

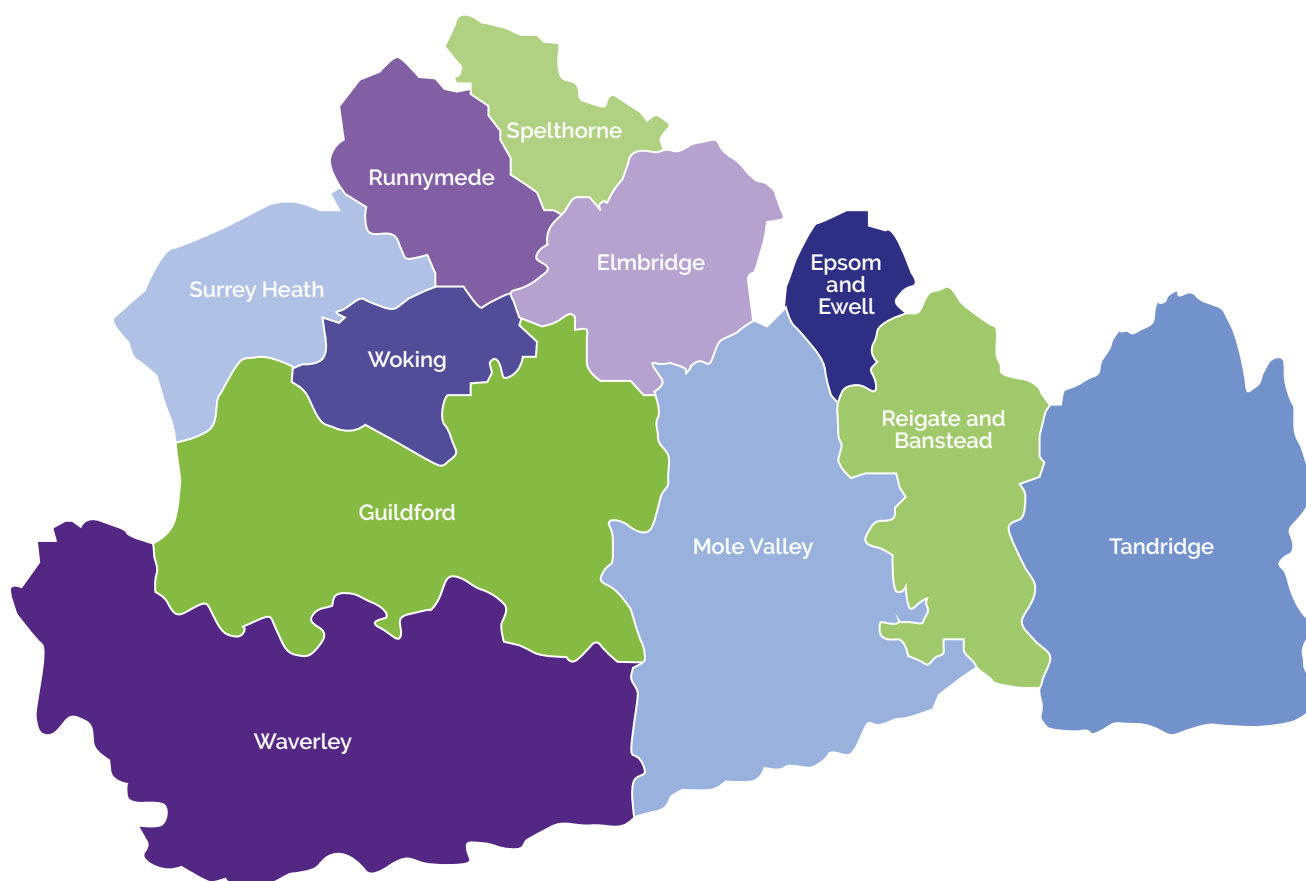


# WORKING TOGETHER FOR BETTER LIVES

*for children with disabilities and additional needs*



## Annual Report 1st April 2022 to 31st March 2023



"If you need a more accessible version of this report, please email [contact@familyvoicesurrey.org](mailto:contact@familyvoicesurrey.org) or call 01372 705708"

# Contents

Our Partners and funders	2
Chair Comments	3
Who we are and what we do	4
Snapshot of the year in Numbers 2022/23	5
Engagement with Parent carers – Events overview & experts in the field	6
Top 3 Topics of Events attended in 2022/23	7-8
Engagement with Partners	9
Annual event	10
Gathering information – capturing real life experiences	11
Supporting Navigation of the System	12-13
Participation and Co-production with local area partners and the 3rd sector	14-15
Plans for 2023/24	16-17
Finance report	18-20
Independent Examiners Report	21
Appendix: Structure and Governance	22-23
The Trustee Board 2022-2023	24
Acronyms used in this document	25

## Our Partners and funders



## Chair comments... Sally Allen



**I would like to begin my report by saying a big “thank you” to everyone who has generously gifted their voice and experience so that we can continue our important work to bring about positive change for Surrey SEND families.**

Your voice is a valuable gift and to be heard is a positive step towards better understanding.

A recent conversation with another parent carer reminded me of the importance of our work around participation “Until I joined FVS there were many times when I have felt that no one was listening – it has been a very frustrating, stressful and very lonely experience.”

This report covers one of the most challenging periods for children, young people, parents, and carers in the UK. With services fully opened up, working at full stretch and with national funding cuts, families have been greatly impacted whilst themselves facing sharp increases in the cost of living and, supporting children and young people struggling with anxiety and mental health issues often experiencing isolation themselves.

2022/23 saw a steady increase in our work, with more families contacting FVS with a wide range of increasingly complex needs. With membership increasing by 13%, Facebook group membership up by 32%, 811 parent carers attending bespoke events, 76 training events delivered and 24 discussion or support groups covering a range of subjects taking place it certainly has been an exceptionally busy year for our dedicated team of FVS staff. We were delighted that following a successful recruitment drive Claire Poole, our Interim CEO became our permanent CEO, providing the continuity, experience, and vision to bring us into the next phase of our journey.

In our last report we pledged to focus on bringing the lived experience to the heart of decision-making and to be a full partner in the development of Surrey’s new Inclusion and Additional Needs Partnership Strategy.

In this report we set out how we delivered on this commitment by, as a key member of the Additional Needs and Disabilities (AN&D) Partnership Board, representing the user voice of parent carers on a Board which comprises Education, Health, Social Care and our third sector and user voice partners. We ensure the views and needs of parent carers are heard at the earliest point. A co-produced strategic plan in January 2023 identified 7 priorities of work, a key priority being co-production.

