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# ANNUAL REPORT

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## 2021/2022



# A message from our Directors

Dear Supporters,

We are proud to present our 2021/2022 Annual Report, which showcases our new SGPC branding, and illustrates how we are expanding our team to best meet the needs of our South Glos Parent Carer community.

Before I say more about our achievements, I'd like to shine a light on two of our board members who have been with us right from the beginning of our SGPC journey and are now stepping down. We are sorry to be saying goodbye to Helen and Fiona and are immensely grateful for all their time and expertise. We all wish them well and extend a hearty "thank you" to them both for their years of service. We shall miss them.

The legacy of the 2020/2021 pandemic has rippled throughout the year, especially within SEND communities. We have kept abreast of national trends for SEND, listened to our local families, worked collaboratively with professionals, and together we have found solutions to help and support our SEND families. Identifying key areas of concern to Parent Carers and approaching possible solutions with creativity and curiosity has resulted in an expansion of our services:

- ◆ A collaboration with the local Clinical Commissioning Group, and other local Parent Carer forums, to support families across Bristol, North Somerset, and South Gloucestershire whose children are awaiting assessment with the Autism Hub.
- ◆ Expansion of our popular Little Treasures Early Years provision to a second location.

This post-Covid era is one beset with challenges, as resources are stretched further than before, and greater numbers of families are identifying the need for support. It is an important time for us to remain a constant and dependable presence for our existing SEND community, whilst also rising to the challenge of raising our profile in the wider community and engaging with new families who have not heard of SGPC but are finding they would benefit from some peer support, signposting, and additional knowledge and training to help them best support their children.

As we reflect on the past year, we are aware that this is still a time of change for us at SGPC, as it is for all families; it is a time of evolution for services impacted by the pandemic lockdowns, and a time where SEND families are seeking connection and support. It is a time when the work of SGPC and our wonderful team of staff (and volunteer Parent Carers) is crucial in delivering our mission to work with service providers to influence change that will improve the lived experiences of SEND children and their families. We could not deliver that mission without the constant feedback and support of the Parent Carers in our local SEND community.

**We would like to thank each member of our community, and wish to reassure you that you are heard, you are seen, and your contributions are crucial to improving services for all SEND children in South Glos. We look forward to supporting you in the coming year.**

**Sue Fairhurst**  
**Chair of Directors**





# A message from our CEO

Having endured one of our greatest challenges ever, we have emerged both wiser and stronger. Wiser because we have listened to the many voices we have heard throughout the pandemic and continued to learn from its legacy; and stronger because during 2021/2022 we have consolidated the knowledge we have gained, reflected on the impact of the adaptations we made during the pandemic, and made some fundamental changes to the way we operate - including bolstering our team to ensure we can meet the needs of as many families as possible in the variety of ways they now expect and need us to.

I am delighted to announce that we are now able to reach and support more SEND families through:

- Expansion of our Little Treasures Stay & Play group (which now has a second group running - based in Yate)
- Introduction of community-based peer supporters who will visit venues across the area
- Collaboration working with our neighboring PCF's (Bristol and North Somerset) to deliver a range of workshops to families awaiting autism assessments



I am immensely proud of our team; their ability to flex and adapt, and their commitment and willingness to support our SEND families is inspirational. They do it because they live it, and they truly appreciate the difference this type of support can make to individuals.

Our newest team members are already making a difference and I would like to introduce and welcome them to our team:

**Robbie** - Participation and Engagement Coordinator

**Nic** - Early Years Co-ordinator

**Kirsty and Rachel** - Early Years Peer Supporters

**Alex and Jo** - Peer Supporters

**Caz** - Lead Trainer

**Sarah** - Training Co-ordinator



In addition to these more visible changes, we have been busy behind the scenes too. This last year has been spent developing our new brand identity (including a slight name change - South Glos Parent Carers), the introduction of a termly newsletter that provides a handy round-up of local news and information for our SEND Parent Carers, content for our new website - which will launch Autumn 2022, and a lottery grant funding bid which is currently with their panel.

