
10. *Had early help support and had a autism course on line but no real help at home or where to find help outside of school*
11. *Extremely supportive*
12. *My sons school support worker for his year has been a great help over the years. I unfortunately had many clashes with the schools senco, was promised help that never happened, was even told that the school may not be the best place for my son to be, this was all because I was making things difficult for the senco in a desperate attempt to get school to actually give the additional support promised. Things have settled down thankfully but was very hard for my son in the first few years.*
13. *The school have been amazing with my eldest child in the short time he has been there and supported getting a referral*
14. *Yes, good setting communication between school and home had gotten a lot better*
15. *Other than the schools finance problems Elton church of England school went above and beyond to do what they could to assist children with extra reading and writing. One to one help and after hours help. With out extra charge. Kept us as patents involved every step of the way. Nene Park provided counciling and extra lessons to assist with homework writing and spelling. Extra exam support colour cells and extra lessons. Stamford provided very much the same as nene all referring to dyslexia associated paper. And providing loan laptop near exam times auto readers extra time and course work extra study sessions one on one tutorial help.*
16. *They have always been a supportive school*
17. *Discussed all options and placement before starting, he went to marshfields hub a yr early because the mainstem he was at couldn't Mey his needs his doing very well were he is now*

18. The only support I have received is from Senco at ravensthorpe primary and the support officer/Senco at jack hunt during tge past 2 years only.

19. My son settled amazingly when he got a school place. Loves to go ans always asking for school.

57.58% of respondents reported having had at least a partial experience in relation the support their CYP had received for their educational needs. This again slightly negates the view that all aspects of SEND education are bad. There are parent carers who do feel their CYP has good support.

COVID

17 parent carers completed the survey in which shows that people are still feeling the impact of COVID

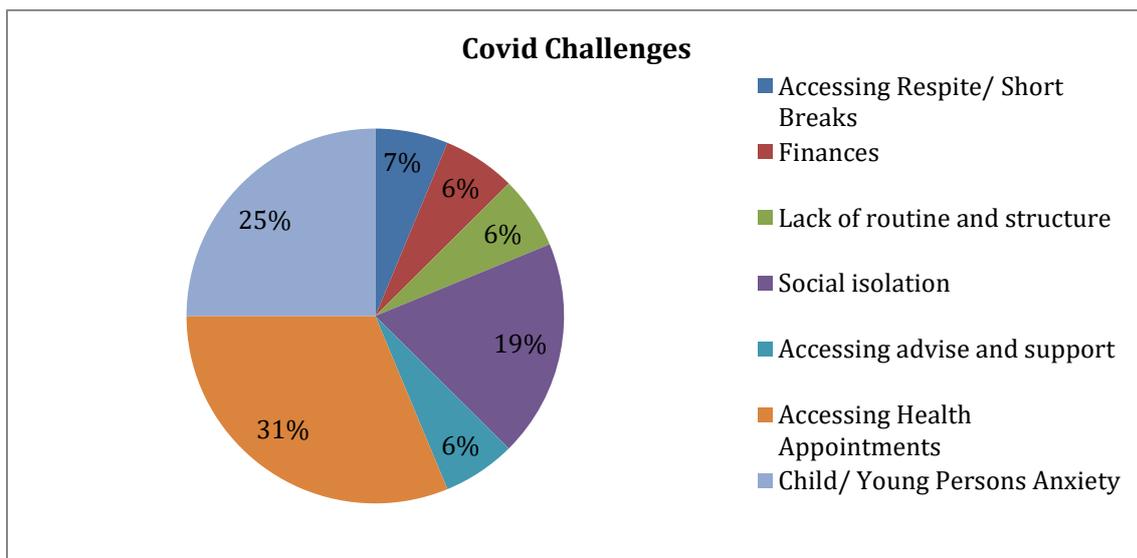


Fig. 9 Impact of COVID

Fig.9 shows that parent carers feel accessing health and children's levels of anxiety have been the biggest consequence.

Sensory Impairment

This survey, despite clear details in the starting statement caused some confusion. Parents of CYP with ASD completed the survey thinking that sensory impairment referred to sensory processing needs, as opposed to an impairment of loss of a sense such as sight or hearing. As such the results have had to be filtered to make sense of them. Of those who answered the survey 7 out of 13 had a CYP with a sensory impairment and the predominant impairment relating to hearing.

Engagement on Social Media

Most engagement is still online, in the form of surveys being shared via E-News or social media and via Facebook Polls/ Discussions. One of the most popular ways parent carers engage is via our social media platforms. FVP manage a page, followed by 2129 interested parties, and a closed group with 510 members which is up by 20%.

