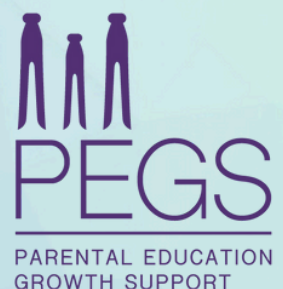


Supporting people, changing lives

An evaluation
report on the 3
year project
funded by The
National Lottery
Community Fund



About PEGS

Parental Education Growth Support (PEGS) are a social enterprise, set up in 2020 to help parents experiencing Child to Parent Abuse (CPA). CPA comes in many forms; verbal, physical, emotional, financial, coercive control, digital and sexual.

PEGS is a lived experience organisation. Our founder Michelle found no support when she needed it, and has now turned her pain into power to empower others.

We offer a variety of services to parents, including one-to-one support sessions, online group drop-in sessions and a variety of wellbeing and advocacy workshops.

We provide training for professionals to recognise and effectively respond to CPA, and work with national and regional organisations to develop and implement specific CPA policies.

PEGS has four core areas of focus when it comes to reducing the individual, family and societal impact of CPA:

Supporting parents
Raising awareness
Training professionals
Influencing policy

The project :

PEGS was awarded a grant for a 3 year project by The National Lottery Community Fund so that we could provide support to parental figures who were living in England and who were experiencing abusive behaviours from their child (minor and adult aged children).

During the project we have had many successes and equally as many learnings, all of which we will be detailed in this report.

The support provided by PEGS included

- 1:1 bespoke sessions
- Advocacy
- Delivery of workshops
- Delivery of programmes
- Daily practitioner led sessions
- Support via a closed peer support group

2022 — 2025

What support looked like

One – to one support

A bespoke package of individual support

which included

Safety and risk support

Practical support with strategies and techniques

Emotional support

Advocacy at meetings and with supporting letters

Sign posting to specialist services for things out of our remit, eg housing, debt advice

Workshops

We have a online e –learning webinar

‘ Getting to know anxiety.’ This workshops consisted of information on what anxiety is, what it can present like in your body and teachable life long skills on how to manage anxious thoughts and feelings

Bounce Back, Step Forward is a 2 part workshop which teaches tools and techniques to build personal resilience and empower individuals to bounce back and step forward whilst also looking after themselves

Empowering Parents In Crisis (EPIC)

This is a 6 week programme which covers the following topics

- Behaviour & Communication
- Safety & Risk
- Trauma Responses
- Self Care & Wellbeing
- Advocacy
- Working with Professionals

Overall project outcomes

In 3 years we have • • • •

Had **7,732** referrals in to us

Provided **2,141** one to one support
packages

Contacted parents **12,285** times

Facilitated **1,861** practitioner led
sessions

4,434 parental figures have
attended at least one drop in

Spoke with **2,437** professionals on a one
to one basis

Attended **2,624** meetings for
support

Referrals

Year 1
67% increase
on year prior to
project
starting

Year 2
105% increase
into our service
from year 1



Year 3
70% increase
from year 2

As of end of
project a further
30% increase so
far this year

Outcomes

Reduction in feelings of isolation

Y1 = 99.3%

Y2 = 102%

Y3 = 104%

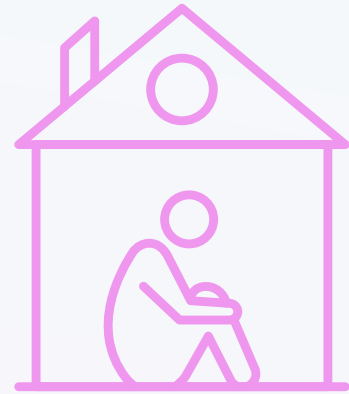
We have worked the percentages out by using the number given as an estimate on our initial application as a starting point. Then the percentage has been created due to the amount of responses each year which have been over the initial estimate

