
FVP Training Report

April 19 – March 20

FVP Lead Trainer

Introduction:

Family Voice, as part of their work deliver training courses to the parent-carer population in Peterborough. This lies within our ethos of empowering parents so that they are able to be the very best advocates for their children with Special Educational Needs and/or Disabilities. For the past four years we have been delivering the Expert Parent Programme. This initially began as a pilot version in 2016 and since that time we have been delivering it in the city for free to provide parent-carer's with the skills and knowledge to navigate the NHS systems and to know the rights of their children with Special Educational Needs and/or Disabilities. The programme was developed by the Council For Disabled children and we have approved trainer status for Peterborough and Cambridgeshire. The delivery of the Expert Parent Programme within Peterborough is going from strength to strength and this year has been our best so far, with more parents reached and attended than previous years.

Alongside the Expert Parent Programme we all offer parent-carer's the Challenging Behaviour Workshop. This began life in 2015, as part of a pilot developed by Dr Venkat Reddy. The Behaviours that Challenge course was delivered as three separate programmes aimed at parents of children with diagnosed or suspected ASD, ADHD and Learning Disabilities. This was part of the offer that the CPFT were rolling out to help support parents who were concerned by their children's behaviours and were in the process of seeking a neurodevelopment assessment for their children. Later the same year the Early Help Assessment was rolled out and the Behaviours that Challenge course was delivered in the city by practitioners within the Child Development Centre. By the summer of 2017 Family Voice were informed by the CPFT that they would no longer be providing this service so they trained members of FVP in the programme so we could deliver it to the community and this vital service would not be lost. FVP have been delivering the Challenging Behaviour Workshop since the autumn of 2017 and it is a very popular course.

Expert Parent Programme

The Expert Parent Programme is an excellent course that provides parent-carer's with a great deal of practical advice and information that can support them to achieve the best possible outcomes for their children. It is delivered as a full day workshop and we run this from our Community Centre in Orton Goldhay. Family Voice has been working in collaboration with Barnardo's Children's Centres and this has been a very effective partnership. Barnardo's is delivering the Webster-Stratton Evidence Based Parenting Programmes, as part of the Social, Emotional and Behavioural Pathway. This is the recognised route for parents and carers who are seeking a neurodevelopment assessment for their children. Several members of Barnardo's staff have attended the Expert Parent Programme and because of this they are able to signpost parents to the course. This has meant that the numbers of parents who are attending the course has grown significantly in the past year.

EPP Total Participation 2019-20

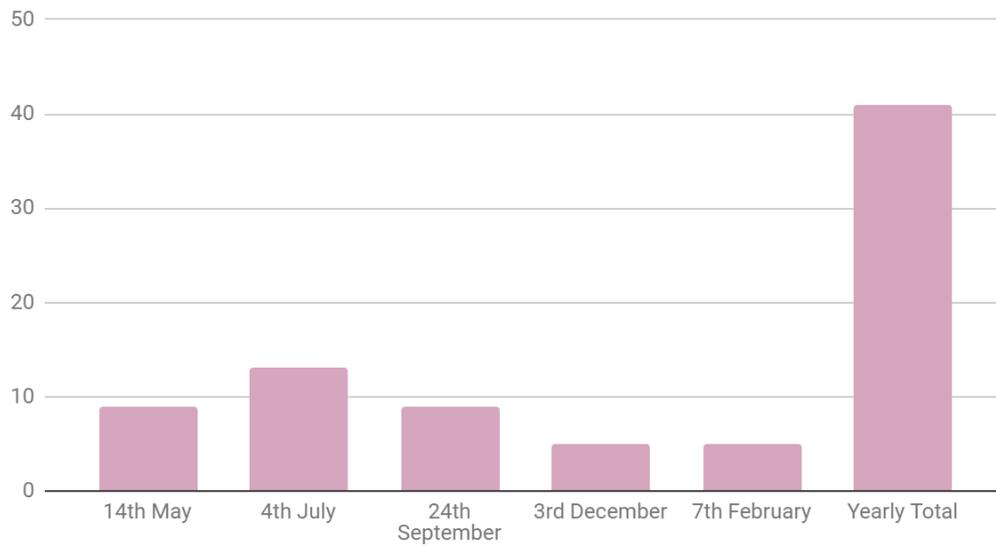


Figure 1: EPP Total Participation Figures for 2019-20

In this past financial year we have had 41 parents complete the course. This is an improvement from the previous year where we only had 30 parents who completed the course. As the table above demonstrates we delivered a total of five courses over throughout the financial year 2019-20. The table below will show the data over the previous three years of EPP delivery.