True participation and co-production means an equal role in delivery not just design. FVS worked with families and key partners to offer learning

opportunities such as the ‘Behind the Mask’ event as part of the implementation of the All-Age Autism strategy. Over 130 school leaders attended to learn more about the phenomenon of “masking” often seen in girls with autism, and which creates a significant barrier to identifying and meeting their needs. The stories highlighted how much professionals had to learn from people with different perspectives – particularly people with lived experience.

We have also invited expert speakers to present to our community groups dependent on members’ requests and have worked closely with Local Area partners so that parent carers can find information about services and feedback their own experiences, which in turn provides valuable information on how we can remove the barriers to positive change.

So looking ahead we at FVS recognise that there is so much more work to be done in bringing co-production to life by embedding it as a “way of doing” in all of our work with partners and in engaging with people from different backgrounds and with different life experiences. At FVS we are keen to listen to unheard perspectives and to make space for the voices of people whose perspectives are often ignored or unheard.

It is vital that we allow services, policymakers and organisations to get a variety of viewpoints from people representing the diversity of our parent carers in Surrey. So looking ahead we will be working hard to ensure a more open co-production process, with more people with a range of lived experience involved from the start. Please do join us if you are not already a member, tell us your story and experience or become a Trustee!! There are so many ways that you can get involved – the more people, the more opportunity for families to benefit.

In delivering my final Annual Report for FVS, as I end my term as Chair of the Board, I wish to pay special thanks to the wonderful, dedicated and committed team at FVS. I would like to record our heartfelt appreciation for their hard work and dedication including our volunteers; our Board of Trustees who generously donate their time and wisdom, to ensure the safe and secure running of FVS. Also, a special mention to our supporters, partners, and funders, without whom we could not continue with our vital work in bringing about positive change for families in Surrey.

## Who we are and what we do

### We champion...



the needs and rights of families of children and young people 0-25 years with Special Educational Needs, chronic illness, including mental health conditions, and disabilities living in Surrey.

### We are passionate...



about improving outcomes for our children & young people and keep this at the heart of everything we co-create, co-produce and do.

### Our Members and staff are experts...



by experience and as such, have a unique understanding of how challenging and rewarding life can be raising a young person with additional needs and disability.

### We inform, shape and monitor...



the development of local services so that they can continually improve and enhance the experience and life opportunities for children and young people, and their parents, families and carers.

### We value partnerships...



which starts with our parent carers and their families. Their feedback enables us to share their lived experiences into the Additional Needs and Disabilities Partnership Board as a strategic partner. Therefore, representing our members voice when key decisions are being made.

### We are NOT...



a support group, a protest group and cannot advocate for individuals but... we rely on feedback from parent carers in order to represent their voice - they tell us their valuable stories.

## Family Voice Mission Statement

Family Voice Surrey's vision is clear: cultivate a diverse and inclusive society where parents and carers feel valued and listened to and all children and young people with additional needs and disabilities (AN&D) are supported to reach their full potential.

We provide informative guidance to parents and carers of children and young people with additional needs aged 0-25 in Surrey and shine a light on the challenges that AN&D families come up against. FVS break down barriers for children with AN&D, by challenging and shaping local decisions, and policies to effect change.

We elevate the voices of AN&D families, gather and champion parents and carers' views, and empower them to address assumptions made on behalf of children with additional needs. We represent AN&D families in Surrey with authenticity, transparency, and accountability.

**Together we're stronger; together, we can make a difference.**

# Snapshot of the year in Numbers 2022/23



FVS Members:

**2,914**

(13% increase)



Facebook followers:

**2,941**

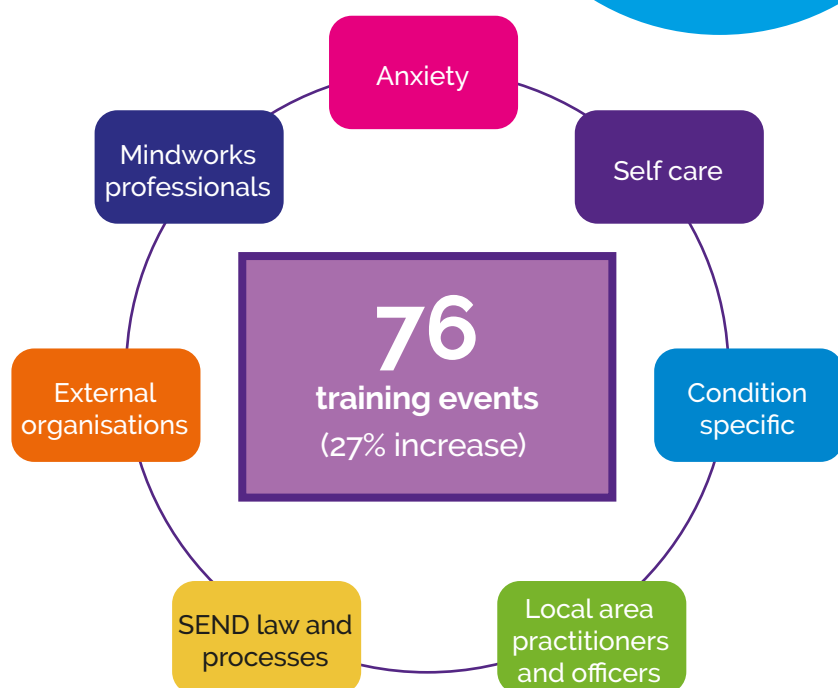
(8% increase)



Twitter followers:

**1,903**

(3% increase)



**811**

Parent carers attended  
our bespoke events



**11**

local private Facebook groups  
with a total of  
**2,413 members**  
(32% increase)

Over **24**  
discussion/ support  
groups.  
Some meeting **9**  
times in the year

## Engagement with Parent carers - Events overview & experts in the field

Our District and Borough Coordinators were asked to host one online event one month and one in person event the following month as part of our COVID recovery plan. Our members asked us to maintain the online groups that were such a lifeline during lockdown and that support their participation when their children's needs make accessing in person events impossible.

We invite expert speakers to present to our community groups dependent on the members' requests, and also work closely with Local Area partners to allow parents to get information about their services and feedback their own experiences, thus informing the services directly of their effectiveness.

Our events have two aims: to inform and train parents, and to hear their experiences. The following quotes give a flavour of what we have heard this year.

“As always, I found it very helpful and great to speak to people in a similar situation and I thought it was great how you got everyone involved.”

“The opportunity to understand a bit more about the transition to adult services (I knew nothing about this so was very helpful). The way in which we were encouraged to ask questions and in which these were answered, thoughtfully and honestly.”