Increase in feeling heard, supported and empowered

Y1= 101.1%

Y2 = 102.5%

Y3 = 104%



An increase in positive effects on wellbeing

Y1= 101.2%

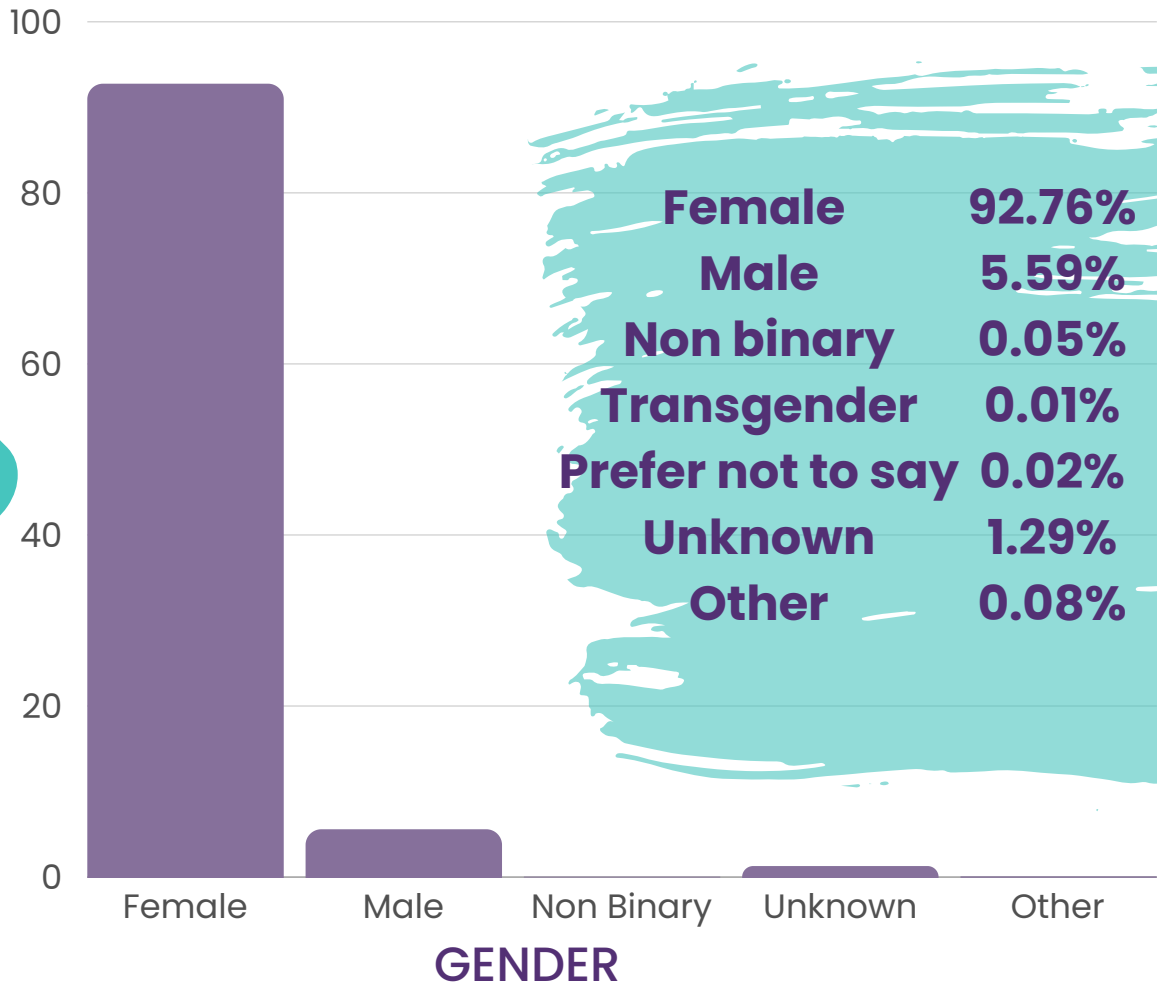
Y2 = 104%

Y3 = 105.5%

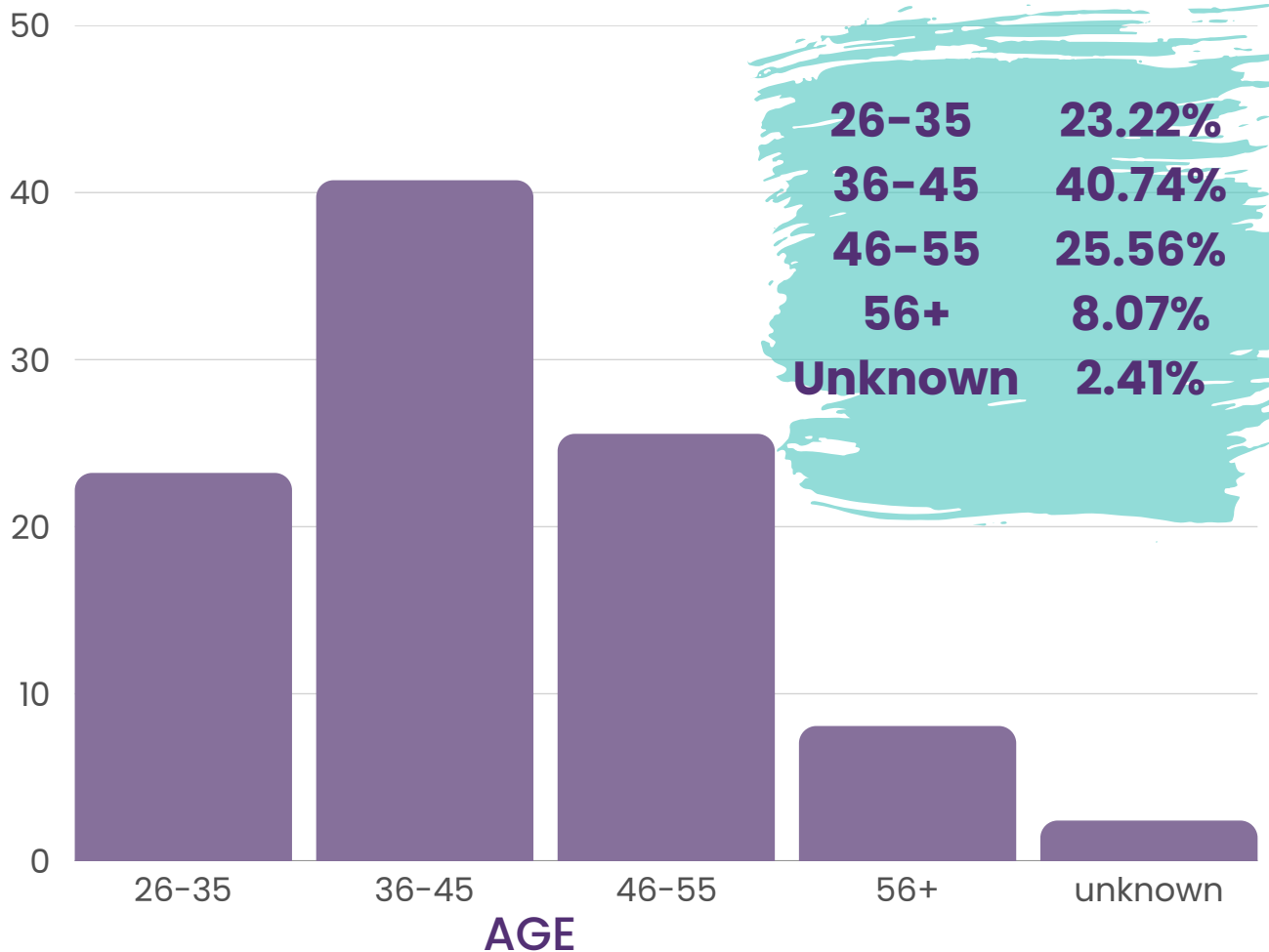


Demographics

%

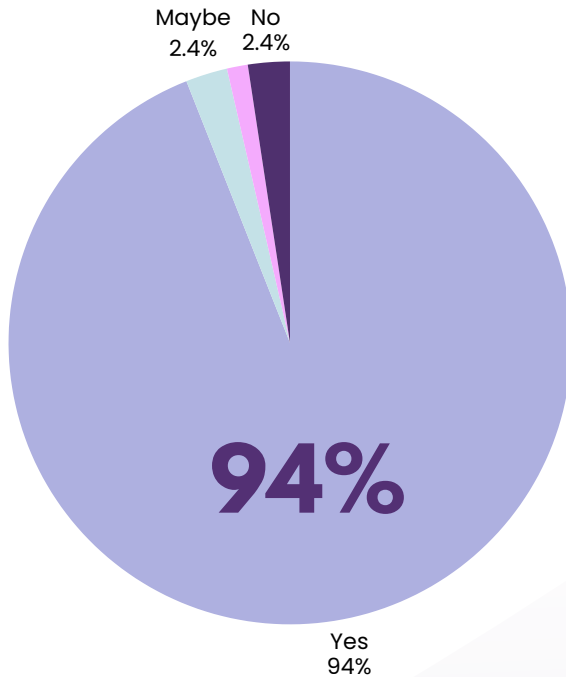


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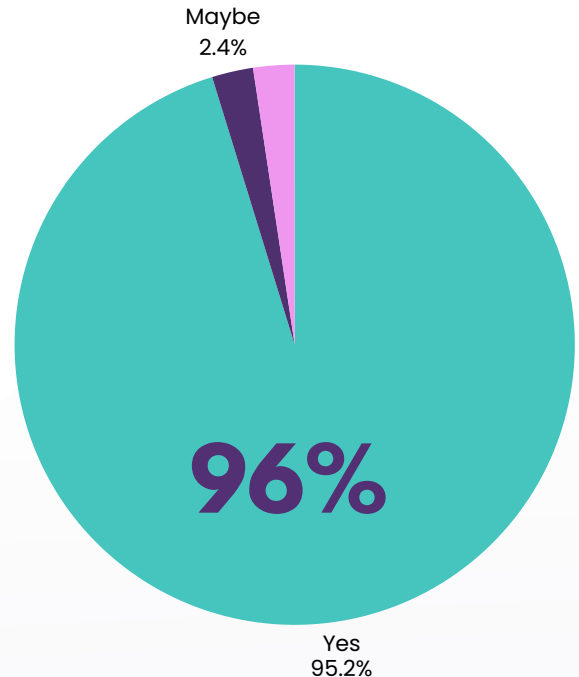