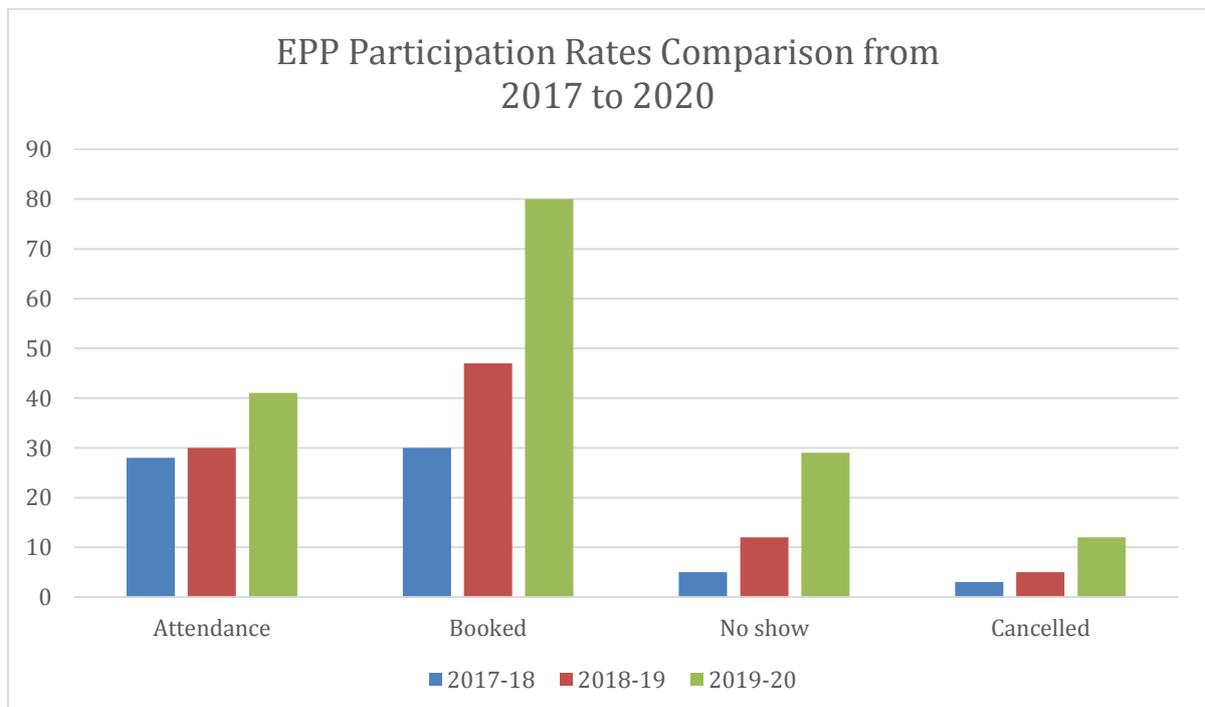


Figure 2: EPP Participation Comparison from 2017 to 2020

What we can see from this chart is that year on year we are increasing the number of parents that are signing up and participating on the Expert Parent Programme. From 2018-19 and this financial year we have seen an increase of 33 parent-carer's book onto the course. We have had an increase of 11 more parents attend the course this previous year. This rise in parental interest and participation in the EPP is down to the successful partnership that Family Voice has established with Barnardo's and their Evidence-Based Parenting Practitioners. Figure 3 below shows the data of how many parents had booked on to the course versus how many parents showed on the day and completed the course.

