

# The Parent Carer Voice

**Louise Ravenscroft**

Operations Manager  
Family Voice Peterborough

**Eve Redgrave**

Partnership and Participation Co-Ordinator  
Pinpoint Cambridgeshire



# Parent Carer Forums

- 1 forum per local area
- All members of the NNPCF – Funded by various sources including the Department for Education

Members of



National Network of Parent Carer Forums  
'Our Strength is our Shared Experience'  
[www.nnpcf.org.uk](http://www.nnpcf.org.uk)

**pinpoint**  
for parents by parents

**family voice**  
peterborough  
*together improving services*  
for children and young people with disabilities and additional needs

# Parent Carer Forums – Our Joint Voice

How it works:

- 151 PCFs (Parent Carer Forums)
- 9 Regional forums nationally
- 11 Forums in the eastern region
- The National Network has a collective voice of approx 80,000 parents

**pinpoint**  
for parents by parents

**family voice**  
peterborough  
*together improving services*  
for children and young people with disabilities and additional needs

Members of



National Network of Parent Carer Forums  
'Our Strength is our Shared Experience'  
[www.nnpcf.org.uk](http://www.nnpcf.org.uk)

## Locally what we do

- Between Peterborough and Cambridgeshire we have a joint representation of 1900 parent carers. Which continues to grow.
- We gather parents views and enable parents and carers to participate in service development
- Offer signposting
- We are a listening ear



# How do we do this?

## Cambridgeshire

- Feedback forms from parents who attend our groups.
- Gather views and issues from parents who contact us via phone, email or through social media
- Hold network meetings, focus groups and surveys
- Offer participation training to parents

## Peterborough

- Dedicated Facebook page
- Surveys
- Coffee mornings, breakfast meetings and other focus groups
- Feedback forms from family based trips/activities and events
- Offer participation training to parents

## Jointly

- Run 4 parent groups per month around ADHD/ASD. These involve training and support
- Run other training sessions in the area for parents with relevant professionals around ADHD/ASD
- Deliver the Expert Parent Programme through the Council for Disabled Children
- For everything we do, we gather feedback

# What does the feedback and data tell us?

From April - Oct 2017

- 260 parents have accessed our training and support groups that we run jointly.
- 78 of these parents are new to us.
- We have had additional feedback from 211 parents on a number of different topics.

Feedback and data from previous support for parents around highly emotional mental health issues including Self Harm demonstrated an improvement in parents' coping skills after support was given.

# What does the feedback and data tell us?

Parents want to be trained

**'We are your most cost effective, sustainable and long term resource'**

99% of parents felt the group ADHD/ASD sessions met or more than met their expectations

67% of parents felt encouraged and empowered to do what they needed for their child after attending training

**'Fantastic wisdom and information'**

Parents want support from other parents

**'I wish I'd had this years ago'**