“This was my first 16+ session with FVS as timings with work just haven't allowed me. It was a really friendly and informative session. It is always really helpful to be able to speak directly with the professionals running the services to understand how the system works so our expectations are not unrealistic. I often find as parent of a child with SEN that unless you end up speaking to the right people you are in unknown territory not even sure which questions to ask. It was really good to hear other parents share their experiences and hear their tips and advice as well as Dr Ferreira-Ley.”

“Thank you for the Neurographica talk today. I couldn't find any particular shapes in my picture and could only find two energy lines, but at the end I realised they were cutting a path through the middle of the chaos, and that I can make it from one side to the other!”

“Thank you for trying to educate the educators.”

Some coordinators have also taken responsibility for topic-based groups which are run online to be available county wide. These groups have been instrumental in the growing membership of FVS.



# Top 3 Topics of Events attended in 2022/23

## ADHD / ASD group

Run by our Waverley and Woking Coordinators, this is monthly online peer to peer group for parent carers of children and young people with neurodiverse conditions. These are our best attended events across the year and include a combination of parent training and support, as well as an opportunity to gather experience that is then fed back to the Participation team for use in projects such as the "Implementation of the All Age Autism Strategy".

## School Anxiety

Following the success of a course developed by FVS in partnership with the Recovery College and Surrey County Council's UVP team in 2020, the Reigate & Banstead and Tandridge Coordinators have now been running a group for these families for the last 3 years. This group has been instrumental in informing the AN&D Partnership and other professionals of the impact of this problem on the whole family, and how parents would like to see it addressed.

The group offers peer to peer support and understanding from parents who have experienced the problem, training from experts and multiple opportunities for parents to share their experience with decision makers.

The topic of school anxiety and persistent school absence has now been recognised as a national concern throughout the world of education and SEND.

## Neurographica

Neurographica is a new method of self-discovery and management of life situations through fun and simple drawing. These sessions run by our Spelthorne Coordinator have been extremely well received and FVS has responded by hosting further session as our members tell us that they benefit hugely from them. This form of drawing can help improve emotional response to life challenges and can provide instant stress relief. Neurographica has also been scientifically proven to stimulate neuroplasticity.

As an organisation run by staff with lived experience of SEND, we make every effort to balance our offer to members between support and training and ensuring that we give members a variety of opportunities to share their experience of services in Surrey. These events are a good demonstration of how we aim to strike that balance.

## Ponder over a Posy – In person Well-being Event

“When you spend a lot of your time focusing on someone else, you may feel as if you have no time for yourself. But looking after your own wellbeing is important for you and for them. - Mind”

Our Runnymede coordinator invited AN&D parent carers and their children to an in-person well-being event on 31 January.

Our members used cut flowers and foliage provided by FVS, as a stimulus for conversation. The relaxed atmosphere and unstructured session allowed parent carers to feel comfortable working on their posies whilst chatting with new people and sharing their stories. A two-year-old child joined in using a colander to poke flowers through, which he thoroughly enjoyed.

Parent carers also had the opportunity to chat with Lori Hilson (from the Early Help team) whilst sitting (rather than standing and talking formally), who also enjoyed making her posy.

Parent carers and children were encouraged to use the paper tablecloth and pens to doodle and leave feedback.



## Mindfulness

Waverley's coordinator held a wellbeing event with Emma Martin Mindfulness in Godalming in January.

Emma discussed mindfulness techniques and affirmations and demonstrated the application of them and concluded with a short talk on meditation then a guided meditation session.



## Yoga

In December our Tandridge coordinator organised a free yoga wellbeing event for parent carers. This event was very well received.

“The yoga helped my stress levels, I need to do more of this in order to look after myself as I've neglected to do so for far too long. Years of psychotherapy nearly sorted in three hours!”

Our ability to fund such events is reliant on a variety of funding opportunities and we would like to thank Community Foundation for Surrey for their support in sourcing funders and helping charities such as FVS link with the appropriate channels.



## Engagement with Partners

### Surrey Schools SEND event

We were invited to attend the Surrey Schools SEND conference, enabling us to reach SENDCos across the county, and to give them information about the importance of parent carer voice and support. Our coordinator for Epsom and Ewell, spoke to SENDCos about the forthcoming training about recognising autism in girls, and to organisations including as Learning Space, Eikon, REMA and the Family Information Service, about supporting children and families with AN&D.

These are great opportunities for us to raise awareness of the issues, frustrations and experiences that parent carers share with us and to connect with organisations providing SEND services and support.

### Preparing for Adulthood event

We were delighted to meet many families at the very well attended Preparing for Adulthood event held in Weybridge in October. Those who attended got lots of valuable information and the opportunity to speak to key people at the local authority. The event also saw the launch of the new Preparing for Adulthood brochure which has been codesigned with young people, parents and professionals. This brochure was the result of a long collaborative project including FVS, the PfA team at SCC and of course and most importantly parent carers themselves. We are really pleased with how it has turned out and know it will be an extremely useful tool for families and young people.

### Behind the Mask event

This event was hosted as part of the implementation of the All Age Autism Strategy and was entirely based on lived experience. Over 130 school leaders attended to learn more about the phenomenon of "masking" often seen in girls with autism, and which creates a significant barrier to identifying and meeting their needs.

*Thank you so much. Both as a deputy head and father of an autistic girl I found the whole experience really useful and the morning, in particular, very emotional.*

*Best training day I have attended in some time. Co-production excellent and added powerful insights and learning. Great structure today that aided learning (loved the modelling of breaks!). Lovely blend of content and presentation style e.g. art exhibition, workshops etc.*

*The insights given from the perspective of parents and CYP with lived experiences - this was the most authentic insight I could have had.*

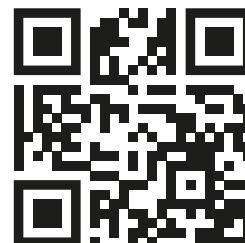
# Annual event

## The theme of our annual event this year was Primary to Secondary School Transition.

Our last two annual events were held virtually, due to Covid restrictions. This year, with restrictions being lifted we were able to offer a hybrid event that allowed us to offer our members the best of both worlds. Monday to Thursday saw online live and pre-recorded guest speaker presentations and Q&A sessions.

The recordings of the event can be found on our YouTube channel at <https://bit.ly/3ujRF1R> allowing parent carers to revisit the speakers anytime they need support.