Evaluation 1:1

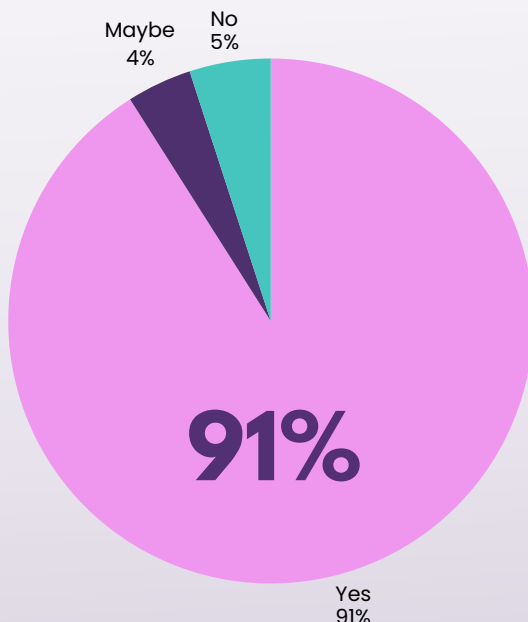
Has your wellbeing has improved since you received one-to-one support?



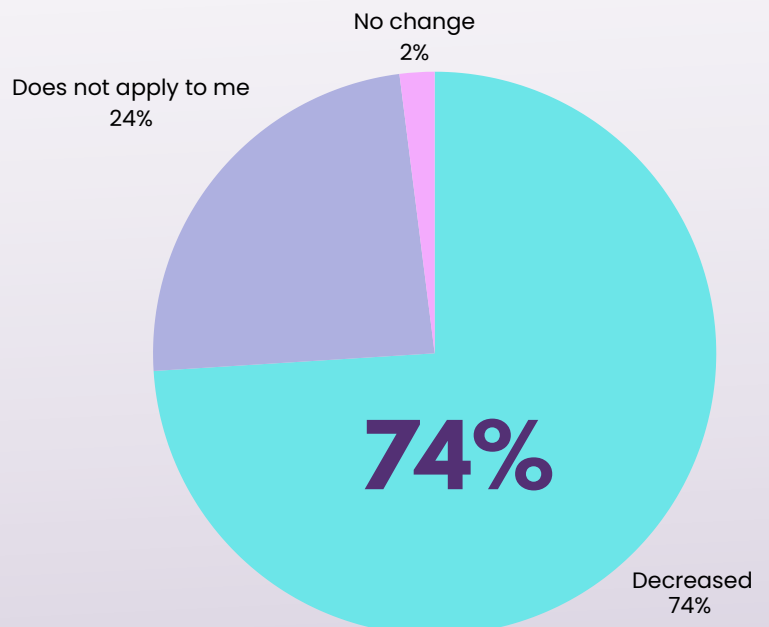
Has your confidence has increased since you received one-to-one support?



Do you feel more empowered in your current situation since you received one-to-one support?

