
FVP Interim Report

July – September
2023

FVP Parent Representatives

Introduction

This is the second quarter report detailing work of Family Voice Peterborough as the Parent Carer Forum (PCF) funded by Peterborough City Council (PCC). Some work may be funded by more than one grant scheme but the main outcomes sit in this report due to the focus on the PCF. The report will again be structured under the following headings:

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

There is some crossover between areas, with work often having the potential to fall in more than one section. The ongoing impact of the cost of living crisis, the separation between Peterborough and Cambridgeshire shared services and other local and national concerns have an effect on Family Voice Peterborough (FVP) and the work of the Parent Carer Forum (PCF) as well as the beneficiaries to the wider charity primarily Parent Carers. This reporting period has been quite busy with respect of general parent participation, wider support and school based engagement.

Over the past three months (April 1st to June 31st) FVP have seen engagement from 6 Fathers, 50 Mothers, who are new to FVP, on an individual basis where details are known whose ethnicity ranges from White British to Pakistani British, African and/ or Central & Eastern European. Further participation has occurred across a range of areas through completion of surveys to attendance at a variety of face to face activities. Wider engagement across 35 opportunities enabled 559 adults and 218 children to get involved at some level.

Participation/Engagement/Involvement July – September 2023

Headlines

- 1) 163 named parents in total have been involved at some level.
- 2) 66 parent carers have participated across 2 online survey.
- 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 new 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, case studies, face to face activities, one-to-one telephone or email engagement and parent representation.
- 7) Evidence is both qualitative and quantitative in nature.
- 8) Ethnicity data will be referenced in the full report, we have moved toward categorizing in line with census categories.

Wellbeing

Introduction

The following statement still applies “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. This means some information may appear in more than one monitoring report.

Joint funded work streams relating to areas such as food support and access to signposting has been included here due to their overall impact on mental wellbeing.”

Food Support

Food/ Financial support continues to be an identified need, especially in relation to access to healthier food choices such as fruit and vegetables and funds to shop for every day essentials.

Support has been provided to 5 known households as well as attendees at the FVP café and food hub. Of those known:

Adults	Children (Total)	Children with SEND
7	10	4

Fig.1 Numbers of adults and children receiving food

Households provided the following reasons for requiring support.

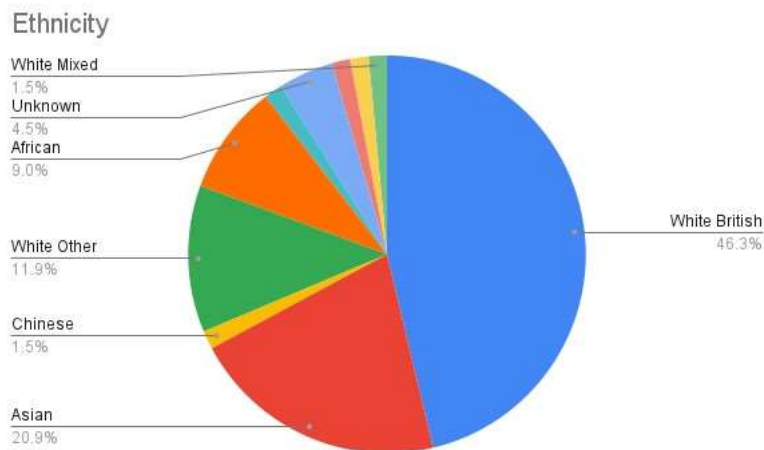
<i>Moved area, no money or food</i>
<i>My cupboard and fridge freezer are empty I don't get paid till end of month</i>
<i>because I'm low financially at the moment</i>
<i>I used my last £10 to put on my electric</i>
<i>Recently split from partner, issues with mortgage</i>
<i>lack of job because I am new to the city</i>

Signposting/ Support Requests

The needs of those requesting signposting and support have changed and it appears more than signposting is required, especially due to a change in the complexity of signposting support requests. Families are seeking support across a broader range of areas, and these are related to much more than education.