Or scan the  
QR code



Dr Kathryn Hollins, Consultant Parent, Child and Family Psychiatrist and Psychotherapist, SABP.	Tips for managing the Primary to Secondary Transition
Hugo Metcalfe, Psychologist, The Happy Mind Tribe	Parent Carer Mental Health
Rachael Wardell, Executive Director, Children, Families and Lifelong Learning, SCC.	What to expect if you are a parent with a child with additional needs or disability transitioning from primary to secondary
Kenny Wheeler, Inclusion Lead, Schools Alliance for Excellence.	Managing transition from primary to secondary with schools
Conrad Benefield, Senior Commissioning Officer, SCC.	Short breaks - what parent carriers can access for their children
Michael Pipe, Helping Families Early Lead, C-SPA, SCC.	Local Offer
Katherine Everett, Education and Inclusion Service Manager NE, SCC. Emily Gaunt NE Deputy Lead for Specialist Teachers for Inclusive Practise, SCC.	Transition from primary to secondary
Dr Rebecca Scarth, Consultant Clinical Psychologist and School Based Need Lead, Mindworks, SABP.	Mindworks, SABP. The school based offer
Karen Munns, National Autistic Society, Surrey Branch.	What is available for parents through NAS in Surrey
Gerry Hughes, Head of Business Support & Surrey School Transport & Assessment team, SCC. Cheryl Knight, Travel Choices Lead, Surrey Choices.	Home to school transport and independent travel training
Jo Dilworth, APPEER.	What is available for girls and their families through APPEER
Claire Galvin, Action for Carers.	Support for parent carers with children transitioning to secondary school
Sarah Palmer, SEND Lawyer and Expert, Children's Legal Practise.	Reasonable adjustments and legal rights
Farran Leach, Active Surrey.	Staying active and healthy during periods of transition

We hosted an in-person session on Friday at Eastwood Leisure Centre in Woking and had the pleasure of hosting four fantastic guest speakers:

Award winner and author Yvonne Newbold of Newbold Hope discussed ways to support anxiety driven behaviour challenges.

SEN lawyer and expert Sarah Palmer from The Children's Legal Practice, talking about reasonable adjustments and legal rights.

Dean Beadle, an autistic speaker talked about his experience of being autistic with a touch of comedic brilliance and humour.

Rachael Wardell, Executive Director, Children, Families and Lifelong Learning, at Surrey County Council spoke about what to expect during the primary to secondary transition.

As always we also hosted a 'marketplace' which gave parent carers the opportunity to speak to a variety of organisations and charities providing information about the support services that they provide.



## Gathering information - capturing real life experiences



Our Coordinator for Reigate & Banstead approached the team with an idea for gathering qualitative and quantitative data on topics that are affecting our members via quarterly surveys on 'hot topics'. The purpose being to:

- build a substantial body of quantitative data to evidence the scale and nature of issues, and to
- develop solid and actionable recommendations to make things better.

In autumn 2022 we launched our Quarterly Quantitative Data Survey. Our first topic was chosen based on the high volume of correspondence we were receiving from parent carers regarding challenges they were encountering with the home to school transport service in the run up to the new academic year.

In total 290 parent carers responded to the survey and we were asked to present our findings along with an overview of what we had been hearing from families at the Select Committee meeting on the 15th December 2022. SCC also presented the findings of their own review they had conducted in light of the challenges.

FVS made 12 recommendations to address the issues families had faced with transport and we were pleased to learn that the select committee endorsed all of our recommendations.

This is a wonderful example of how the collective and powerful voice of parent carers can make a huge difference.

### Quarterly Surveys for 2022-23

Date	Survey	Number completed
October 2022	Home to School Transport	290
February 2023	The Role of the SEND Case Officer	500

# Supporting Navigation of the System

Our members often ask us for support in navigating various aspects of the SEND system. This year, the FVS team have worked in various ways to respond to this:

## Helpful guides

### Everyone Matters - representing children with a severe or profound learning disability.

FVS worked on this project following feedback from parents of children with severe or profound learning disabilities who felt FVS did not represent their children and their experience well enough. During the project we consulted a number of families with a child with severe or profound learning disabilities in order to better understand the challenges they face, their views on how Surrey County Council (SCC) can better meet their needs and how FVS can better represent them.

The following extract taken from the last paragraph of the report summarises our role in ensuring that the voice of parent carers of children and young people with a severe or profound learning disability is heard.

“I am convinced that FVS could play a really important role in highlighting the particular needs of children with severe and profound learning disabilities. I am also convinced that this is a group that needs as many allies as possible and far more representation in order to achieve a society where everyone is valued.”

We will be using this report to ensure that these families are heard in all of our work and sharing it with those who have the ability to effect change in the areas identified.

*\*We will do some testing in 2023-24 to ensure we are embedding this in the work we are doing\*.*

“Hello, I was really heartened to receive this report and to hear about the time you have put into putting together the testimonials. They really do all reflect our experience and fears and concerns as a family and whilst my daughter has had her needs met at school and by respite, I know that there is such a lack of understanding and consequently investment in provision for our children. I am following with great interest any developments and discussions and changes that take place as a result of this piece of work. With kind regards (mother of a non-speaking 15 year old daughter)”

## The Crisis Card

Following a meeting and idea from a parent, whose daughter tragically took her own life last year, we have been working with the Mindworks (formally CAMHS Child and Mental Health Services) team and Emerge (a local charity that supports young people who have arrived in hospital as a result of suicidal ideation or attempts) to produce a Crisis Card that would be put into all hospitals and GP surgeries in Surrey. This card fits in a wallet and gives local contact information to crisis services, allowing parents to have quick access to phone numbers that can help them at a moment of crisis.

This project was triggered within our “action card” system described on the next page, and is an example of how this system will allow us to effect change.

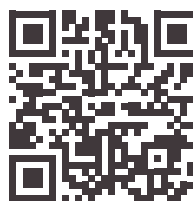


**Crisis line for support during a mental health crisis**

**0800 915 4644 – For children, young people and parents. Open 24/7**

**Neurodevelopmental helpline for parents of children with ADHD and autism**

**0300 222 5755 – Open 5pm to 11pm every day**



**Scan me to visit our website**

**[www.mindworks-surrey.org](http://www.mindworks-surrey.org)**

## Action Cards

Surrey County Council is keen to ensure that lived experience is at the heart of its decision making. One of the ways in which this has been done successfully is the introduction of "Action Cards". As such, FVS has just introduced its version of Action Cards that line up with existing systems, while being independent and focused on parent carer experience. We started with 3 action cards and the aim is to ensure that a concrete outcome is achieved. These action cards are posted on our website when they are published, as soon as the outcome measures have been agreed. We then publish updates every quarter, at a minimum. The topics of the first three cards were as follows:

### Action Card 1: EBSNA (Emotionally Based School Non-Attendance)

Desired Outcome:

- To understand what educational options are currently available for these children.
- To see SCC's plan for specialist provision that includes an equitable range of academic teaching and qualifications.
- To see how SCC's sufficiency plan accounts for these children.