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 5 polls, the details of which, along with the responses, can be found below:

Poll Question	Response Options	Number of Responses
Who completed your child's EHCP?	School	10
	Nursery	5
	Other	5
Did you appeal your child's EHCP early assessment outcome?	Yes	6
	No	
Would guidance and criteria for EHCP applications be helpful?	Yes	10
	No	0
Is your child physically able to walk however requires a buggy or a wheelchair at times when needed?	Yes	9
What subjects would you like Family voice to cover?	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. 6 Poll Responses July-Sept

As well as the polls 3 parent carers have instigated discussions in the FB chatroom involving 7 other parent carers, demonstrating how parent carers are feeling currently. The main themes have been transport and matters relating to PfA.

A ton of things to arrange and no idea where to start. I have just been on to college about transport for our 18 year old as I understood they had previously sorted this out. His first year as an adult learner, but he's always had home to school/college transport. College say we need to sort this out. Any idea who we contact about this please?

Looking for some tips on getting my sons eyes tested. He is 11, has ASD, is minimally verbal and doesn't read/write. Trying to work out whether he needs glasses and how a test can be differentiated for him. He doesn't reliably answer yes/no questions and often reverts to echolalia or just selecting the most recent option

Hi. My son gets transport from home (Bretton) to Heltwate but lives between my home and his fathers which falls under a different catchment (Elton). Pboro transport saying they can't provide pick up/drop off from Dads and he will need to arrange his own transport. They also said the relevant local authority is in their right to decline pick up from Dads if it's just one day a week. Thoughts?

Strategic attendance

Through the ongoing use of the online forum used for parent representatives to report on strategic meetings attended, it has been easier to demonstrate time invested and work/actions as a result of the meetings attended.

FVP have a total of 7 parent carers who have been attending meetings either through volunteering their time or as casual workers. Fig. 7 shows the number of meetings attended where reports have been completed; there is a slight margin of error in the numbers due to at times, having outstanding reports.

Number of Sessions	Hours Spent at Meetings	Administration Time (Hours)	Travel Time (Hours)	Total Hours
57	90.5	37.5	0	128

Fig. 7 Breakdown of Time spent at Strategic Meetings Apr-Jun

Seldom Heard Communities

Seldom heard community engagement has continued primarily online with the opportunity for one face to face event held outside where community leaders came together with local ward councillors and The Mayor. In a move towards letting the communities take the lead more, the community development worker now chairs the online session and the seldom

heard parent rep works to ensure topics under discussion are based on the requests of those attending the sessions. Feedback from the sessions is generally for more time/ longer sessions.

Information and Awareness	Date	Number of Adults	Number of Children
Seldom Heard Forum – Open Topic	22/7/21	10	
SHFC - Introduction to Parliament	14/09/2021	6	
Mayor and Leaders	12/8/21	30	

Fig. 8 Seldom Heard Engagement

Feedback forms were not completed for the last couple of sessions, unfortunately which is more commonplace where sessions run online. A better way of gathering feedback will need consideration. The session on the 22nd July was recorded and made available via YouTube³.

Parent Carer Support

FVP have also seen an increase in individual seldom heard parent carers seeking support of some kind and also professionals asking for access to translation support. 4 of the 10 parent carers who have sought signposting this quarter are either self-declared as African or British Pakistani

It is also worth noting here that Seldom Heard groups for parent participation purposes does not relate to ethnicity only and other parents such as fathers are considered to be seldom heard. FVP have started contact with a local father who came to FVP for general signposting. The father is a single parent of a young child with complex needs who feels that there is not enough locally for fathers, with most groups being for “*mums and tots primarily without needs.*” The father is in discussion with FVP with a view to setting up a SEND Dads Group.

Co-production and Change

Topics of Importance (ToI)

In the last quarter the ‘Early Help, Early Support and Parent Carer Wellbeing’ ToI was published and a response has now been produced⁴

The most recent ToI produced for this quarter ‘Educational Experience’ is now in draft with PCC. The ToI draws on two surveys and a series of FB polls and focuses on experience as opposed to communication. There is some more positive reporting for this ToI and a response will hopefully be available in the next month. Once the draft is finalised it will be made public on FVP’s website.

³ <https://youtu.be/9u2KhfVXJT8>

⁴

<https://www.familyvoice.org/sites/default/files/Topic%20of%20Importance%20Response%20Early%20Help%20Support%20and%20Carers%20Wellbeing%20v1.2.pdf#overlay-context=Participation>

Recommendations/ Forward Plans

1. Consideration to be given to the recommendations in the live ToI (Educational Experience).
2. FVP to look further at seldom heard engagement and explore ways to increase contact with seldom heard parent carers.
3. Work continues to engage with a wider more diverse section of the parent carer community locally.