There have been 69 contacts recorded where parent carers new to FVP have requested signposting. Where direct signposting requests have been received it is known that 46.3% would be considered 'White British' and one has self-identified as a father. The number of

parent carers requesting signposting from seldom heard communities in relation to ethnicity is higher in this quarter.



From these and other contacts with parent carers the team of parent representatives at FVP have identified the following themes:

Parental Resilience

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

- *....., age 6, male, Autism Spectrum Disorder, Primary School My husband and I feel under extreme stress. Our youngest son (age 6) was diagnosed with ASD in April and our eldest son (age 9) is waiting for an assessment for ADHD and ASD, due to be in January. We paid privately for both of them, so feel the Early Help Route might not be right for us. We are in desperate need of support but don't know how to access it. We both work, my husband full time and myself 27 hours. I am currently signed off work with high level of anxiety.*

Education/School Attendance

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

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

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

- 7 female any support we can get as hasn't had a full day at school since Nov 2022 currently at ravensthorpe primary school.
- ... 5 male at ravensthorpe primary school . All as I feel like I'm stuck in a hole with no way out and little help I just need help getting my kids they help they need in school at for them to stay in school for full days
- *mental health needs education needs not met has an ehcp and has been out of school over 6 months and I've had no little support Education/ Health or Social Care Advice Neither child's mental health needs are being met*
- *male 13 currently not in school Signposting - has been mostly off school since 2021. behaviour and personality are not on par with others his age I believe he has learning disabilities and possibly autism In need in help getting into school with the right support*

Accessing Mental Health Services

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

- *I would really appreciate help with my sons who are both struggling with their mental health issues and I'm not being supported with regards to my sons EHCP and him being out of education is impacting his mental health*
- *..... would like to know who she can reach out to for counselling/support for 9 year old son please. Centre 33 only deal with teenagers, and school currently aren't being much help.*

Information and Guidance

- *10boy awaiting specialist school asd adhd dyspraxia and more. 4 boy starts school September mainstream for the moment, asd adhd (awaiting final paperwork of confirmation) other conditions that are under investigation I need support in all of the above and probably more. I am disabled and now have epilepsy causing serious problems to my memory etc.. Contact me to tell me how best to support myself and sons health, organisations essential basic items*
- *....., daughter Yr 10, out of school, AP, mum doesn't know if daughter has EHCP. She hadn't heard of FVP. Needs support for herself as a carer as well as advice re education.*
- *Dear sir/madam*

I am looking for information on holiday clubs for my 9 year old son who has autism.

From feedback gathered in relation to the signposting being offered it is clear the service is appreciated. Examples of responses received to the questions; [What difference has your contact with FVP made to you?](#) And [What did you do after your contact with Family Voice for example feel confident to contact organisations when you require?](#) :

I was able to get information I need

I was able to collect information about where to go next and who to contact. Which things need to be done as urgent and which could be left for later. It gave understanding and support

Knowledge of who to contact and what support I can be pushing for for my daughter

Confident in knowing where to find help/ support, that we are here when she needs more info or support.