### Action Card 2: Communication

Desired Outcome:

- When communication is made about a child, parents are copied in wherever possible, unless there is a safeguarding concern.

### Action Card 3: Suicidal crisis support

Desired Outcome:

- A card including crisis services sized to fit into a wallet so that the young person, parent, teachers etc have easy access to support should the next crisis occur.

## You said – We did

**In April 2022 we introduced 'You said – We did', taking the questions you have been asking to Surrey County Council and Partners for a formal response.**

The questions you are asking are really varied including Post 18 ARFID service, Tourette's, Blue Badge Scheme and Free school meals. Additionally, there are also some common themes, that we see throughout our work at FVS, including Transport, EHCP's, EBSNA and Mental Health.

To read all of the questions and responses visit

**<https://familyvoicesurrey.org/your-voice-matters/you-said-we-did/>**

This continues to be a regular communication with our members, so please keep the questions coming. You can email your questions to **[contact@familyvoicesurrey.org](mailto:contact@familyvoicesurrey.org)** or complete the online form using this link **<https://familyvoicesurrey.org/your-voice-matters/tell-us-your-story/>**



# Participation and Co-production with local area partners and the 3rd sector

**We plan our work based on feedback from parent carers collected through surveys, data, events, emails, and social media.**

We actively participate in various external meetings, representing our members on important boards like the Additional Needs and Disabilities Board, Schools Forum, and Surrey Safeguarding Children's Partnership. In 2022-23 we attended well over 250 external meetings.

Our collaborative approach with partners involves holding each other accountable and working together to overcome challenges that get in the way of positive outcomes for families. This feeds into our work and planning.

In January 2023, the Surrey Additional Needs and Disabilities Partnership published a strategy outlining goals until 2026, known as the Surrey Inclusion and Additional Needs Partnership Strategy. This

strategy focuses on seven key areas: Co-production, early intervention, inclusion in education and the community, joint commissioning, preparing for adulthood, systems and practice, and leadership, accountability, and governance.

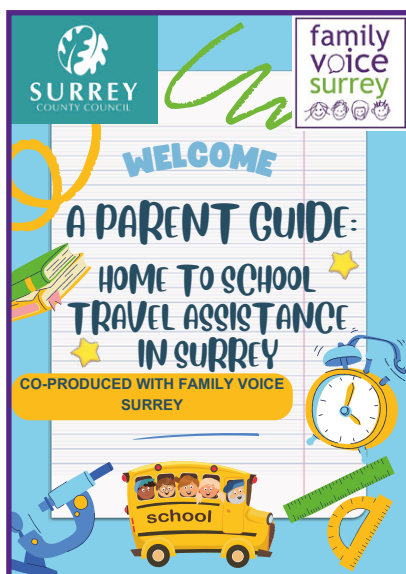
FVS actively contributes to the improvement efforts related to these priorities and plays a crucial role in monitoring progress and action plans. Looking ahead to 2024, we will maintain our role as an equal partner on the Additional Needs and Disabilities Partnership Board, influencing strategic objectives and providing essential feedback as the Surrey parent carer forum. Our ongoing input is vital in shaping and implementing the strategic improvement plan in response to the recently published Ofsted and CQC Report.

## Meetings attended include

3rd Sector Additional Needs and Disabilities Network  
Additional Needs and Disabilities Partnership Board  
All Age Autism Strategy Implementation Board  
Alternative Provision Parent Guide Planning  
Best Start for Surrey Transformation Board  
Children and Young People Autism Partnership Board  
Children with Disabilities (CwD) Strategic Forum  
Children, Families, Lifelong Learning and Culture Select Committee  
Children's Community Health recommissioning  
Coproductioin Charter  
Education, Health and Care Plans Focus Group  
Emotional Wellbeing and Mental Health (EWMH) Focus Group  
Emotionally Based School Non Attendance (EBSNA) Working Group  
Healthwatch Surrey  
Home to School Transport (H2ST) Customer Journey Review  
Inclusion Steering Group  
Learning Disability and Autism (LDA) Keyworker Project  
Lessons Learnt Review

Local Offer planning  
Mainstream Banding Public Consultation  
Mental Health Support Team (MHST) Deep Dive in-person event  
Mindworks Reference Group  
Neurodevelopmental (ND) Reference Group  
Ordinarily Available Provision Easy Read workshop  
Partnership Action Cards  
Preparation for Adulthood Transformation Board  
Schools Alliance for Excellence (SAFE)  
Schools Forum  
SEND Advice Surrey (SENDIAS) Steering Group  
Smooth Transitions Planning  
Social Care Mapping  
Social Emotional Mental Health (SEMH) Steering Group  
South East Region National Network of Parent Carer Forums  
Surrey Healthy Schools Steering Group  
Surrey Safeguarding Children Partnership  
Team Around the School Steering Group  
Voluntary, Community and Social Enterprises Alliance (VCSE)

## Here is a taster of what we have been doing over the past 12 months



We worked with the home to school transport team at Surrey County Council to develop a co-produced parent guide which details the process for accessing travel assistance for your child or young person from eligibility right through to delivery. You can read the guide here:

<https://familyvoicesurrey.org/wp-content/uploads/2023/06/H2ST-FVS-Parent-Guide-Final-24.5.23.pdf>

EHCP Processes: The Draft Plan and The Plan.

[https://www.youtube.com/watch?v=a1YQdF\\_-Ggs](https://www.youtube.com/watch?v=a1YQdF_-Ggs)

FVS produced another EHCP Processes bite sized video, this time on EHCP Processes: The Draft Plan and The Plan, with the SEND team at Surrey County Council.

We would love to hear your feedback of these videos and your

own experiences of draft and final plans as part of the EHCP process. If you have any further questions after watching the video, please do send them to [leanne.h@familyvoicesurrey.org](mailto:leanne.h@familyvoicesurrey.org) and we will do our best to get them answered.

We were delighted to be invited to the Surrey Leisure Operators Forum to give a presentation about the SEND swimming trial we supported Spelthorne Leisure Centre to set up. The Leisure Centre managers were very keen to learn more about how they could include this into their swim schedules. We discussed the challenges involved and how they could initiate the trial at their leisure centres.