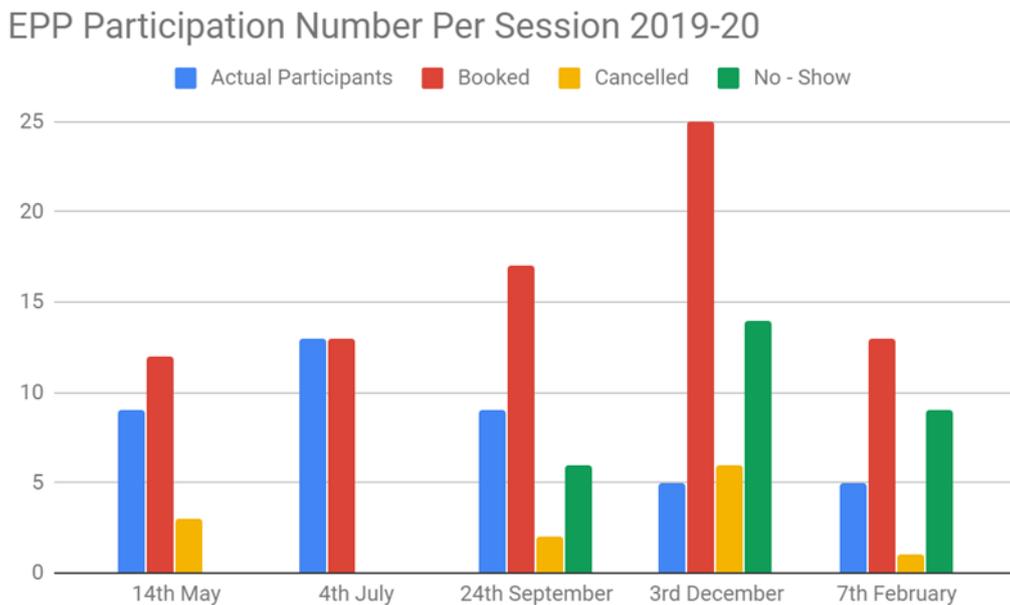


Figure 3: EPP Participation Rates Per Session 2019-20

The graph above clearly shows that there is a trend towards the end of the year where there is a high rate of non-attendance. These were exceptionally high in December and February, this could be put down to Christmas and the beginning of the year slump. FVP has made endeavours to maximise participation by calling parents the week before the training to serve as a reminder as well as to anticipate whether there is likely to be a high dropout rate. This does not appear to have any bearing on the drop-out rates as the table demonstrates. It needs to be borne in mind that we are delivering this course to parent-carer's and this means that may be more so than other populations their daily circumstances and ability to participate will be more likely subject to quick change.

Parental Feedback

At the end of each course we seek parental feedback, as a way of being able to gauge the efficacy of the course and to be able to engage in some self-reflection about what is working and what is not working. The chart below gives a good visual representation of the feedback that we have sought in regard to the course outcomes. The feedback form that we use has not been designed by FVP but is the standardised one used exclusively for the EPP. In

Appendix 1 you will find the questions that have been asked of the participants. The questions use a five-point scale from strongly agree through to strongly disagree. The data below demonstrates that the EPP is very positively received and experienced, as in the past year not one single person has felt that the course did not reach its intended outcomes. The vast proportion of parents are scoring that they either agree or strongly agree with the statements in Appendix 1.

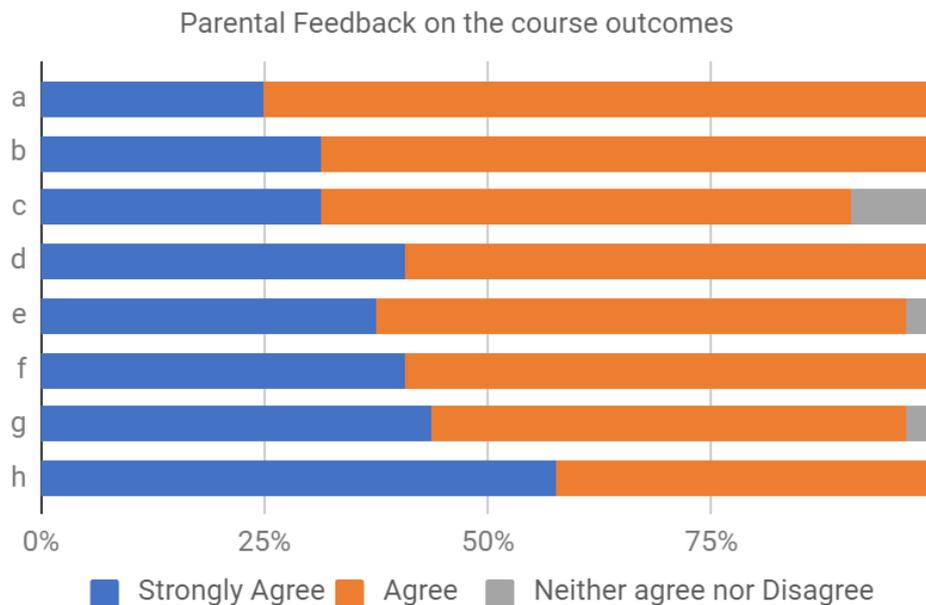


Figure 3: Parental Feedback on Course Outcomes 2019-20

Alongside the statistical analysis we also like to be able to hear what parent-carer's are having to say using their own voice so we ask for written feedback. Here is a selection of some of the things that parents had to say about the Expert Parent Programme and how it has helped them.

Something you've learnt today:

Understanding children's needs and rights, where to go to get help for desired outcomes.

Legality, laws, support networks. How to push the system and who to turn too.

So much about everything I've struggled to find before.

Useful resources. Importance of going prepared to meetings and knowing what you "need" for your child.

What worked well for you today:

Better understanding to develop my child's potential, offer adequate support to build child's confidence & development.

Gained confidence that I will be able to move forwards.

Learning more about the health care system and information. Council for Disabled Children website.

Found all the information very valuable, enjoyed the way the course was delivered.

Knowing to be prepared for paed appt. Being more confident with knowledge of my child.