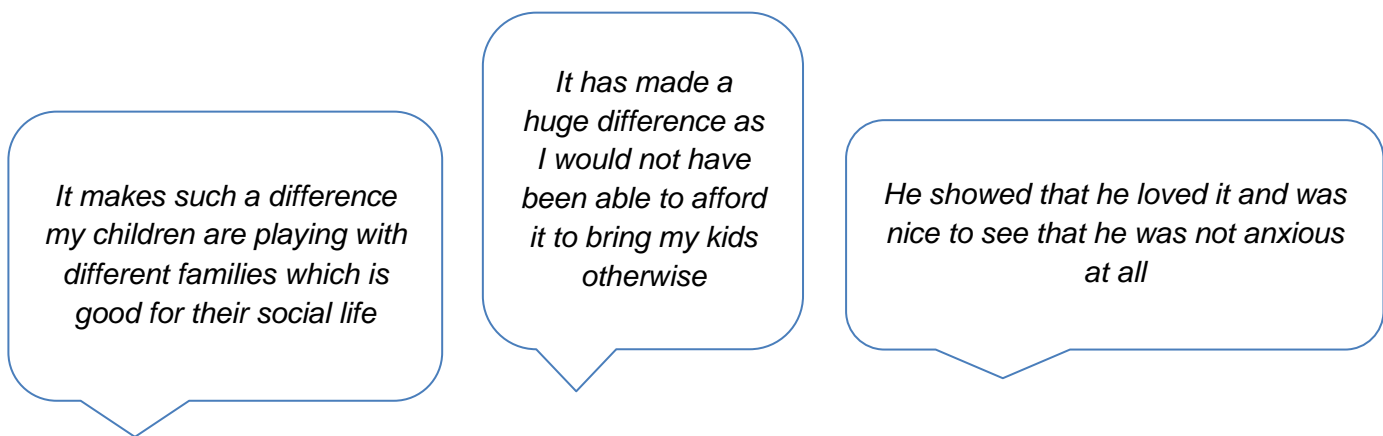
It's gives me the help of where I can get help for my kids and to know I'm not alone. Sendias, pin point and even parts of your website that can help me

Wellbeing and Family Based Activities

Family Based Event/Activity	Date	Number of Adults	Number of Children
Community Cafe	5/7/23	17	5
Volunteer day of Action	3/7/23	13	0
Community Cafe	12/7/23	31	4
Community Cafe	19/7/23	24	4
Chessington Coach trip	25/07/2023	45	52
Community Cafe	26/07/23	16	2
Community Cafe	02/08/23	15	3
Community Cafe	09/08/23	10	0
Activity World	13/08/23	28	53
Community Cafe	16/08/23	16	1
Skegness Coach trip	10/08/2023	44	53
Hunstanton Coach trip	19/08/2023	22	27
Community Cafe	23/08/2023	13	1
Community Cafe	30/08/2023	17	0
Community Cafe	06/09/23	16	0
Community Cafe	13/09/23	14	2
Community Cafe	20/09/23	19	3
Community Cafe	27/09/23	20	3

Fig. 2 Activities and Community Sessions

Although some of this work is directly funded via a range of sources, the staffing in relation to administration through to delivery is funded via PCC, Lottery and ICB funding. These activities have led to better community cohesion, an increase in people volunteering including parent carers. Sessions bring people together to make new connections, learn about different communities across Peterborough, receive signposting to direct support services and at times just simply provide the opportunity to sit down and talk to someone.



General Engagement & Awareness

Information and Awareness	Date	Number of Adults
Awareness sessions on Wills, Lasting Powers of Attorney, Discretionary Trusts, Trusts and Court of Protection	10/7/23	3
CDC Stand	20/7/23	10
CDC Stand	20/9/23	40

Fig. 3 Information Stand Data

Using information sessions and holding information stands continues to be an effective way of engaging with parent carers and raising awareness of not only FVP but all the sources of information and support open to SEND families.

Schools Data/ SEND

Work for the Parent Carer Forum can take place in the form of parent reps attending meetings, schools offer and engagement work, more general engagement and awareness raising and provision of parent participation opportunities. FVP also receive numerous requests for involvement in a range of areas from document review to information dissemination. Requests come from a variety of service areas and providers; CPFT, Cambridgeshire and Peterborough Integrated Care System, Peterborough City Council, The Eastern Region Parent Carer Forum to name a few. The requests received so far are in the following table.

Request/ Topic	Work Required	Work Required
Review of PfA strategy slides	Document Review	Review slide deck
situational / selective mutism pathway -	Meeting Attendance	New work stream for situational mutism