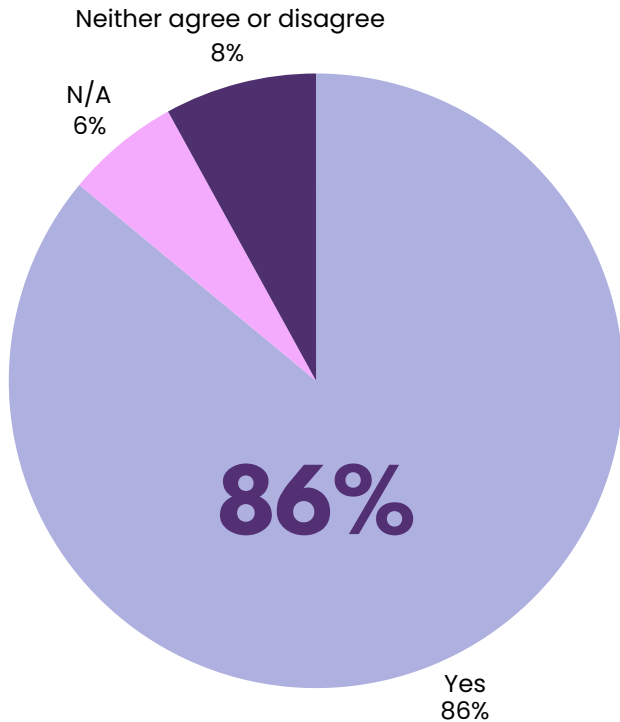


If you have had to call the police, has this increased or decreased



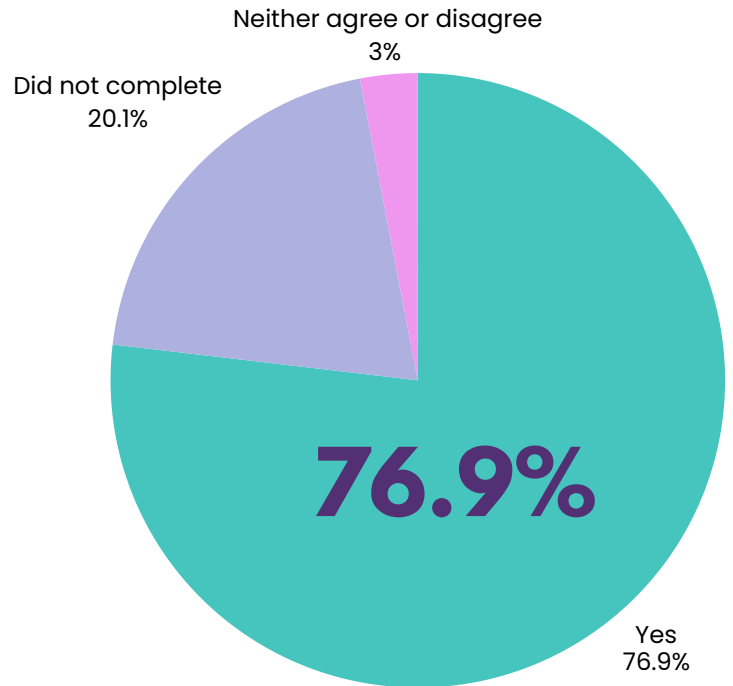
Evaluation 1:1

Did you find the 'home risk assessment document useful'?

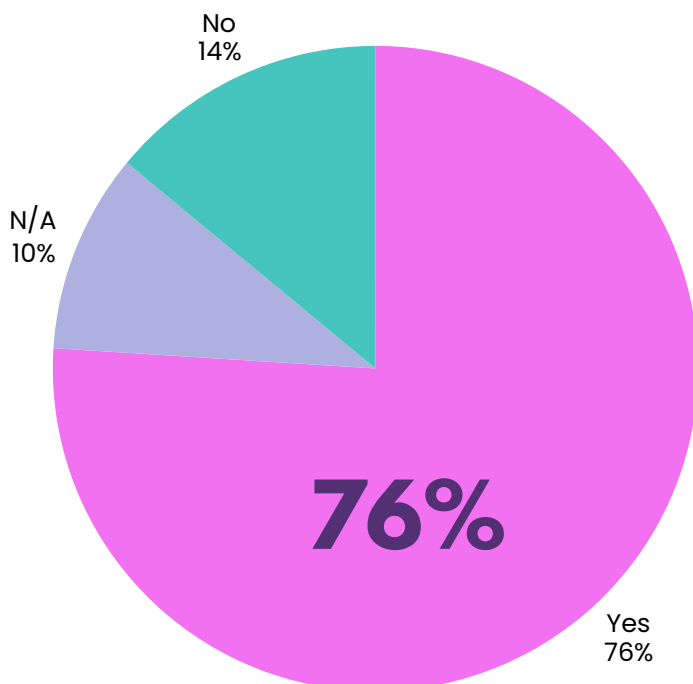


N/A = Not applicable

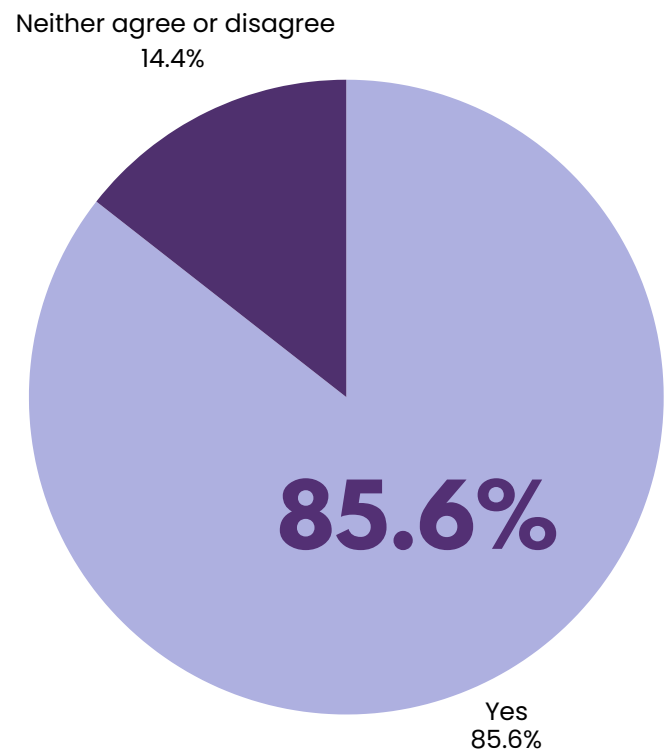
Did you find the 'recording behaviour chart useful'?



Did you receive support and/or advocacy from your CPA Practitioner in wider areas such as health, education, and social care



Did you find having a practitioner at meetings helpful?



Evaluation 1:1

Would you recommend
1:1 support



98.9%



1.2%

What do you think could improve
the one-to-one support received

“

More sessions, not that the sessions I was not grateful for , it's more about having more pegs in different areas

I am grateful for this platform. I do feel more one to one services from this service could be put in place for us specially single mothers who have no other support. Funding is vital and hope that funders will understand the impact that It has on parents ans the lack of support available. Even within the police services. Thank you.

More one to one support. The needs are increasing regardless of the age

It's difficult to think of anything tbh!

I wish our time didn't have to end

I just wish I knew earlier about pegs so I could have had support before things got so so bad

Shorter waiting time , I know it can't be helped but not so long waiting for a call

More people being able to speak to someone

”

More Suggestions...

To be able to book shorter slots so this can be fitted into work days easier.