What didn't work well for you today:

Offer as a late afternoon/evening course. A tricky one, but sometimes the chit chat and "sharing" overtakes these kind of workshops as everyone has their own story.

I wish there had been more time for parent/carers to share their experiences/concerns. We did squeeze in some time for this but there could have been more time.

Childcare, getting here, it was too early if I had to get the bus.

Nothing that hasn't worked well for me just waiting on a diagnosis.

Something that I will do as a result of today's session:

Go back to GP and school with more information regarding my child.

Be realistic of my expectations.

Be prepared for any outcome that may come from this.

I will put into practice what I have learnt today and help my children for their better wellbeing and education development. The way I have led to help my children might not have been that effective. So this course has been a great tool to aid me to achieve my desired outcome for my children. Thank you very much xx.

Information from a person who understands, take it to next meetings.

Look further into my rights for myself and my child and to make sure I am more prepared for appointments going forward.

Additional Comments:

Look further into my rights for myself and my child and to make sure I am more prepared for appointments going forward.

Engaging presenter kept course on track. Knowledgeable.

Very good, well facilitated, good encouragement of parent participation.

Lots of useful information to move forward.

Trainer is great, needs more time helping people have a deeper understanding, very helpful and informative would like to do a more in-depth course if pos.

Challenging Behaviour Workshop:

The Challenging Behaviour course is a three-hour workshop that has been delivered by Family Voice since August of 2017. Since that time, we have reconfigured the workshop and now deliver it as a single course aimed at parents who are experiencing behaviours that challenge with children that may be displaying difficulties with social communication and inattention. We took this decision because many children with attentional and social communication difficulties have a lot of common issues, as comorbidity when it comes to these conditions is extremely high. It was also felt that this would be the most cost-effective way of being able to deliver this service to the community.

This year has been a good year for the Challenging Behaviour Workshop, as Figure 4 below demonstrates. We experienced a particularly high booking rate with 80 parent-carer's registering to attend this course through this financial year. We can see at the beginning of the financial year we had full attendance but towards the latter part of the year the booking rates remained high, however, we experienced a high drop-out rate. Several factors could account for this 1) the October low rates could be due to children not long being back at school and issues arising that parents need to attend to 2) the late November course could be bad timing due to its proximity to Christmas. We can see that in February the engagement rates were on an increase once again.

Challenging Behaviour Participation Rates 2019-20

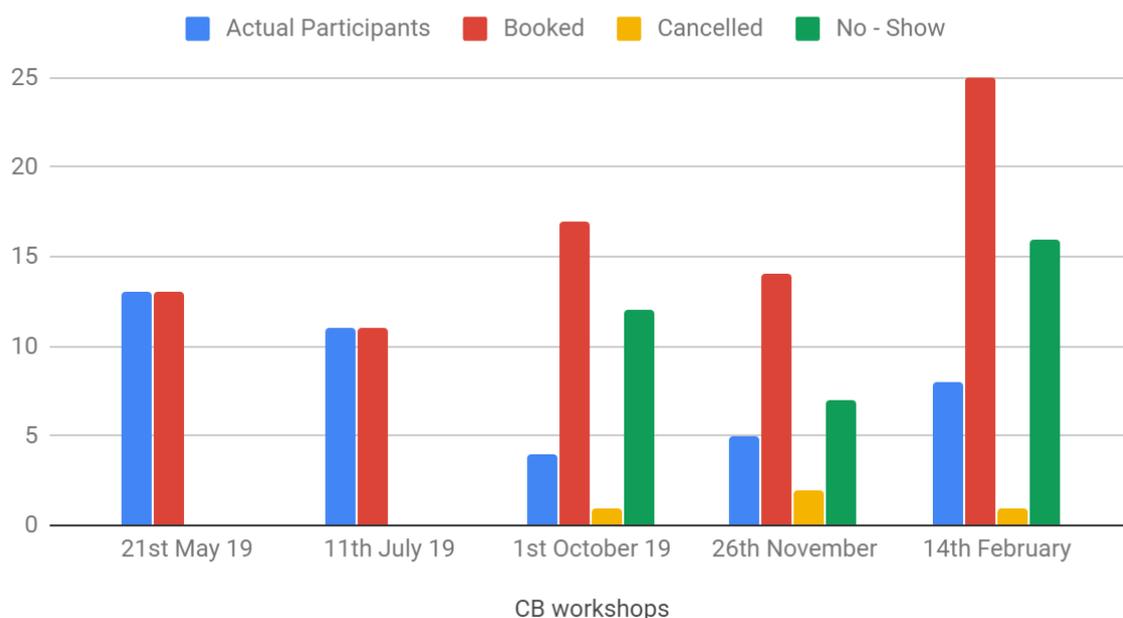


Figure 4: CB Participation Rates 2019-20

The drop-out rate for the course is something we need to keep a close eye on, and this will be something that we are seeking to find solutions for in the coming year. It is still worth

celebrating that Family Voice is managing to reach and train more parents each year. The graph below shows a comparison of participation rates from when we began delivering the course in 2017 until the end of the 2019-20 financial year. We have increase on our participation rates in the past year from 24 to 41 parents trained, this is an increase of 17 parents. This is 17 more parents that feel more supported and able to manage their child’s challenging behaviour.