As ever, SGPC would not be growing and developing at the rate it is without the support and dedication of our talented, incredible team, our wonderful volunteers, and that of our SGPC community - the Parent Carers who support us by sharing their lived experiences via the variety of participation channels we utilise, the professionals and professional bodies who meet with us, read our reports, and help to bring about change. My sincere thanks go to every one of them for their valued contribution.

All-in-all 2021/22 has been a year of positive change for SGPC and we are looking forward to the fruits of our labours enabling us reaching many more families in the coming year and helping them to find and connect with their community for positive change.

**Rachel Trueman**  
CEO





# 2021/22



## Focus and Direction

The last couple of years has seen an increase in the requests from local families asking for more support, and we are aware of the growing evidence that supports how disproportionately children with SEND were affected by the pandemic, and how children in their earliest years of development have been particularly impacted. In addition to this, we were attending meetings with local health and education professionals and hearing first-hand the impact Covid-19 was having on waiting lists and systems that were already under stress. Impacts that directly affect the Parent Carer community we serve.

This knowledge focused our attention on community support; how we may broaden and strengthen our capacity to reach and support more local families – both in early years, and education – whilst in some small way helping to relieve some pressure from the frontline staff working for the service providers (these staff are unable to carry out necessary administrative tasks due to the volume of calls from parents wanting and needing help).



## Blurring the Lines Between Support and Parent Voice



Analysis of the feedback received from our community highlights the value support has on levels of engagement and participation. We are reaching out to support Parent Carers in areas they identify as priorities and in doing so are more likely to gain their trust and support in participation activities. Participation is developing to be a natural outcome of the support element of our company.

### 2020/21 Participation Highlights

- Co-production with the emotional based school avoidance (EBSA) strategy
- Annual Survey
- School Transport Survey
- Development of 'You Said, We Did' model of engagement



# Funding Opportunities

Focusing on delivering support for, and engagement with, our community, helped us to identify potential funding streams that could provide the investment required to expand our team. This resulted in several applications for funding, as well as the development and presentation of a business case to the Clinical Commissioning Group (CCG). The business case identified the need

for information and training that supported and empowered parents whilst their child awaits assessment at the Autism Hub. Our proposal included a collaborative approach – working alongside Bristol PCF and North Somerset PCF, to deliver cross-county webinars and training sessions, across a range of times, enabling as many Parent Carers as possible to attend.

# 2021/22 At a Glance

After spending much of 2021 reflecting, planning, and sourcing grants, the year ended with recruitment of our first Peer Supporters and a newly launched series of training events under the BNSSG, a collaborative based on the original training workshops we developed in 2018. Then, the new year brought further good news!

### In January 2022 SGPC:

- Was awarded a 12 month grant from South Glos council to pilot a second Little Treasures (EYFS) group, and expansion of our virtual evening support to provide sessions aimed at Parent Carers of young children, including those who are not currently part of our over-subscribed Little Treasures community.
- Launched a new service - community-based Peer Support, funded by the CCG and forming part of their commitment to help Parent Carers whilst their children await assessment at the

Autism Hub. Two Peer Supporters have been recruited and will focus on developing links with parents across two school cluster groups during the coming year.

Many hours (behind the scenes) were devoted to the development of some key areas of work to SGPC forward in 2022/23:

- Rebranding SGPC
  - The launch of SGPC News
  - Content and design of a new website (launching October 2022)
  - Bid for a substantial grant from the National Lottery Community Fund
- Other activities during this period include:**
- Co-production of a new service – the Keyworker Project – aimed at supporting children and young people with autism or a learning disability, who are at risk of being admitted as inpatient;

- Constantly feeding back lived experiences with the EHCP process, and latterly working with the Local Authority to agree and work to standards and improve communications;
- Participation in the multi-agency quality assurance of EHCPs – an area that requires further attention, and remains a priority for SGPC and our families;
- Developed and produced an annual survey to collate the views of Parent Carers across South Glos;
- Worked co-productively with the South Glos council Scrutiny Committee to produce a survey for local Parent Carers reviewing the EHCP process;
- Consistently engaging with our Parent Carers in a variety of ways to capture their lived experiences – e.g. surveys, polls, feedback from events, Face-to-face discussions, focus groups.
- Provided training on Suicide Awareness in response to the many parent voices we were hearing request support.