Maybe longer sessions but I don't know if that is me thinking I need more sessions rather than I need them

I found it great - just wish it was for longer but understand that you're all busy supporting others

Just more of them

I think everything was good

Nothing. It has literally been a life line

More sessions would be good,

I don't think anything needs improving

For everyone to be able to access this support

I found it great - just wish it was for longer

Nothing it was brilliant

Just more sessions would be good

More practitioners so more can benefit

Feedback on practitioner 1:1 support

“ PEGS has been a real god send for me, making me feel normal and giving me reassurance. There are times where I have been so unhappy and just having chat with someone with no judgement and lots of understanding has helped me through those difficult times. ”

“ PEGS team member is fantastic, relatable, professional. She always helped with support on the barriers I faced, she guided me where needed and always positive and said I was doing amazingly despite the ongoing struggles ”

“ I wouldn't have got through some of our trickiest times without you ”

“ It was lovely to speak to someone outside my immediate support, and be completely honest with her without fear of worrying my friends and family. ”

“ PEGS team member really helped me to focus on myself and also to look at things in a different way, he was really helpful and knowledgeable and I knew when we spoke I would feel better about things. ”

“ Finally I was listened to, that alone made such a difference to my mental health and knowing someone actually believed me was such a relief. Thank you ”

“ Thank you for listening and helping me, once you become involved others started to take things seriously. ”

“ Very grateful for the support. No one else understands ”

“ PEGS team member has been a lifeline during very challenging times. It has been the first time I have been able to discuss situations through, without the fear of being judged or blamed ”

“ PEGS I wouldn't have done this without you ”

“ PEGS team member was so lovely and calm. He explained things clearly and didn't judge me. He suggested things for myself and my family. I am so grateful ”

“ You have literally been a life line & I know without you things would be truly awful. ”

“ PEGS team member was wonderful, kind, caring and extremely helpful. ”

“ Just thank you, i no longer feel alone ”

Feedback on practitioner

1:1 support

“ PEGS team member is friendly, empathetic and easy to open up to. I would be lost without them and the pegs team ”

“ I felt listened to and the PEGS team member had so many kind words. I've not had such support from any other service & it has been a life saver for me ”

“ Thank you, found the support very beneficial - even if some calls it was just somebody to vent to who didn't judge etc. ”

“ PEGS team member has been a lifeline during very challenging times. It has been the first time I have been able to discuss situations through, without the fear of being judged or blamed ”

“ You have literally been a life line & I know without you things would be truly awful. ”

“ I found having PEGS team member support really helped me gain some confidence and I really looked forward to our chats ”

“ Finally I was listened to, that alone made such a difference to my mental health and knowing someone actually believed me was such a relief. Thank you ”

“ It has been really nice talking to PEGS team member. It's nice not to feel judge and be understood. Just having someone to listen to me has made me feel less on my own. Thank you ”

“ Thank you, found the support very beneficial - even if some calls it was just somebody to vent to who didn't judge etc. ”

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“ PEGS team member is fantastic, relatable, professional. She always helped with support on the barriers I faced, she guided me where needed and always positive and said I was doing amazingly despite the ongoing struggles. ”

“ I found having PEGS team member support really helped me gain some confidence and I really looked forward to our chats ”

“ PEGS team member was wonderful, kind, caring and extremely helpful. ”

Feedback on practitioner

1:1 support

“Thank you PEGS team member just being able to have time for me to talk about how I feel and not feel guilty for sharing my families journey”

“It was very helpful and to have someone who understands the situation that we are facing.”

“Thank you PEGS team member and the team I'm so grateful for you all”

“Just amazing someone who gets it and doesn't blame the parents”

“Thank you so much for once I was heard and told I mattered.”

“Thank you PEGS team member you made me feel supported and listened too, I looked forward to speaking to you as I knew it was my time and someone was actually going to listen to me about my concerns and not just brush it off and focus on my child”

“Thank you PEGS team member, you helped me stay on track when I thought there was no hope”

“This is the only support I receive for myself. No one else understands CPA. The 1:1 gives me the time I need to talk and re evaluate”

“Thank you PEGS team member , I honestly do not know how I would have got through some of our hardest days without you”

“Absolutely brilliant service, that is not available/forthcoming from statutory services. Pegs is the first time I have been supported without judgement.”

“My life is happier because of the support I've had from you”

“Was support I needed at the right time”

“PEGS team member really helped me to focus on myself and also to look at things in a different way, he was really helpful and knowledgeable and I knew when we spoke I would feel better about things.”

“Our issues have not stopped. The challenges continue, but I no longer feel like I am the only person in the world struggling with this. I feel more empowered, and it is massively reassuring knowing they are there, and I can check in via group sessions or the forums now if things go backwards again. I can't tell you enough how grateful I am to have found PEGS. Nobody talks openly about these issues, and many of us are suffering in silence while locked in shame”

“You've made me feel as though I can speak out to those who should be helping, that it's okay to have tough days and okay to have days where I focus on doing something for me. I look forward to our sessions as I know I can share my thoughts worries and concerns and we celebrate all the good too. I hope that one day soon I won't need you as much, but I would never have got to this point without you.”

“Everyone should have the chance to speak to PEGS”

“Thank you, I wouldn't have got this far without you”

“PEGS team member was very helpful in giving extra resources eg books to read. Practical help was very welcome”

“It has been really nice talking to PEGS team member. It's nice not to feel judge and be understood.”

“Just having someone to listen to me has made me feel less on my own.”

“PEGS team member is fantastic, relatable, professional. She always helped with support on the barriers I faced, she guided me where needed and always positive and said I was doing amazingly despite the ongoing struggles.”

“PEGS team member has a calm manor, I was nervous about the call initially as I've always been able to feel it's my fault. PEGS team member took that away and wanted to genuinely help”

“PEGS team member listened, was patient, and reassured me. She gave me tools to help me to see trigger patterns, and helped me to see things through my child's lens. She helped me to feel supported, and she encouraged me to focus on wellbeing too. As the weeks went on I felt stronger again”

“PEGS team member was so lovely and also real she didn't talk down to me or made me feel my questions were stupid which has happened before. Thank God for pegs!”

“It's nice not to feel judge and be understood.”

“PEGS team member has heard me cry, laugh and everything in between. I know she was helping me but It was a privilege to speak to them”

“Being able to have someone as about my worries and what I wanted was the first time I very long time that's happened. PEGS has made such a difference to Me”

“Thank you for listening and helping me, once you become involved others started to take things seriously.”