Challenging Behaviour Workshop Participation Rates from 2017-20

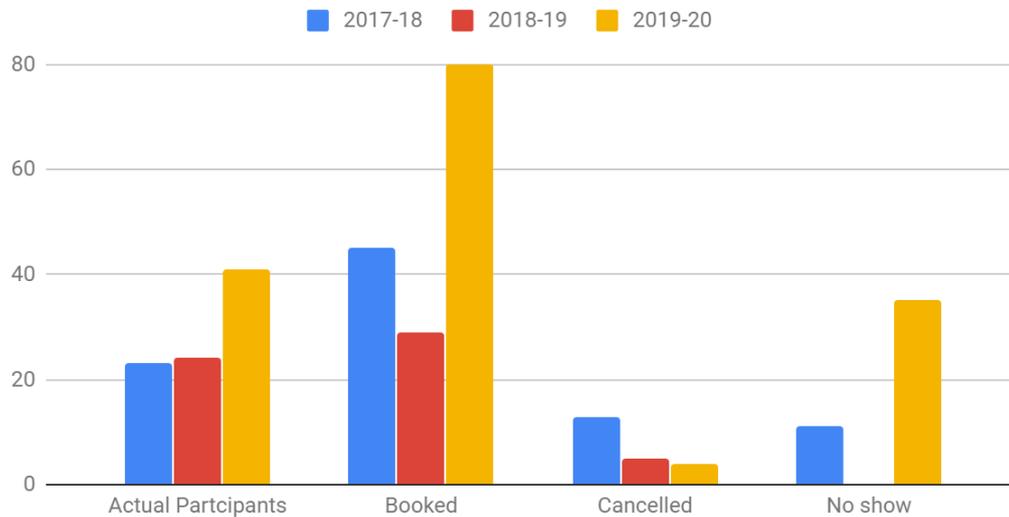


Figure 5: CB Participation Comparison Rates from 2017-2020

Through delivering the Challenging Behaviour workshop Family Voice has trained 41 parent-carers but we have also supported 83 children within Peterborough in the process. Figure 6 below graphically shows the break down of this data. Of these 83 children 51 were reported by parents to have a Special Educational Need and/or Disability.

Number of children supported by CB Workshop 2019-20

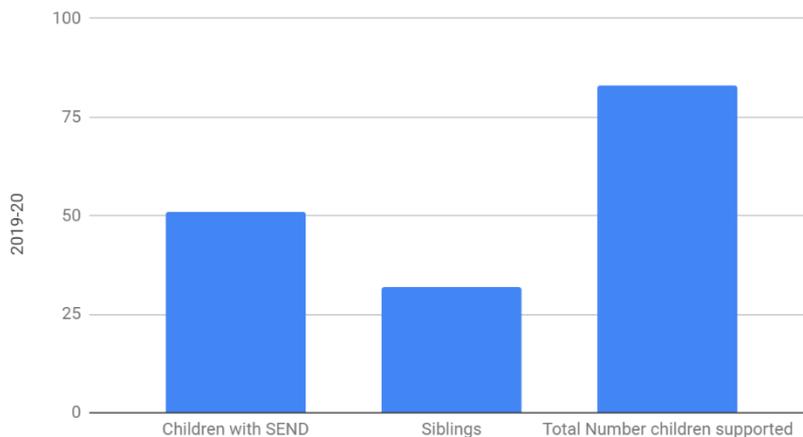


Figure 6: Number of Children Supported by the CB Workshop 2019-20

Parental Feedback:

At the end of each Challenging Behaviour Workshop we seek parental feedback in order that we can assess the efficacy of the programme and identify areas of strength, as well as what we could do to improve the course in the future. In Appendix 2 you will find a copy of the feedback that parents fill out and the questions we ask. The graph below displays a visual representation of parental understanding of the topic at the beginning and end of the workshop.