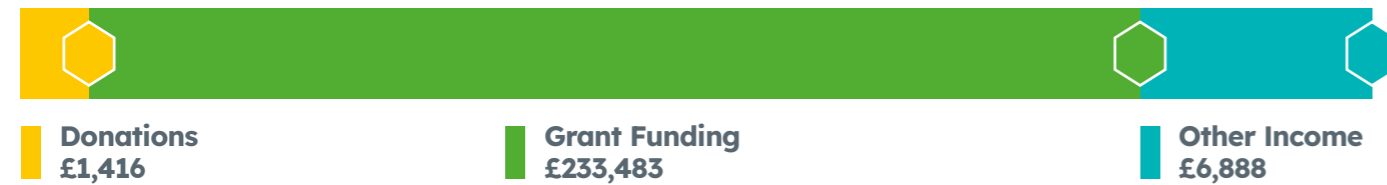
## Looking ahead - Priorities for 22 / 23

- New & Improved Website
- Marketing & Communications strategy development
- Sustainability focus
- Strengthen links with our community and expand points of connection
- Review internal structure and expand team
- Attract and recruit volunteers
- Communicate outcomes - You Said, We Did, feedback on meetings attended, co-production projects



# Financial Overview

**Income 2021/22 = £241,787**



**Expenditure and Balance = £138,461**



\*Includes three months closure costs and funding carried forward to support ongoing projects

As the ripples of the pandemic impacted the SEND community and associated services, more funding was made available to support and train in specific areas of need.

SGPC stepped up to develop services that provided our community with both wellbeing support and training to help educate families in areas commonly raised via engagement and participation activities.

We have taken this year to begin the process of refocusing the way we engage with our members and made changes that we knew would impact our statistics but provide better short-term outcomes for our community.

We stopped:

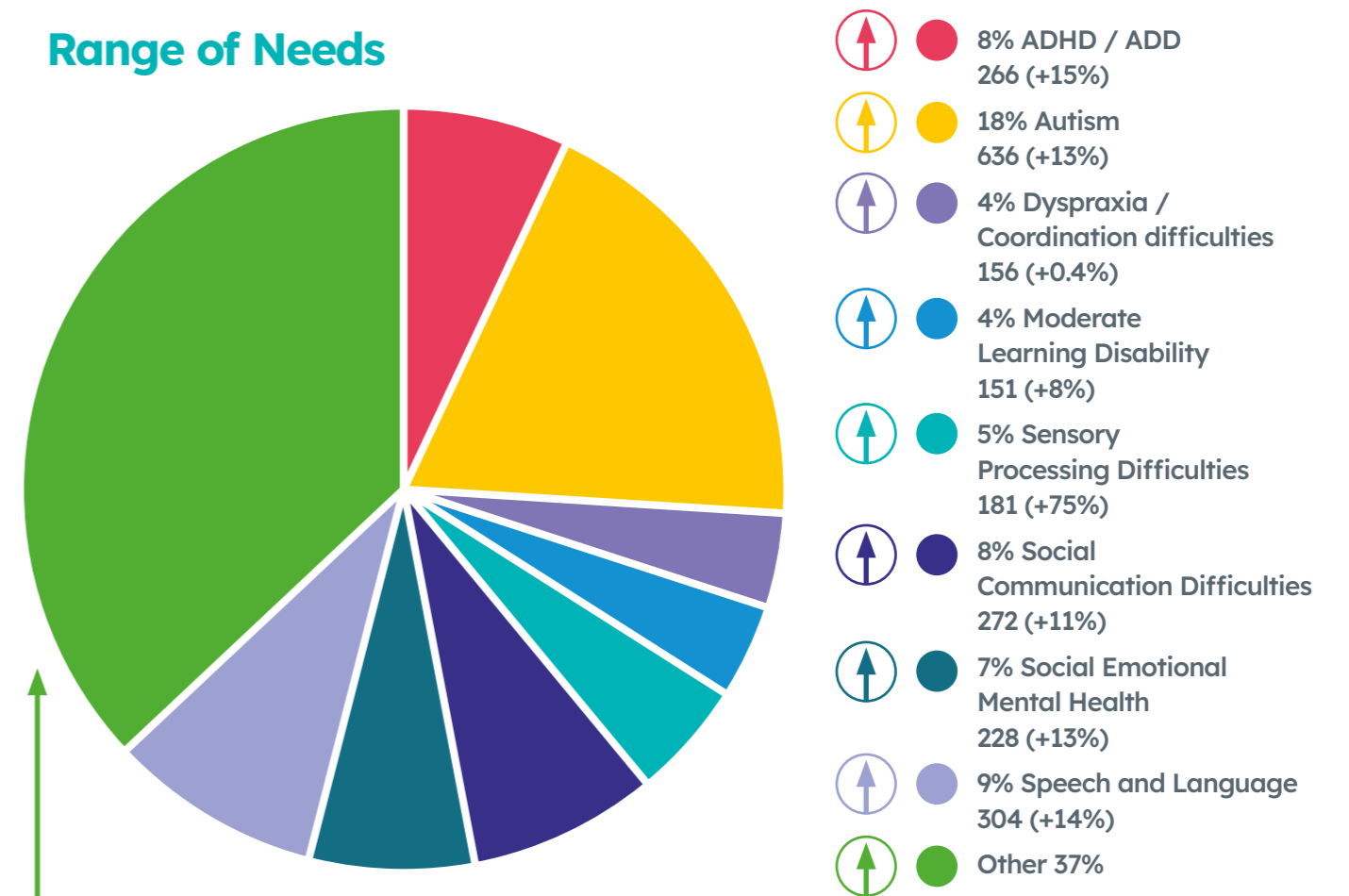
- Directing traffic to our website because we were hearing how difficult it had become to effectively navigate it, instead opting to build a new, improved site;
- Posting to Instagram because we chose to focus attention on the local audience in our Facebook private community group;
- Posting on Twitter as we recognised this is primarily a tool for professionals and we needed to consider our Professionals communication strategy and offering prior to engaging with this audience.