A fantastic outcome of this project has been Eastwood Leisure Centre commencing SEN swimming sessions on Sunday mornings from January 2023, with a swimming teacher who has worked in Freemantle's! They have also started a SEN casual swim session on a Wednesday afternoon after school. Surrey's Local Offer team, Family Voice Surrey and Surrey County Council collaborated on a visual guide to Children's Services in Surrey.

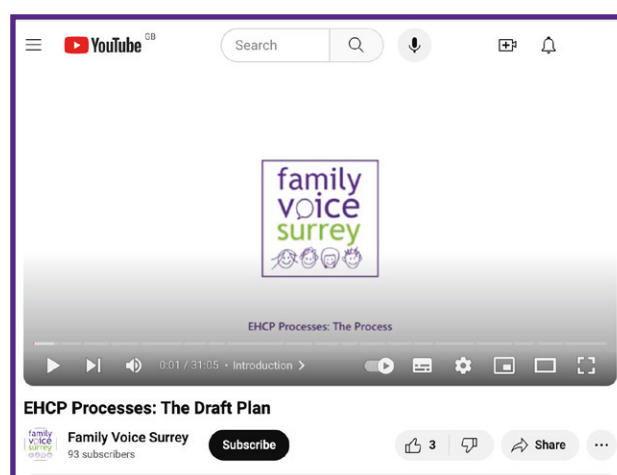
This document has been created to raise awareness and understanding of what support is available from Children's Services, in a quick and easy to understand way.

**“At Family Voice Surrey, we have often heard from parent carers that they need an easy way to understand the support offered by children's services in Surrey. We wanted a quick guide that everyone could read and easily understand. We contacted Surrey County Council's Local Offer team to propose this, and they immediately agreed that it would be a good idea. As the work progressed it became obvious, we would need other staff at Surrey County Council to help us. We are delighted with what we have produced, and we hope you find it helpful.”**

This collaborative working helped the document to evolve; after initial meetings, simplifying the wording and length. A draft version was reviewed by parent carers at Family Voice Surrey and their extremely helpful comments were incorporated into the final document.

If you feel the support described in the document isn't applicable to your families' circumstances and you feel you 'fall through the gaps of the support available' then please let us know by contacting [kate.g@familyvoicesurrey.org](mailto:kate.g@familyvoicesurrey.org)

You can read more about the work we have been doing by reading our Monthly Overviews here: <https://familyvoicesurrey.org/monthly-overviews/>



# Plans for 2023/24

**Planning a Parent Carer Forum year is always a delicate balance between our passion to represent parent carer voices and the practicalities of finite time and resources.**

Our priorities for the next year have been put together following feedback from parent carers on the areas that they would like to see us focus on (via surveys), parent carer experience (your stories), our collaborative work with the Additional Needs and Disabilities Partnership, 3rd Sector and other key partners alongside our own business planning, involving all staff.

Thank you to everyone who has taken the time to help us plan for the year ahead.



## Our key plans for the year are:

Increase membership and reach

Ensure a wider range of additional needs and disabilities are represented

Roll out face-to-face events in our local community

Improve meaningful engagement and co-production with parent carers (Steering Group) AND Partnership Plan - improvement plan includes better opportunities for Co-production

Increase collaboration with the 3<sup>rd</sup> Sector

Co-create FVS Equality, Diversity & Inclusion Strategy

Launch FVS Engagement & Communication Strategy

Pilot quadrant-based events with partners

Build connections with organisations and schools

Launch new website

Trustee recruitment

Continue Organisational appraisal and business planning

Learning Disability and Autism (LDA) Keyworker Project

## Participation Work:

Children with Disabilities Social Care event

Community Health Recommissioning

Smooth Transitions Pilot

Emotional Based School Non-Attendance Training

EHCP Processes – Recovery Plan

ND Pathway

PfA Social Care and Education

Transition Autism Pilot

Home to School Transport review

Our focus is to engage with our community and facilitate positive connections between parent carers and decision-makers in Surrey. We're happy to report that decision-makers appreciate this effort. Our annual event in November 2023, entitled "Empowering Parent Carers," was crucial in advancing this priority.



### 2023 Annual Event 'Empowering Parent Carers'


'Empowering Parent Carers' event for Family Voice Surrey (FVS) members and parent carers of children and young people with additional needs and disabilities (AN&D)

<b>Friday</b> <b>24 November</b> <b>10am - 3pm</b> <b>(Doors open at 9am)</b>	<b>Leatherhead Leisure Centre, KT22 9BL</b> <ul style="list-style-type: none"> <li>• Large car park on site</li> <li>• Wheelchair accessible facilities</li> </ul>
--	---

- **PANEL QUESTION TIME** - with key members of the AN&D Partnership
- **KEYNOTE SPEAKER** - Clare Truman
- **SOSISEN** - Workshops
- **BREAKOUT TABLES** - themed discussions with members of the AN&D Partnership
- **MARKETPLACE**

For more information call 01372 705708 or email [contact@familyvoicesurrey.org](mailto:contact@familyvoicesurrey.org)






### Our Vision and Mission

- cultivate a diverse and inclusive society where parents and carers feel valued and listened to and all children and young people with additional needs and disabilities (AN&D) are supported to reach their full potential
- co-produce informative guidance to parents and carers of children and young people with additional needs aged 0-25 in Surrey and shine a light on the challenges that AN&D families come up against
- break down barriers for children with AN&D, by challenging and shaping local decisions, and policies to effect change from our position of impartiality
- elevate the voices of AD&D families, gather and champion parents and carers' views, and empower them to address assumptions made on behalf of children with additional needs
- represent AN&D families in Surrey with authenticity, transparency, and accountability

"Together we're stronger; together, we can make a difference"



# Finance report



## Family Voice Surrey Treasurers Report for the year ended 31st March 2023.


The accounts are prepared, in accordance with Charity Commission guidance CC16, on a Receipts and Payments basis.

The net result for the year to 31st March 2023 is a surplus of £34,855 (prior year to 31st March 2022 was a surplus of £54,448). The reserves as at 31st March 2023 have increased as a result, to £158,824 (£123,969 at 31st March 2022).

Income for the year has remained static at £216,166 (2021/2022 £219,097) in line with the award of a National Lottery Grant in 2021.

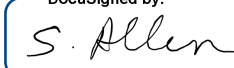
Expenditure increased following the award of this grant to maintain service delivery. Our expenditure for the year to 31st March 2023 remained in line with expectations and was £181,311 (2021/22 £164,649).

Our reserves position remains within our 3-6 month expenditure policy.