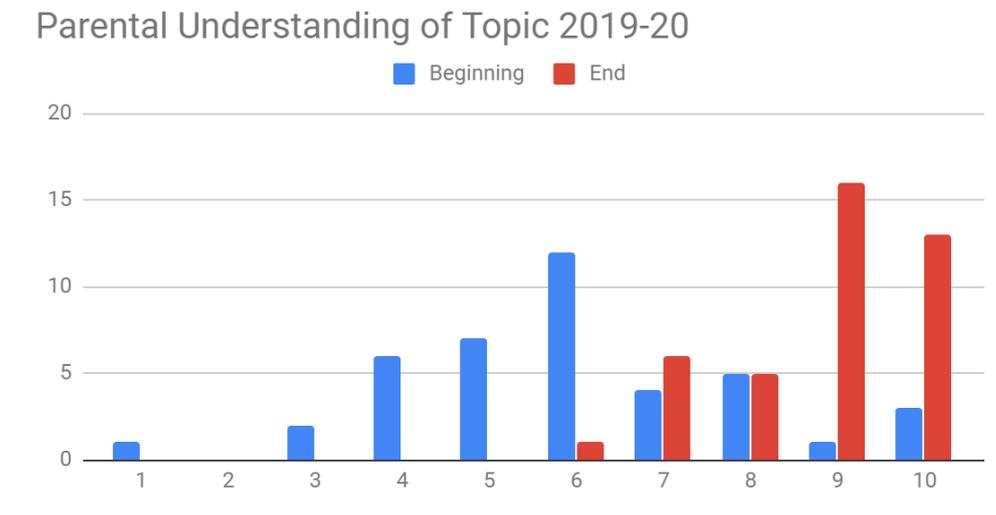


Figure 7: Parental Understanding of Topic 2019-20

Figure 7 demonstrates that parents have a differential spread of their familiarity with the topic, with the majority scoring themselves as 6 or below. However, we can see that by the end of the course that most parent-carers are scoring themselves, as a 9 or 10 in regard to understanding their child's challenging behaviour. Figure 8 below is the self-reported data from parent-carers on their confidence levels in being able to manage their child's challenging behaviour.

Parental Confidence at Beginning and End of Course 2019-20

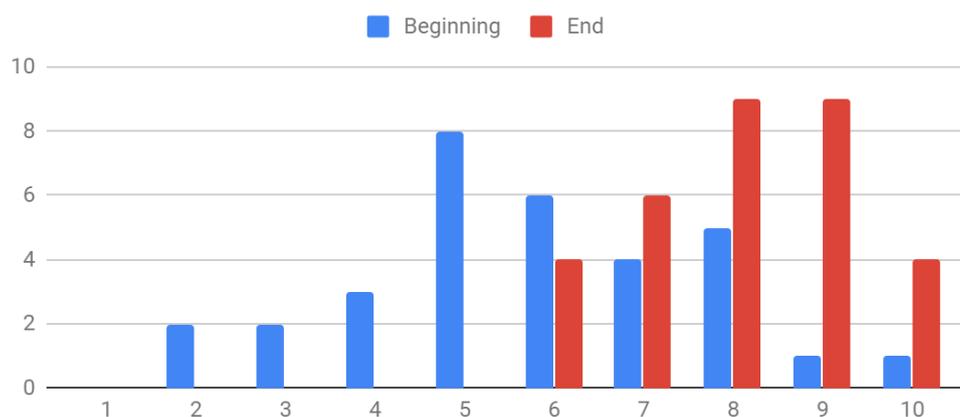


Figure 8: Parental Confidence at Beginning and End of CB Workshop.

We can see from the data that again parents have differing levels of confidence at the beginning of the course when it comes to managing their children's challenging behaviour. There is a cluster around 5-6 that is larger than rest but again we can see that by the end of the course parent-carers confidence in their ability to manage their child's challenging behaviour has increased. These two sets of data would suggest that parents who complete the Challenging Behaviour Workshop leave with greater levels of knowledge and confidence in managing their child with SEND's challenging behaviour.

What parent's say about the Challenging Behaviour Workshop:

Alongside the statistical analysis it is important to capture the voices and experiences of parent-carers. It is only through this style of feedback that we gain an insight into how the courses we provide impacts upon parents and what we could do to improve our practice. The section that follows is a small selection of the written feedback that we have collated in the past year of delivery. What you can see is that the Challenging Behaviour Workshop is overwhelmingly positively received with the biggest criticism that it level at the course is that it is not long enough. This is a hugely positive statement, as it demonstrates that parent - carer want more of what it is being delivered. Family Voice is considering extending the Challenging Behaviour Workshop into a full day course and this will be part of our action plan for the coming year. It is worth bearing in mind that the topic of Challenging Behaviour is a vast subject and evidence-based parenting programmes are delivered two-hours per session over 10-12 weeks. The Challenging Behaviour Workshop is not designed to deliver on the same outcomes of an evidence-based parenting programme and cannot be used to access the social, emotional and behaviour pathway.

What was the most useful part of the workshop?