# Supporting Statistics

**Membership March 2022**



**Range of Needs**



**Other SEND needs categories includes:**

Chronic Fatigue Syndrome / ME, Downs Syndrome, Dyslexia, Genetic/Chromosome Disorder, Global Development Delay, Hearing Impairment, Medical/Health Needs, Multi-sensory Impairment, Neurological disorders (e.g. Cerebral Palsy, Epilepsy, Hydrocephalus, brain injury), physical disability, Profound Multiple Learning Disability, Severe Learning Disability, Syndrome without a name, visual impairment, undiagnosed, other.

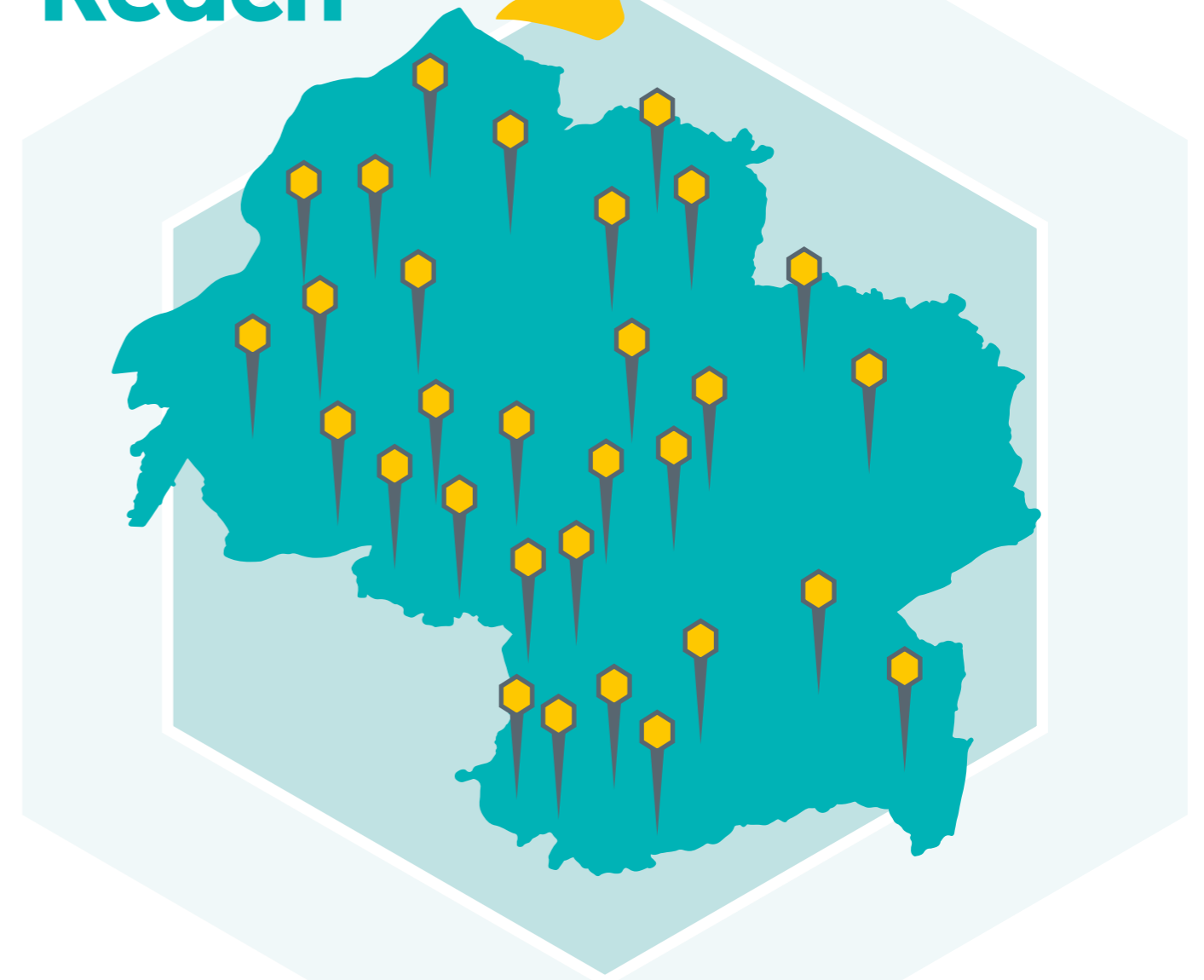


# Ethnicity

We are currently awaiting the release of the 2020 census data to enable us to compare our figures to those of the local area. We will use that data to inform any priority areas we may be missing.

	2021	2022	
Arab	4	5	↑
Asian/Asian British – Bangladeshi	2	1	↓
Asian/Asian British – Chinese	3	4	↑
Asian/Asian British – Indian	7	9	↑
Asian/Asian British – Other	3	4	↑
Asian/Asian British – Pakistani	3	3	↔
Black/African/Caribbean/Black British – African	2	3	↑
Black/African/Caribbean/Black British – Caribbean	3	5	↑
Black/African/Caribbean/Black British – Other	1	1	↔
Gypsy Traveller of Irish heritage	1	1	↔
Mixed – Other	3	8	↑
Mixed – White & Asian	2	5	↑
Mixed – White & Black African	0	0	↔
Mixed – White & Black Asian	0	2	↑
Mixed/ – White & Black Caribbean	4	8	↑
Prefer not to say	17	17	↔
White British	923	1080	↑
White Irish	6	8	↑
White Other	31	44	↑