	Charity Name			No (if any)		CC16a
	Family Voice Surrey			1175460		
	Receipts and payments accounts					
	For the period from	Period start date	To	Period end date		
		01/04/2022		31/03/2023		
Section A Receipts and payments						
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year	
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £	
A1 Receipts						
Surrey County Council Grant	85,708	-	-	85,708	85,016	
Contact Grant	-	17,500	-	17,500	17,500	
National Lottery Grant Yr 1	-		-	-	81,500	
National Lottery Grant Yr 2	-	81,500	-	81,500	-	
CFS Health & Wellbeing Grant Yr 1	-		-	-	24,975	
CFS Health & Wellbeing Grant Yr 2	-	24,975	-	24,975	-	
Keyworker Project	-	5,125	-	5,125	-	
Donations	1,358		-	1,358	106	
CFS Grant	-	-	-	-	10,000	
Sub total (Gross income for AR)	87,066	129,100	-	216,166	219,097	



<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	87,066	129,100	-	216,166	219,097
<b>A3 Payments</b>					
Salaries	45,013	94,620	-	139,632	127,283
Travel and expenses	4,377	230	-	4,607	2,490
AGM Annual event	4,810	-	-	4,810	2,072
HR, Consulting, Payroll	1,110	3,243	-	4,353	3,929
Independent examination	-	1,626	-	1,626	1,020
Insurance	1,087	-	-	1,087	630
IT Infrastructure	4,187	3,839	-	8,026	12,830
Office equip, furniture etc	558	-	-	558	-
Other event costs	527	1,104	-	1,631	2,053
Telephone, Stationary and Post	- 3	-	-	- 3	2,022
Recruitment	245	-	-	245	-
Marketing and publicity	3,922	-		3,922	1,407
Rent	848	8,661	-	9,509	8,010
Subscriptions	534	500	-	1,034	520
Training	-	274	-	274	383
<b>Sub total</b>	67,215	114,096	-	181,311	164,649
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	
	-	-	-	-	
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	67,215	114,096	-	181,311	164,649
<b>Net of receipts/ (payments)</b>	19,851	15,004	-	34,855	54,448
<b>A5 Transfers between funds</b>	-	-	-	-	-
<b>A6 Cash funds last year end</b>	68,977	54,992	-	123,969	69,521
<b>Cash funds this year end</b>	88,828	69,996	-	158,824	123,969

Section B Statement of assets and liabilities at the end of the period				
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Cash at bank	88,828	69,996	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	<b>88,828</b>	<b>69,996</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Details			
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>	Zoom	Unrestricted funds	1,779	17/4/23
	Microsoft	Unrestricted funds	141	17/4/23
	Mailchimp	Unrestricted funds	68	17/4/23
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name		Date of approval
	DocuSigned by:  B81D794006A9476...	Sally Allen		23-Jan-2024

Independent examiner's report  
on the accounts

Report to the trustees/  
members of

Family Voice Surrey

On accounts for the  
period ended

31 March 2023

Charity no  
(if any)

1175460

Set out on pages

18-20

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the period ended 31 March 2023.

Responsibilities and  
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent  
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for my work or for this report.

Signed:

DocuSigned by:  
*Janice Matthews*  
634F24DE92A4471...

Date:

23-Jan-2024

Name:

Janice Matthews

## Appendix: Structure and Governance

**We are constituted as a membership organisation. Membership is open to anyone who is interested in furthering our purpose and who, by applying for membership, has indicated their or its (if a corporate body) agreement to become a member and acceptance of the duty of members. Our constitution is available on request and sets out the rights and responsibilities of our members.**

The charity also has a Board of Trustees who manage the affairs of the charity and may, for that purpose, exercise all the powers of the charity. We hold an Annual General Meeting of the members, at which the Trustees present their Annual Report and Accounts. We always welcome new members and details of how to sign up can be found on our website and sign up leaflets.

We must maintain a minimum of 3 trustees and are always keen to recruit new trustees. We welcome applications from parent carers of children with SEND, as well as people who have experience in the running of small charities, or with finance/ treasurer, HR or fundraising skills, and people who have worked in Education, Health or Social Welfare particularly if with children with AN&D. In particular, we welcome applicants from diverse ethnic, religious or other minority interest groups. The trustee board provide steer for the charity, ensuring that operations team develop strategies and activities that will allow Family Voice to meet its objectives.

While day to day operations are led by the CEO with guidance from Head of Business, Planning and Development and Business and Engagement Manager as required, strategic decisions are taken as proposals to the trustee board for sign-off. Our constitution sets out the objectives of the charity

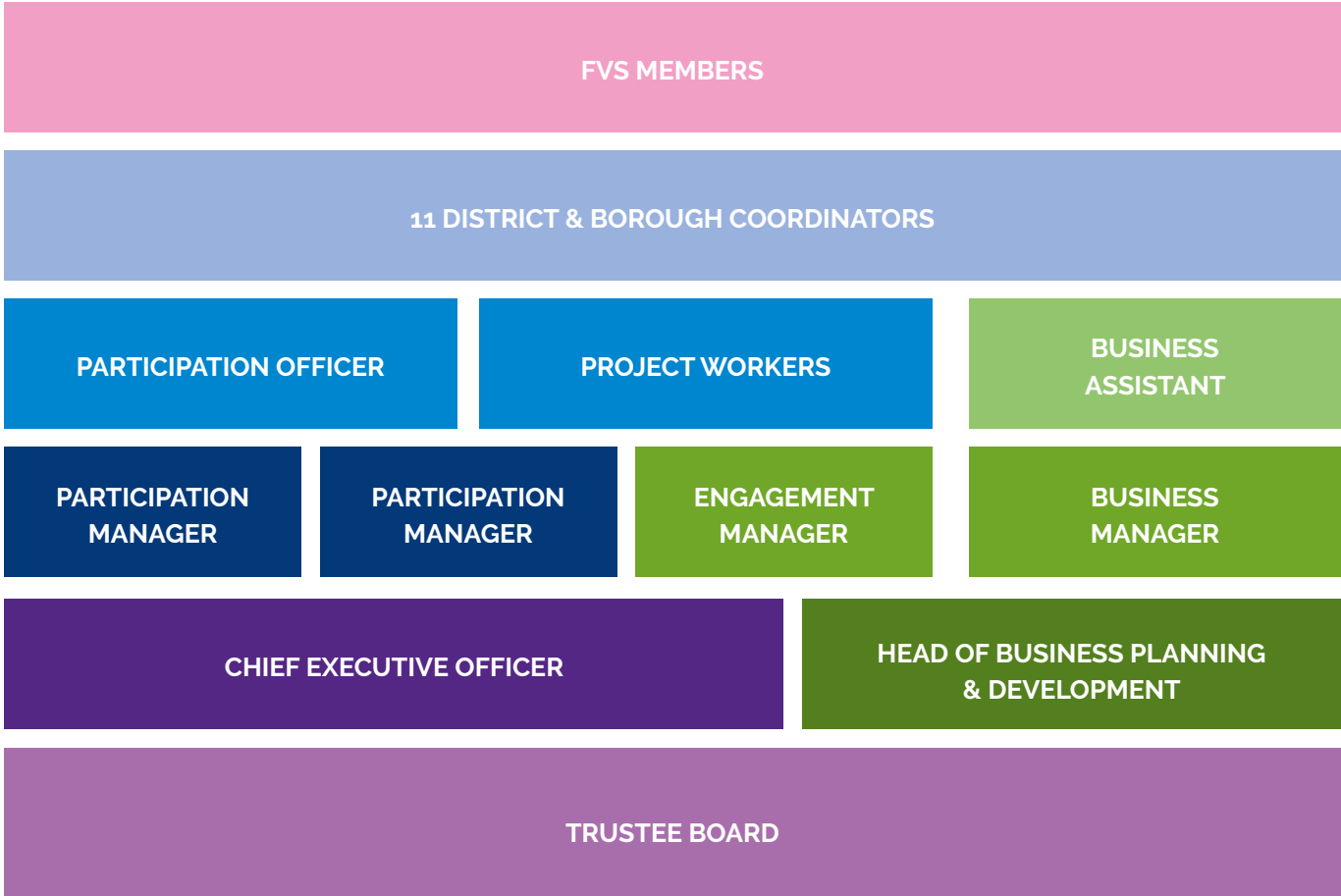
(as described in the "Introduction" of this report) and the methods for recruitment and appointment of new trustees, and the general running of the charity.