Consequences of challenging behaviour and understanding behaviour during meltdown.

What my child is actually understanding, what is choice and what is not

Everything helped with others saying there difficulties too.

All well delivered. Compassionate, non-judgemental.

Understanding how to manage the behaviour.

General chat from other parents, empathetic facilitator.

All of it! Gave a great insight into doing things different.

The views of other parents.

Handouts, discussions between parents and presenter.

Which parts of the workshop were least helpful?

Already know what autism is but was still useful to recap.

More time lol but a lot of (positive) delivered in a relatively short time.

Not long enough to get all needed.

Not keeping to times and getting a break. Needs to be longer than 3 hours.

It's all good even if I already knew that, it's reinforcing.

What could have been done better?

Shut down the one lady who monopolised session.

A longer session.

Longer time, more sessions, more working through behaviour examples and possible strategies parents are experiencing.

Longer more in-depth course.

3 hours is not long enough during this course parents want to ask questions and gain further support, however, there is not the time. (not all questions could be answered but many could).

Longer time scale found too short to cover everything.

Any Additional Comments?

Thank you, very helpful, empowering courses.

Love your groups N....! Looking forward to attending more. Thanks for listening and supporting. Thank you for being honest as a parent as well as a professional.

Very good - learnt a lot today. Thank you.

Really enjoyed today's workshop. I've got a lot from it, learned some new things. Really like N's delivery & approach.

Great presenter, engaging, funny and knowledgeable.

Would love to be able to tackle aggressive behaviour and physical attacks by a child.

Very interesting session. Facilitator well informed.

Other training:

This year Family Voice has added two new training courses to our delivery package these being Carer's Rights Workshop and Disability Living Allowance Workshop. Both of these courses were developed and written by our Community and Forum Development Officer. When launching new courses there is always some trepidation of whether they will be well received and taken-up by the community. Due to our position as the parent-carer forum for Peterborough we do get lots of feedback from parents about the lack of consistent information and support especially around knowing their rights and having help with being able to fill in forms such as Disability Living Allowance. There are few services within Peterborough that offer support with DLA forms, as the funding has been cut in this area. At Family Voice Peterborough we are unable to provide one-to-one support, as this does not fall in our remit, however, we felt that parent-carer's are missing out on a vital service and therefore the decision was taken using the expertise and knowledge we have in-house to develop our own workshop to empower parents to help themselves and their children.

Other Training Participation 2019-20

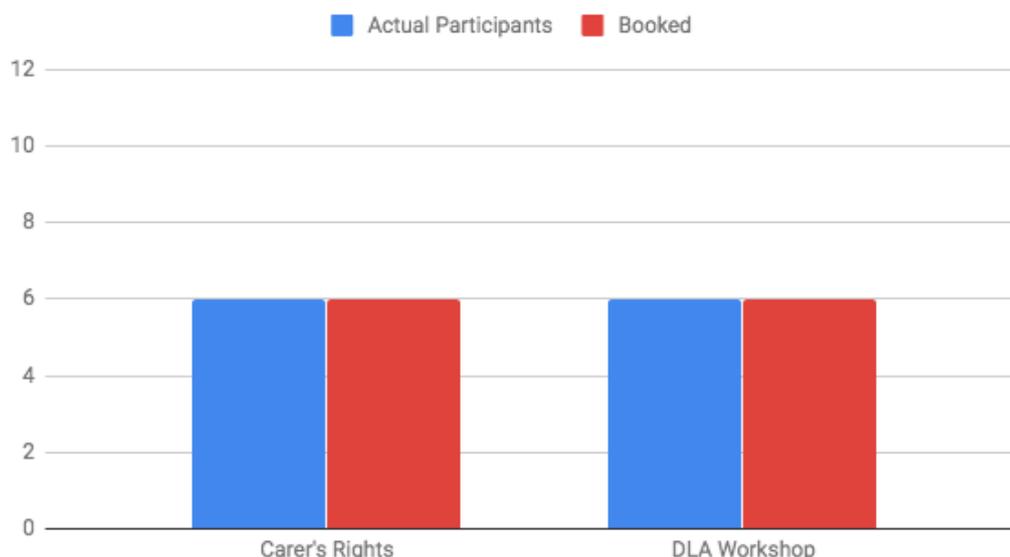


Figure 9: Other Training Participation Rates 2019-20

Figure 8 below shows that for the launch of these two new training courses we received 6 participants on each and therefore when compared to how many booked on, we received a 100% attendance rate. This is certainly encouraging for the launch of these two new courses. We will endeavour in the coming year to roll these training courses out and deliver them to the community. It is doubtful that these will be delivered in the same numbers as the Expert Parent Programme or the Challenging Behaviour Workshop at present and we will need to ascertain the demand and frequency with which we will be able to deliver. The DLA workshop was delivered on a Saturday and this is the first time we have delivered training at the weekend. There were some initial concerns that this would affect engagement but we experienced full attendance. This was a joint endeavour with the Peterborough and District Deaf Children's Society and we were lucky to have Rachael Dance from the Cambridgeshire Deaf Society come and support on the day for parents of children with hearing impairments. This was well received and parental feedback was positive both about the course and the weekend delivery. The weekend delivery allowed parents to engage who may not be able to during the week due to work commitments. This feedback is something that we will take forward when planning future deliveries.