# Membership Reach

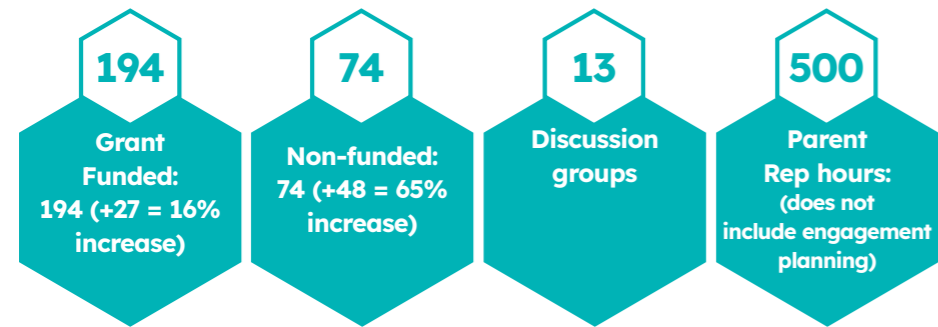


- Alveston, Olverston, Tockington, RudgeWAY
- Bradley Stoke
- Cadbury Heath
- Charfield, Falfield, Cromwall
- Chipping Sodbury, Old Sodbury, Horton, Hawkesbury
- Downend, Bromley Heath
- Emersons Green, Lyde Green
- Filton
- Frenchay, Hambrook
- Hanham
- Kingswood, Soundwell
- Little Stoke, Stoke Lodge, Harry Stoke
- Longwell Green, Barrs Court
- Mangotsfield, Rodway
- Oldland Common, Bitton
- Patchway, Charlton Hayes
- Pilning, Severn Beach, Aust, Easter Compton
- Staple Hill
- Stoke Gifford, Cheswick
- Thornbury
- Tortworth, Rangeworthy, Wickwar, Tytherington
- Warmley, North Common, Bridgeyate
- Wick, Marshfield, Pucklechurch, Doynton, Dodington
- Willsbridge
- Winterbourne, Frampton Cotterell, Coalpit Health, Iron Acton
- Yate, Westerleigh