Peterborough working party		
PfA Document Feedback	Document Review	Review and provide feedback on new documentation
Mystery Shop - CPFT website	Other	Search for and provide feedback on the parent carer pages of the CPFT website
Changing place survey	Other	Complete a survey about the current provision for accessible toilets at CDC
Autism Review	Other	<p>The aim of this review is to support and improve Autism provision in our schools by:</p> <ul style="list-style-type: none"> • Identifying the key issues of parents, schools, services, children and young people in relation to the education of children and young people with autism (0 to 25 years) and to identify valuable strategies and sources of support • Clarifying what is on offer by Peterborough City Council for pupils with Autism • Considering how to enhance the provision for pupils with autism and to increase a school's capacity to take a wider range of children • Making recommendations to make the best use of the resources available
Portage Involvement	Meeting Attendance	As discussed on the recent SEND conference I would like to invite you to one our Portage team meetings to update the team on the great work you are doing for families and child with SEND and any future events.
Toddler Group	Other	Yes we would be more than happy to link and deliver a joint group. I could come over sometime next week to meet you and look at the centre.
ADASS Involvement	Meeting Attendance	<p>representative from your organisation would be interested in attending future network meetings.</p> <p>Currently the Learning Disabilities network occurs every two months (via MS Teams) and the purpose is to bring together local authority leads, health partners, advocacy organisations and people and families with lived experience who have a passion for improving the experience of care and support for people with learning disabilities, experiencing less inequality and improving outcomes for the communities accessing it.</p>
Asthma Services	Other	<p>I am a Specialist Children & Young People's (CYP) Asthma Practitioner recently employed by Cambridgeshire Community Services and work as part of the East of England CYP Transformation team to improve the care and health outcomes of CYP with asthma in the Cambridge and Peterborough area.</p> <p>As a team we are looking for community events that we could attend to provide asthma education & resources to families or individuals that require this. We are really keen to engage with the local community. Unfortunately, Asthma remains the most common reason for emergency admission to hospital in the UK and the UK has the highest number of deaths from asthma in Western Europe, hence this new role and the need to improve asthma care for children and young people.</p>

		<p>How many families/carers attend you community café? I wondered if it would be possible for us to attend one of these session to provide this much needed education and resources?</p> <p>Many thanks for your time and hope to hear from you soon</p>
Education provision for children with ASD	Consultation	Education provision for children with ASD. Request for parental involvement to see how the services are working.
Community Short Breaks specification review	Document Review	I will have a draft of a specification for the recommissioned Community Short Break offer available this week. Would there be anyone at Family Voice available to provide some feedback possibly by end of next week? If this timescale does not work then please let me know what could.
The three Changing Place toilets PCC has been allocated funding for	Other	<p>Thank you for offering to enquire on the progress of the three Changing Place toilets PCC has been allocated funding for. The deadline to ensure work has begun on these facilities is 31st March 2024 - only 231 days ahead.</p> <p>Please do keep us posted.</p>
Nene Nursery Launch Invitation	Meeting Attendance	<p>Good morning,</p> <p>On behalf of Nene Park Trust, we would like to invite you to the Launch of the Nene Community Nursery, on the 11th of September 2023 between 1 pm and 4 pm.</p> <p>Nene Community Nursery is a "micro nursery" and garden created to benefit local communities including underrepresented groups in and around Peterborough, alongside local schools, volunteers, staff, the NHS and apprentices.</p> <p>The Nursery consists of a potting shed, poly tunnel, accessible raised beds including fruit beds, herb beds, composting area, and even a compost toilet.</p>
Service Specifications	Consultation asked us to have a look at the service specification later this year.
Makaton Communication Pack	Consultation	<p>I'm been working with one of the Learning Disability & Autism support volunteers at Hinchingsbrooke, who has produced a "Makaton Communication Pack" (working name) designed to enable non-verbal or anxious patients to express their feelings and needs when in hospital & hopefully cope with environments & situations that aren't always conducive with their needs.. I think it's an amazing concept & I want to support him to get it rolled out across the Trust. Before I look at costings & funding etc. I would really appreciate some opinions/feedback.</p> <p>I can't tell you exactly what it will look like cause that will depend on what you tell me, but likely an infection-control-friendly bag or case containing a select few (8-12 perhaps?) wipe-clean makaton symbols, a feelings fan and maybe a couple fidget toys.</p> <p>What I'd like to ask is:</p> <p>Do you see a value in this as a concept?</p> <p>What symbols do you think might be useful? e.g. food, toilet, medicine, help</p> <p>If we role this out, what areas would be best to trial? e.g.</p>