Evaluation on daily practitioner led sessions

Do you feel that attending practitioner-led sessions helps to support your wellbeing in your current situation

100% of parental figures said they found our daily sessions supports their wellbeing a great deal or supports their wellbeing somewhat

Do you feel less isolated as a result of attending practitioner-led sessions

100% of parental figures said they felt less isolated due to the daily practitioner led sessions

100%

Yes
100%

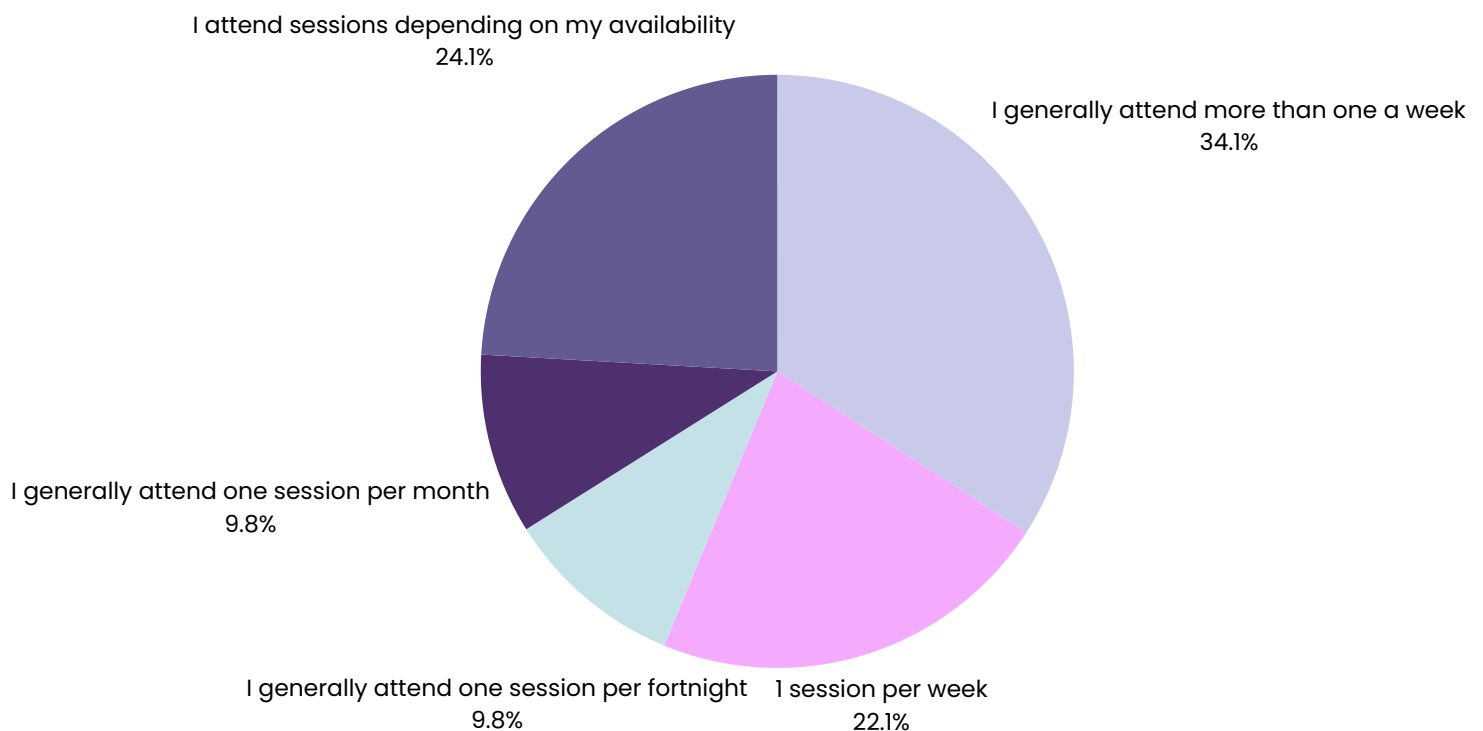
100%

YES
100%

Evaluation on daily practitioner led sessions

During the course of the project and based on parental figures feedback, we increased our practitioner sessions from 2 a week to 7. These have been very popular and are well attended.

How often do you attend PEGS daily practitioner-led sessions



Do you find the practitioner-led sessions helpful to you in your current situation

100% of parental figures said they found our daily sessions very beneficial or beneficial

100%

YES
100%

Feedback on daily practitioner led sessions

Is there anything you feel could be improved regarding practitioner-led sessions or any other comments?

More sessions throughout the week would be great

More of them, especially in the evening

Longer sessions maybe 1 hour 30 mins?

Only place i can be truly understood - invaluable.

A great place to feel like you are not alone, and to listen to others and help others

These sessions are a community, i feel part of something and i have not experienced this for a very long time

I wish there were more sessions!

Prefer smaller groups

No they are very well lead with a chance for everyone one to share if the feel able to.

No I think they are really inclusive and felt comfortable sharing my story

Its great to be able to listen to others , to hear different strategies and not be judged for our situation

I wish they were longer or if you were able to do twice a day instead?

“

Sometimes there will be people with a lot to say which is understandable but equally some people may not have time to just get something off their chest

Thank you for being there for us ,means a lot !

Think you do this most days but sharing session times daily is helpful. Knowing who is leading the session might be helpful for continuity, or to get a different practitioners perspective.

Maybe a bit more support to ensure all voices are heard, sometimes it feels like the loudest voices lead the conversation

More evening sessions

Longer sessions?

I think the team members do a great job of being inclusive and giving everyone the opportunity. The primary benefit of sessions from my perspective is not feeling isolated, being validated, knowing that others understand and that you aren't alone

Allowing 2-3 minutes for others to talk if there is a lot of talking in one session.

Really valuable and helpful

These sessions are the only time i see anyone outside of family or professionals, they are my connection to the outside, i don't know what i would do without them

A great place to feel like you are not alone, and to listen to others and help others

”

Feedback on daily practitioner led sessions

“As more confident i got and home life improved, I didn't need to attend as much, but it was great to be able to jump back on the sessions when we had a small blip - thank you”

“Im so glad I found you, if I didnt have drop ins to go to i would be completely consumed.”

“I just wanted to say thank you.”

“More sessions please!”

“Being able to share my wins, not matter how small they may be for someone else has really helped my confidence when working with other professionals. The different approaches that is talked about are so helpful , more so as we are not told we must do whatever has been suggested”

“Thank you for all of the support provided by all the practitioners at pegs”

“I am so glad I have these sessions, being able to jump on a session when i need it or to share something positive has made such a difference”

“I've only recently joined the sessions, but they are amazing. I cannot believe that I've finally found a group of others with such a similar experience and who actually 'get it'. I can't tell you how much this means and how validating this is. These have been the most beneficial sessions I have attended and just takes away the isolation of what we are experiencing. I can't thank you enough.”