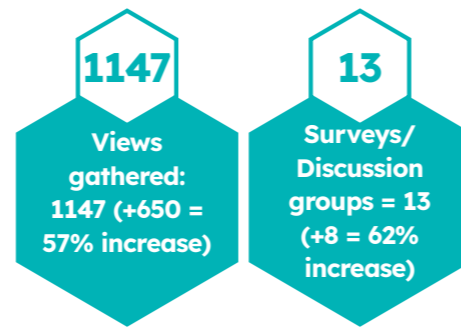
# A Snapshot of 2021/2022

## Sharing Parent Voices

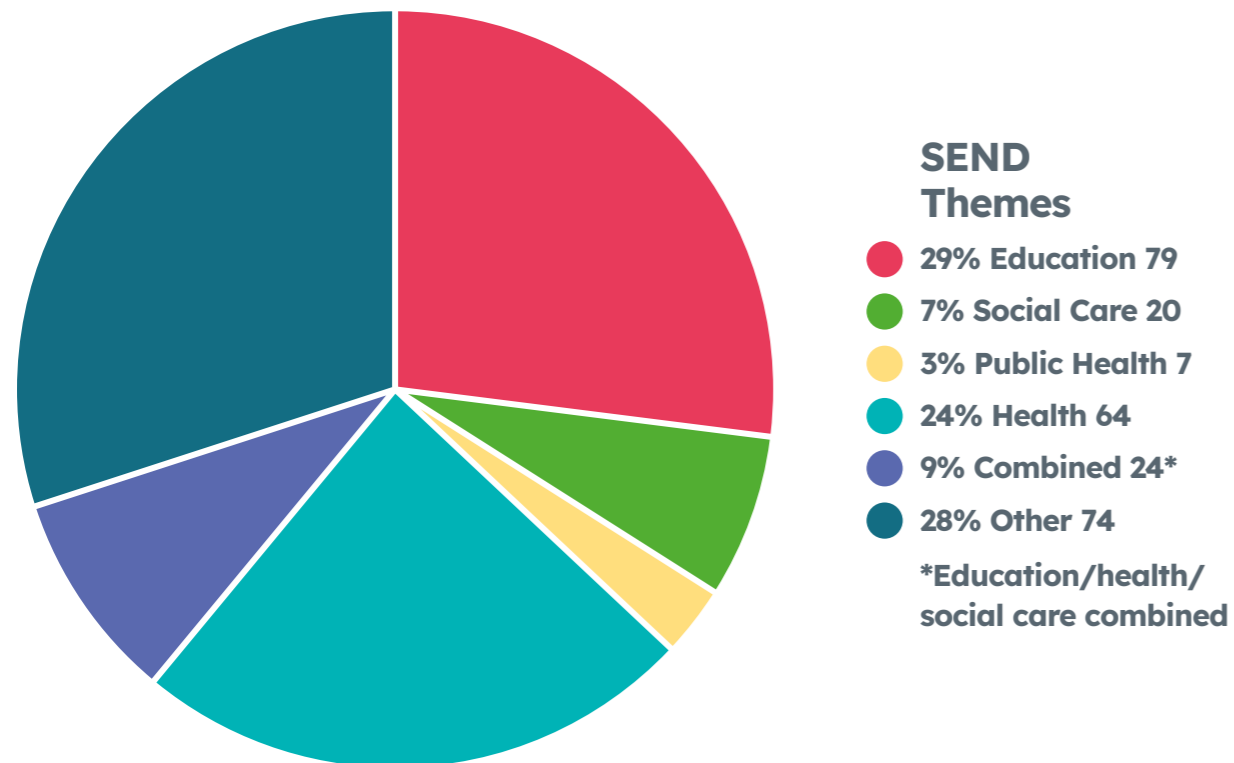
### Meeting Attendance



### Parent Voice



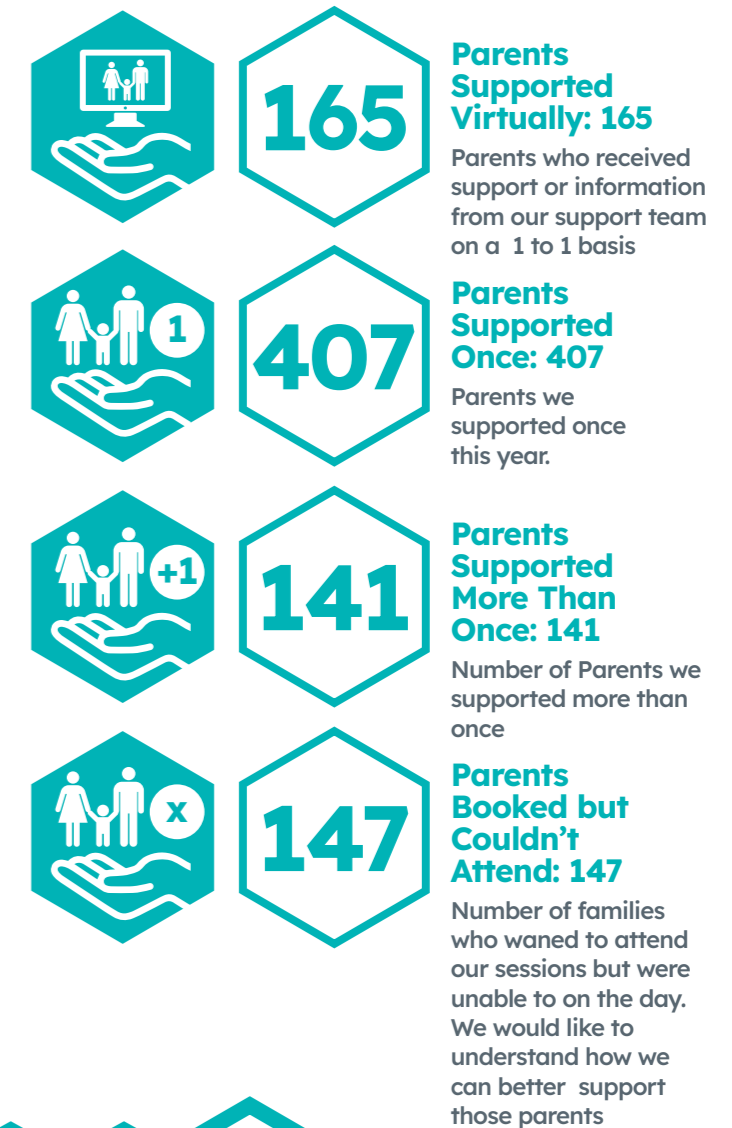
## Meetings By Theme



## Support



## OF THE 560 PARENTS SUPPORTED



## Looking Ahead

Our financial focus will be to explore alternative and additional income streams that lead to long-term financial sustainability, enabling us to work towards our core vision:

To grow a well-informed, empowered, supportive community of SEND families, where every individual's needs are anticipated, identified and met, enabling them to reach their potential.