		outpatients, A&E, wards Any other comments or suggestions would be appreciated We're going to sit down to see how to take this forward w/c 18th September so any feedback before then would be great. Feel free to ask any friends or family that may have an opinion too.
CETR - Action Plan	Consultation	Gathering data on health inequalities for 14+ with ASD/ LD
SEND Strategy Phase 2	Consultation	Review phase two and provide input from parent carers into should strategy be extended/ re-designed and do parents still want the original priorities
Short breaks tender	Document Review	to evaluate questions and responses to Mattered Statements by those going for the tender

Fig. 4 - 17 requests for FVP involvement (July– Sept)

Surveys

During the second quarter two surveys have been conducted with 26 responses.

Survey Title	Responses
School Experience	40
PfA (Response to Tol Feedback)	26

Fig. 5 Survey Response Numbers

Most surveys will have a micro report detailing basic findings and recommendations. The transport strategy feedback survey is available to view via the survey page of FVPs website. A Topic of Importance has been launched as a result of the first survey. This is also available via the website.

Your Say Form Questions

Rather than ask separate your say questions, they were adapted and added to feedback forms and various responses were elicited.

Do you have any feedback to share about Education (positive or negative?)	
Working Well	Even Better If
all good	Parents are not prepared enough on transition school to college
My child is thriving at her school and loves it there	Negative used domestic violence as an excuse not to assess the children
positive	It can be hard and takes a very long time
Please with education and support	no
Gives children opportunity to learn in new environments	negative
Where my daughter needed a different school the process we went through was quite straight forward she is very happy and her current	Schools needs to provide free social meals to every child as every house hold are feeling the cost of living

school	
good	My child struggled in mainstream school but since starting in special school she has improved
Education for my child is going well	Need more support with preparing for adulthood (parent needing support)
fine	The school is good but they require more training regards to different cultural communities so they treat us equally without being discriminated
It has been a good experience with children	Very difficult to get in contact with the relevant people to get my son the educational support we need
My children have got no issues at the schools that they attend	Currently waiting for education specialist school in September and working with to find placement
	Slow to help
	Peterborough secondary schools need to organize work experience for pupils
	Process to get help is long
	They split up my children to different schools its not easy for me

Fig.6 Educational Experience

Do you have any feedback to share about Health Care (positive or negative?)	
Working Well	Even Better If
Good so far no negative issues	Autism assessment waiting 4 years until my son was 18 then he was told to start all over again in his path to diagnosis hopeless disappointing experience
All good	Negative funding is an issue not recognising low level needs
positive	not sure
positive	Only fewer appointments are available and it takes longer than expected
it has been very good	The health care system needs to be improved more dentists are needed in Peterborough and GP's need to provide more appointments and to go back to the pre covid system people are not able to access the doctor or dentists
good specially gp	Government needs to put more money into doctors hospitals and dentists
All staff very knowledgeable and understanding	Having a dentist is a major issue i cannot afford to go private but had to go private for my kids to access the dentist

	Struggling to get appointments at the GP they attend is a major issue Dentists are also basically non existent as unless you go private you cannot get one
	GP appointments are hard to get
	Struggling to get appointments at the GP practice
	Only the dentist we could not register because of lack of spaces

Fig. 7 Health Experience

Do you have any feedback to share about Social Care (positive or negative?)	
Working Well	Even Better If
positive	don't know enough information about this
Still learning about adult social care	Negative lack of support
PCC SEND service have improved a lot compared to before	They made us feel uncomfortable they asked irrelevant questions insensitive about the situation and culture
positive	never had the chance
To give opportunity to get friendly support	My sister struggled a lot with her disabled child at first but things are now getting better

Fig. 8 Care Experience

Feedback on services is mixed but two main areas that stand out are:

1. Health services are stretched, waiting times are too long and accessing GP's are a strong concern.
2. Funding for schools impacts on provision