I am so grateful for these sessions, it makes me feel less isolated

As it is the only help available to me, it is very valuable but also upsetting as PEGS seems to be the only help available. No help elsewhere. Need more than these sessions in my area. Really good to know that there is a group that Does try to help

Being able to take turns or having the practitioner ask specific people to speak worked really well

The sessions are wonderful. Incredible practitioners, who are empathetic, understanding and very natural with all participants. The sessions are like chatting with friends. We get to feel human for an hour. Thank you

Speaking to the PEGS team saved my sanity and gave me hope and reassurance that I am doing the best I can sometimes in an impossible situation. They were so supportive and gave me other avenues to pursue and information that has helped

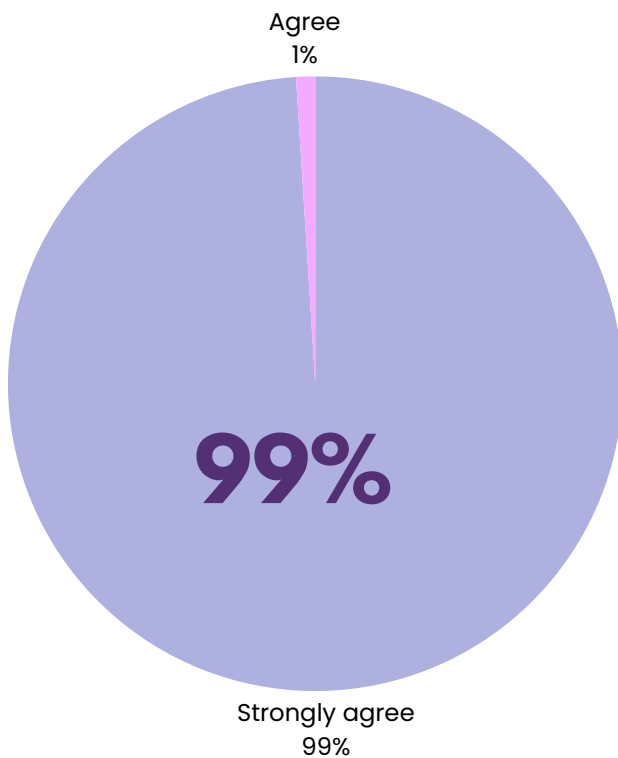
They are very supportive, I find it extremely useful to share, listen and offload during the sessions. I feel less alone and feel able to share with out judgement or criticism. Which you do as a parent of a child who is aggressive towards you experiences every where else and by almost all other professionals!

Just a big thank you to all your lovely practitioners

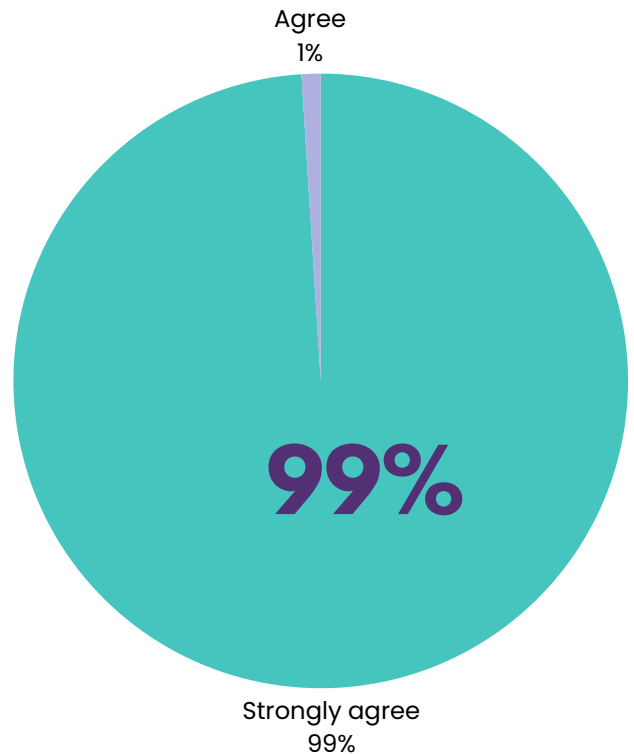
I think it's an amazing service and I had no idea that other families were going through the same as me. I had no idea that this type of abuse occurred and was taken seriously.

Evaluation workshops

I enjoyed the sessions and found them useful



I will continue to use the techniques taught during the sessions to help me with my resilience and emotional wellbeing



Would you recommend the workshops to others



Workshops & programmes include

Empowering Parents In Crisis (EPIC) – Our 6 week programme for parental figures experiencing child to parent abuse

Bounce Back, Step Forward – A 2 part resilience and mindfulness workshop

Group work feedback



Compassionate, good knowledge,
friendly
and course was very clear and
understandable



For the first time in 11 years, i
found something that focused
on me as the parent. I feel so
heard and seen, thank you



Such an eye
opening course!



For 6 weeks i have learned so
much, I have really enjoyed the
sessions and being with others
who understand. Thank you



Really helpful. Lots of calming
techniques. Found it very
beneficial and calming.



Made to feel comfortable in a
non judgemental environment
with lovely people!



Everyone should
do EPIC



I felt comfortable opening up
and they made it all very
informative and insightful



I thought this course was amazing, I am using a lot of
the techniques given and I feel so much more in
control of my emotions at the moment. I generally hate
zoom and wont turn my camera on, and I also have
been struggling so much with stuff going on at home,
so I really was quite unsure what I would make of the
course and if I would benefit



In 6 weeks, you have
changed our lives. We
found calm in the chaos



Not a parenting course, an
empowerment one, such a fab
course. I have come away with tools,
resources and feeling so much more
confident



The course was brilliant, i really
enjoyed the course and meeting
others. It was great to just speak my
mind and not worry about judgment.
Brilliant , just brilliant



I will miss our group now the 6 weeks are
over, all, the discussions, strategies have
been so empowering , our home is
calmer and safer too. Not once did i feel
judged or blamed - thank you



Such a powerful course, i learned so much
about myself and my child. I feel so much
lighter than i did before, i never thought i
would be saying this ever , never mind 6
weeks later

Group work feedback



I did not know what to expect, but this has been transformative for me and my family. I have never felt so supported and to be able to share my truth without judgement was breath taking. I have learned so much and i will miss the group who became my tribe



It was nice to see that maybe one day I could too could be a peace. This course has given me hope.