Summary

This year has been a good year for Family Voice in regards to our training and the number of parents that we have been able to reach. We have delivered 12 courses this year and trained 94 parent-carers. This is 94 parent-carers who are now armed with greater knowledge that will enable them to be better advocates for their children and be able to improve their outcomes. The author of this report has had the privilege of training 88 of these parents and therefore witnessed first-hand the impact that these workshops have had.

Parents when they enter the room are generally anxious and are carrying a lot of responsibility and frustration. By the end of the course they are lighter and empowered to go forwards and do what they need to do to ensure that their children get the services and support they need. Although, the content of these courses is without doubt informative and enriching I believe the real power is the connections they make on these courses, the identification with other parent-carers and the realisation that they are not alone. It cannot be underestimated the power of the group to be able to share without fear of judgement and being heard. Parent-carers are an extremely isolated group, as they are a hidden population. This can bring with it a lot of feelings of guilt and shame because they struggle with the day-to-day aspects of life due to their children's SEND. This coupled with a system that is not designed for children with SEND means that parent-carers are often drained and exhausted. During this training you witness the plethora of human emotions from laughter, anger, anxiety and tears. This is what make these courses so important, not only do they train parents with the knowledge they need to move forward but they show them a community that provides acceptance and acknowledgment of the struggles they face. This is why here at Family Voice Peterborough we will continue to explore every possible avenue to ensure that we can continue to deliver these vital training courses to the parent-carers of our community.

Appendix 1: EPP Feedback Questions

a	Have an Increased understanding of how the health system operates in relation to services for my child
b	Have gained some ideas and strategies to help me navigate and get a better deal out health services for my child
c	Have gained some ideas and strategies to help me secure health services for my child
d	Have a better understanding of where I can find information relating to my child's health
e	Have increased knowledge of the roles of health professionals who may be involved with my child and increased confidence to work in partnership with them
f	I recognise the importance and benefits of sharing my unique knowledge and expertise with everyone involved in my child's care
g	I have gained some tools and ideas to be more confident when discussing my child's needs
h	I would recommend this workshop to other parents

Appendix 2: Challenging Behaviour Feedback Form

Your Details				
Your Name: Optional				
Post Code:				
Number of Children/ Young People:				
Details of child/ young person with additional needs				
Age	Gender (M/F)	Ethnicity	Setting/ School/ FE	Needs
Details of any siblings				
Age	Gender (M/F)	Ethnicity	Setting/ School/ FE	
What attracted you to this workshop?				
Speakers	<input type="checkbox"/>			
Topic	<input type="checkbox"/>			
	<input type="checkbox"/>			

Wanting More Information

Concerns about your child's behaviour

Other
(Please Specify)

What is your understanding of the topic being discussed											
At the beginning of the work shop?	High 10	9	8	7	6	5	4	3	2	1	Low
At the end of the work shop?	High 10	9	8	7	6	5	4	3	2	1	Low

Rate your confidence in managing your child's behaviour											
At the beginning of the work shop?	High 10	9	8	7	6	5	4	3	2	1	Low
At the end of the work shop?	High 10	9	8	7	6	5	4	3	2	1	Low

How would you rate today's work shop for											
Venue	High 10	9	8	7	6	5	4	3	2	1	Low
Information provided	High 10	9	8	7	6	5	4	3	2	1	Low
Overall structure	High 10	9	8	7	6	5	4	3	2	1	Low
Overall content	High 10	9	8	7	6	5	4	3	2	1	Low

Do you access any other groups/ charities/ organisations (Please select any)	Little Miracles <input type="checkbox"/>	NAS Inspire <input type="checkbox"/>	<input type="checkbox"/>
	PDDCS	Autism Peterborough <input type="checkbox"/>	Carers Trust
	AHG	PADSG	

<i>that apply)</i>	Other (<i>Please State</i>)
Which parts of the work shop did you find most useful, and why?	
What parts of the work shop did you least useful, and why?	
What could we have done better?	
Any additional comments:	

The feedback can be given anonymously, is used to help with monitoring and will be compiled in public reports. No identifiable information will be shared with out your written permission. If you have concerns please discuss them with your trainer