If your child/ young person has an EHCP what difference has this made to them and yourself?
One to one learning
She also has a pbs so has individual support
It helps to understand my children a lot better
More support for life skills hopefully to allow better prospects for future
Knowing how the school is going to support my child and targets they expect to get after a certain period
The EHCP has made an enormous difference as it is structured to help the child with their needs
Awaiting school to start it
To give opportunity to get friendly support
it has been very helpful
No a lot as child's school does not follow it
Not be able to take my kids out without your help
Make it easier to get the support
very helpful
It makes a huge difference an education setting

The EHCP has helped me to understand better the provision for my child
A massive difference as I can know what to expect
Positive putting in extra care
It has been helpful
The EHCP has made a huge difference as it helps me daily identify the plans and outcomes
better planning for future teaching life skills also

Fig. 9 EHC Impact

Strategic attendance

Through the ongoing use of the online form 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 employed as parent reps and they share meeting attendance with the Forum Coordinator, CEO and Participation Project Officer.

Number of Sessions	Hours Spent at Meetings	Administration Time (Hours)	Travel Time (Hours)	Total Hours
41	94	23	6	123

Fig.10 Breakdown of Time spent at Strategic Meetings July - Sept

Type of Meeting	Name/ Title of meeting etc attended
Individual Meeting with Professional	Meeting with Red Balloon of the Air
Children, young people and families coproduction collaborative	Children, young people and families coproduction collaborative
Strategic Board	Carer programme board meeting
Guide for parent carers of CYP with SEND- PDF review	Guide for parent carers of CYP with SEND- PDF review
Training workshop	Emotion Coaching
Working Group	Adult Coproduction Collaborative, mental health, LD and autism
EHCP Improvments	EHCP Improvments
CDC Stand	CDC Stand
Statutory Process Training	Statutory Processes Training - EYFS
Peterborough SEND Operations group	Peterborough SEND Operations group
Conference	PCC Send Conference
PCC SEND Conference	PCC SEND Conference
Focus Group	FW: Peterborough & Granicus - EngagementHQ Demo
Pboro APP Meeting	Pboro APP Meeting
Focus Group	PfA Health Group
Children's LD Health Needs Assessment	Children's LD Health Needs Assessment

Individual Meeting with Professional	With Alex Warwick re: service User Survey Questions
Meeting new EbE	EbE Introduction
Individual Meeting with Professional	Meeting with CPFT
Individual Meeting with Professional	Meeting with ALFORD, Emma (CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST) and Elisabeth Honeywood
Working Group	CWD
Working Group	Travel training and launch working group
Workshop	Next Steps / Early Start (with CDC and parents)
Working Group	Early Support Stakeholders
Strategic Board	EHCP improvement meeting
Focus Group	Meet with Portage Home Visitor Members
Working Group	Travel training resource and launch working group
Focus Group	Gathering YP and families lived life experiences
Focus Group	Gathering YP and families lived life experiences
Strategic Board	Adult coproduction collaborative
Working Group	Adult coproduction collaborative- mental health, LD and Autism
Strategic Board	Peterborough SEND Operations Group
Strategic Board	SEND information week planning
Strategic Board	Preparing for adulthood, health.
Forum Team Meeting	PCC SEND Communication Group
Working Group	CYP H&CS Moderation
Strategic Board	Eastern Region PCFs Meet DfE Regions Group
Strategic Board	ER SEND Forum
Forum Team Meeting	Co-production CYP Collaborative
Focus Group	ER Financial planning for the transition to adulthood Online Learning
Strategic Board	In Person ERPCF Meeting

Fig.11 – Meeting List

As seen in fig.11 the team have been involved in meetings relating to SEND operations, EHCP improvements and Preparing for Adulthood through to Maternity and Children's Collaborative. Health meetings have covered physical health and mental health from provision to commissioning.

Schools Work

The following section of this report contains direct contributions from the parent rep team and Forum Coordinator.