The Trustees have considered Charity Commission guidance on the provision of public benefit. The Trustees believe that FVS provides a public benefit to individuals with an additional need and/or disability, their carers, their families and the local community through the services provided to them. In addition, the services benefit public services by providing support not provided elsewhere. These services add value to the current statutory education, health and social care services, whilst providing value for money.

Major risks as identified by trustees have been reviewed and systems established to manage them. Any organisational risks are identified and discussed as a regular monthly agenda item. All trustees give their time voluntarily and received no remuneration or other benefits.

We have a Risk Register which is updated and checked on a regular and ongoing basis. Additional policies include: Code of Conduct, Confidentiality, Data Protection, Equal Opportunities, Lone Working, Safeguarding and Data Protection. All have regular annual review dates.





The business team (in green) are responsible for day to day business processes and event management. They keep us running!

The participation team (in blue) work with local area partners to inform them of issues facing parent carers. They are involved in strategic meetings, have input into some policy documents, work with partners on messaging, all in a wide range of areas pertaining to SEND.

Our coordinators work with our members, gathering their stories to be collated as evidence to strengthen the voice of the participation team and supporting members in a variety of ways. These include providing a space to talk and get mutual support, organising speaker events and signposting to local organisations where needed.





# The Trustee Board 2022-2023

## Sally Allen (Chair)

Sally was appointed to the Board in Sept 2019 and became our Chair in July 2020. Sally has 30+ years' experience of working within local authority education, housing, social care, and voluntary sector settings undertaking both frontline service delivery and strategic commissioning and Senior Management roles. Sally has experience of living with difference throughout her life – the challenges and gifts that living with an additional need or disability has brought to people closest to her, and to her family as a whole.



## Sammy Edginton (Treasurer)

Sammy joined the trustee board in September 2021. She brings a wealth of experience as an accountant, along with direct parent carer experience. Sammy also brings to her role experience in running a small business, recruitment, mental health first aider, counselling and befriending skills.



## Sarah Clarke (People Lead)

Sarah, like Sammy, joined the trustee board in September 2021. Sarah's SEND experience comes from her long-term governor of a SEND school. Sarah brings to her role years of experience as a Whitehall civil servant and as a senior HR adviser.



## Nicky Brownjohn (Safeguarding Lead)

Nicky joined the trustee board in April 2022. Nicky's SEND experience comes from her work reviewing progress of SEND plans following inspections of Local Authorities. She commits to bringing the SEND family voice to the fore to influence change and provides safeguarding expertise to the team.



# Acronyms used in this document

<b>ADHD</b>	Attention deficit hyperactivity disorder	<b>MHST</b>	Mental Health Support Teams
<b>AN&amp;D</b>	Additional Needs and Disabilities	<b>ND</b>	Neurodevelopmental
<b>ARFID</b>	Avoidant/restrictive food intake disorder	<b>NNPCF</b>	National Network of Parent Carer Forums
<b>ASD</b>	Autistic Spectrum Disorder	<b>PfA</b>	Preparing for Adulthood
<b>CAMHS</b>	Child and Adolescent Mental Health Services	<b>Q&amp;A</b>	Questions and answers
<b>CEO</b>	Chief Executive Officer	<b>SABP</b>	Surrey and Borders Partnership
<b>CYP</b>	Children and Young People	<b>SAFE</b>	Schools Alliance for Excellence
<b>C-SPA</b>	Children's Single Point of Access	<b>SCC</b>	Surrey County Council
<b>EHCP</b>	Education, Health and Care Plan	<b>SEMH</b>	Social, Emotional & Mental Health
<b>ESBNA</b>	Emotionally Based School Non-Attendance	<b>SEN</b>	Special Educational Needs
<b>EWMH</b>	Emotional Wellbeing and Mental Health	<b>SEND</b>	Special Educational Needs and Disability
<b>FVS</b>	Family Voice Surrey	<b>SENDCo</b>	Special Educational Needs and Disability Coordinator
<b>LD</b>	Learning disability	<b>SENDIAS</b>	Special Educational Needs and Disabilities Information Advice and Support Service
<b>LDA</b>	Learning disability and Autism		



Work with us to improve the future of children with disabilities or additional needs. We can't achieve this without your support.

Join us and add your voice to ours. Together, we're stronger.



Family Voice Surrey  
Connect House  
Kingston Road  
Leatherhead  
Surrey  
KT22 7LT

**Charity number:** 1175460

**Tel:** 01372 705708

**Email:** [contact@familyvoicesurrey.org](mailto:contact@familyvoicesurrey.org)

**Website:** [www.familyvoicesurrey.org](http://www.familyvoicesurrey.org)



[www.facebook.com/familyvoicesurrey](http://www.facebook.com/familyvoicesurrey)



[@FVSurrey](https://twitter.com/FVSurrey)