School Sessions	Date	Number of adults
Northborough Primary	10/7/23	5
All Saints C of E	14/7/23	3
Peakirk-cum-glington	18/9/23	12
Initial online meet schools offer Eye Primary School	18/9/23	1
Northborough Primary	14/9/23	3
Orton Wistow Primary	19/9/23	9
All Saints Primary	25/9/23	9
Nene Valley Primary	26/9/23	5

Fig. 12 School Meetings Data

Provide details of any themes mentioned by parent carers if applicable (this could be specific issues, what difference the session has made, support required etc).	Provide details of who you spoke to, if you gave out any packs or if anyone requested more specific ongoing support	Any specific outcomes relevant to FVP as a result of the session attended	Any other comments?	Have you had contact with any parent carers from the following list at the session being reported on?	How many people did you speak to?
Children with New diagnoses: Parents are unaware on what services are available to them, they feel that they have been left without any support; Concerns about their families not accepting their child and their diagnoses, which makes them even more isolated; Parent carers feel frustrated about the waiting times for their children to get the diagnoses (although, as we said, they do not need a diagnoses in order to get the help their child needs);	18	A lot of Seldom Heard Families who were able to get the support they needed	n/a		18
EHCP application process, borders for applications (Lincolnshire/peterborough)	11 parents spoken too, booklets and postcards given out to	parent need to vent, talk and get signposting information	Parent/SENCO relationship came across quite negative	N/A	11

	parents and school				
Difficulty with county borderlines i.e. lincs/Cambridgeshire and getting assessments and diagnosis	Deputy head given new postcards with QR codes, new directory and packs	Parents in need of support and signposting with many different issue Including mental health concerns			N/A 3
-Issues raised re: being put on waiting lists - feeling isolated after initial diagnosis - information re: EHCPs - parents have said coffee mornings are a good opportunity to meet with other parents	8 parents attended (including 2 fathers) leaflets handed out and QR code for neurodiversity booklet shared.	School are potentially looking at further sessions next year.	A positive coffee morning with all parents engaging well.	Families experiencing domestic abuse/substance misuse, Fathers and male relatives and carers of disabled children., Single Parents, recently divorced or widowed.	8
Support with school placement Support with EHCP Referral for physio	We interacted with 10 people, all of which received a pack.n	None		New to caring role e.g. grandparent/kinship carers/foster carers	10
most parents were on the start of their journey so after all the information they could get. mainly general support.	9 parents, packs were available to all families, 1 family requested further support	N/A	school is very supportive of Family Voice being at Coffee mornings, very pro active and engaging.	Polish, Romanian, Somali, Syrian, African, Indian, and Pakistani communities, Families with limited literacy skills, Fathers and male relatives and carers of disabled children.	9
Parenting courses before formal diagnosis Delay with any support after formal diagnosis - feeling of just 'being left to it' Linc/Cambs referral processes	5 parents (SENCO also spoke in the capacity of a SEND parent)	second coffee morning/afternoon has been arranged for 10/10/23	none	Polish, Romanian, Somali, Syrian, African, Indian, and Pakistani communities, Fathers and male relatives and carers of disabled children.	5
Parent Carers really struggling with multiple issues & children, long waits.	 to take away the questions / advice for the family	Very good learning opportunity and gain experience	Families experiencing domestic abuse/substance misuse, Home educated children., Families with a disabled adult parent carer and particularly all those with learning disabilities or mental health issues.	3

Delay of support after a diagnosis	4 parent carers attended	a second coffee afternoon has been arranged.	none	Polish, Romanian, Somali, Syrian, African, Indian, and Pakistani communities	4
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Fig. 13 School Meetings

Seldom Heard Communities

For 2023 to 2024 reporting it was decided to match categories for ethnicity to national census categories from the 2021 Census, to better gauge levels of engagement from groups considered seldom heard based on ethnicity. The Census data for Peterborough shows a population range of approximately 60% White British to 40% Other Ethnic Backgrounds (combined).

Ethnicity				
Category	Adult			
	21/22 (Baseline)	22/23 (New)	23/24 (Re-engaged)	23/24 (New)
White British	219	84	49	53
Gypsy or Irish Traveller	2	0	2	1
Roma	0	1	1	0
Any Other White Background	21	14	0	0
White and Black Caribbean	0	0	0	0
White and Black African	0	0	0	1
White and Asian	0	0	0	0
Any Other Mixed or Multiple Ethnic Background	7	1	3	2
Indian	8	6	3	4
Pakistani	12	11	12	13
Bangladeshi	0	1	0	0
Chinese	0	2	0	1
Any Other Asian Background	0	0	8	1
African	11	10	5	4
Caribbean	0	0	0	0
Black British	1	0	1	0
Any Other Black or Caribbean Background	0	0	0	0
Arab	0	1	1	1
Any Other Ethnic Group	7	0	1	2
Rather Not Say	1	1	0	0
Unknown	13	24	4	41

Total (Incl. White British)	69	47	37	30
Total (Excl. White British)	288	131	86	83
Percentage of parent carers who self-identify in categories other than White British.		35.88%	43.02%	36.14%

Fig. 14 Ethnicity Breakdown of Known Parent Carers where recorded

FVP have been regularly attending sessions of other groups including SEND Muslims Mums Group and as a result there has been an increase in numbers of seldom heard community parents requesting signposting.

Current Themes/ Parent Carer Concerns

The current themes being raised by parent carers and the parent rep team include:

1. Accessing education
2. Accessing health
3. Parental resilience
4. CYP mental health and wellbeing.

These themes can be identified via signposting contact, completion of surveys and feedback forms and conversations with parents at a range of activities and events.

Co-production and Change

Topics of Importance

There has been one Tol submitted relating to educational inclusion. A response is being awaited.

Further to this views are being gathered on health waiting times and experiences, with a Tol to follow.

Coproduction

Continued coproduction has occurred in relation to the Accelerated Progress Plan (APP) and work is about to commence on updating the Autism Strategy.

What is the difference?

Parents were asked how FVP/ PCC have helped them overcome any challenges they have faced:

Please provide examples where Family Voice Peterborough have helped you overcome any challenges you face?
A summer holiday trip and travel made easy. Feels lonely and challenging on my own
Support when I am on my own
Put things in place thank you

They arranged a great family day out
Going on trips EHCP How to apply for respite
They have been a helping hand when I struggled to get the help I needed I was pointed in the right direction by them
Find it very challenging to travel outside of Peterborough on our own
help my family during the school holidays
If I ask a question and staff member doesn't know they would find out the activities and tell me
Training parent reps, signposting
Coach trip when I do not drive
Coming to the cafe to provide stimulation and a sense of routine
Someone else to listen
Help with mental health coming to the café builds up my confidence and self esteem empower me as a parent to know my rights
Helped me to be more confident in myself Helped me come to terms with my new identity. Helped in giving me food/activities for my children
Helpful in giving advice if/when needed and giving its activities to do in holidays
signposting food hubs support network training cafe
They helped me when my child had their diagnosis in 2009 by signposting me to the right direction

Please provide examples where Peterborough City Council have helped you overcome any challenges you face?
Helped a lot with housing issues and financially .Helping my son get into a new special school this year
Help with money and food
Sensory needs possible autism
Home to school transport
Have a provided a safe place to care for my son he feels comfortable joining in and the veg bags are fab
PIP assessment on zoom I had to do this via family voice email
Food and meeting others sharing local information
Food finding new friends
PCC have helped where I have issues with anti social behaviour neighbour where i reported the incident to PCC they were quick in response and sign posting to the relevant organisation
school transport EHCP planning
The local offer is very useful and provides a lot of information
Not be able to take my kids out without your help
The voucher for food
Providing the right education helped
Please with education and support

Recommendations/ Forward Plans

1. Complete a ToI relating to health waiting times
2. Work continues to engage with a wider more diverse section of the parent carer community locally.
3. To work with PCC and Health Partners to explore solutions to themes raised through parent carer concerns
4. To explore better ways of establishing outcomes and impact from the work of FVP.
5. To develop a toolkit of sorts with a range of information, advice and guidance to help parent carers navigate the SEND world