I am an SGO holder. My child came from a traumatic back ground. PEGS and this course has helped me enormously



The group has been very supportive, knowing you are not alone. From being in a very dark place where the authorities do not support just blame parents PEGs listen, believe, support and makes things a little bit more bearable when everything else feels pointless



I want to thank you so much for this course! I am now sat crying. This has broken down some big barriers in the way I think of myself....the deep sense of hatred of myself that I have carried for most of my life. This course has been so powerful, most especially this second part today. Thank you for providing this and a huge thank you to the PEGS team member for the way she delivered it.



6 weeks is not long, yet we are so far from where we were, thank you



Not a parenting course, for once i felt seen . I have taken so much from EPIC



We were taught grounding techniques and anchoring techniques. It will take practice to fully learn the strategies but i am determined to use them, so helpful. I'm not sure what I was expecting from this class but I was thoroughly pleased. Thank you.



Learning about trauma responses and love languages has made me see things differently. I have taken so much from these sessions - i am so please i signed up



No blame in sight, learning the difference between responding and reacting has made such a difference to our home. I never thought in just 6 weeks there would be so much change



Honestly, thank you so much again. Just had an emotional EPIC session and said how helpful you have been, I think everyone needs a PEGS team member to help them! We need a voice and I am so grateful that you are advocating for us as a family

What did we see overall ?

**Demand
v
capacity**

We honestly did not expect to grow so quickly. Referrals increasing daily led us having to pause accepting referrals on occasion

**England wide is
a large area**

We knew how big England was but it links back to demand , we had no idea that the need would be so great and with a small team this was overwhelming at times

**The need for
different levels of
support**

We wanted to be able to offer everyone one to one calls and support, but this was apparent very quickly that we would not be able to deliver this.

**Criteria only went so
far**

We have always had a criteria, which is a must, however the initial criteria was not helpful for the demand we found ourselves receiving

**Wanting to attend every
professionals request to
meet**

Promotion of the project was a core part, as was building relationships, yet the requests became as frequent as requests for support

**Media interest
v
referral rate**

Being able to highlight our work and the reality of child to parent abuse is important. However every time we did something in the media our referrals spiked significantly

**Term time and school
holidays**

We noticed as a team, a link between school holidays, referrals and parental figures accessing support

What did we do?



Introduced a more robust criteria and two different streams of support

Asking those eligible for one-to-one support to confirm they want to access that support

Introduced more daily practitioner led sessions

Introduced a 10 working day response time frame for referrals

Created more resources and blogs to help with understanding us, our services and the journey if you make a referral into us

Introduced a monthly professional information session to answer professionals questions, share our work , referral pathways and build relationships

Made it clear that our support was for those parental figures experiencing abusive and not challenging behaviours


Reviewed our processes and services internally and with the community that we support

Developed a programme of support for high risk victims with clear expectations of support

Spoke to our fundraiser officer for agreement and guidance

We paused all media work for a long time to help the team manage the referral rate. We now consider any media projects with full consideration for the referrals that are likely to follow.

We have also implemented internal processes to help with referral increase due to media visibility



What did we do?



We noticed commitment to attend workshops and programmes was difficult for parental figures during school holidays, we now no longer deliver this support during those times.

We updated our website and resources to make it even clearer that PEGS is a child to parent abuse service only and we do not deliver generic parenting support.

We made sure it was clear on our website, resources, information session and referral forms that any referral must have the parental figures consent and without the consent we would not process the referral as we were having numerous referrals where consent had not be obtained

We arranged various meetings to discuss PEGS services with those who are or have used our services to ensure we are listening and delivering support parental figures want, and we were able to increase the daily sessions quite quickly off the back of the suggestions

Encouraged team members to share their ideas, suggestion and comments both on internal processes and for the service delivery

We spoke to other organisations to discuss services, partnership working and collaboration

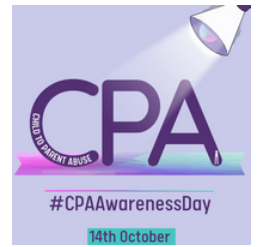
We started a monthly service shout out to highlight other support services and organisations across various sectors

We leaned on our board to help guide us



SUCCESS

Created an awareness day of child to parent abuse on October 14th



Held national and international conferences



Building a team of incredible people who have shaped PEGS into what we are today



Released research and reports on child to parent abuse



Writing articles for professional bodies on child to parent abuse



Why PEGS is an online service provider

By Michelle John • June 4, 2024

PEGS first started their services in March 2020, the day the UK went into lockdown in fact, so our support has always been provided via online platforms and phone calls. There are various reasons why we remain online, one of the biggest is that those we support have identified that this is their



Grandparents can be abused too

Created multiple resources for parental figures and professionals

Being recognised nationally and internationally for our work on CPA



Developed multiple training packages including CPD sessions



Connecting with other organisations



Worked with regions, organisations and services to develop policies and frameworks for CPA



Working with various dramas to bring child to parent abuse into the spotlight

We have spoke at over 100 conferences or events on child to parent abuse



Formed the most amazing advisory board who help shape PEGS and guide us



Worked with local, regional media to raise awareness of child to parent abuse

Developed various workshops with our team and input from our community

ONLINE WORKSHOP

Guests on numerous podcasts



The biggest success for us will always be being able to deliver support for parental figures. PEGS maybe run by us, but it belongs to a community of incredible people who are facing some of the most unsafe and traumatic times of their lives. It has been a true privilege to be able to listen, support and empower so many parental figures who have, for a long time, gone unseen and unheard. We have learned so much from them too, they inspire us every single day and we are so proud of them all.

PEGS turned **5** this year!

safe, help, support, kindness,
knowledgeable, reassuring,
inclusive

unique, tragic, trust,
hope, connected,
candid

heard,
not
alone



So we asked parents
'What 5 words do you
think of when you
think of PEGS

belief,
empathy,
lifeline,
togetherness

safe space, validated, shared experiences, sanctuary,
supported, trustworthy, helpful, love, compassion,
united

Life-saving, honest, valued,
hope, relief, sad, together,
life changing, friendliness,
courageous, guidance,
solidarity, haven

respect, ,none
judgmental ,
listening, community,
wisdom

support, safety,
understanding, sanctuary,
unique

amazing, we are not
alone, kind, caring,
compassionate

**Funding is more than just money, it
is directly changing lives**

Final words from our Founding Director and advisory board



I don't think I can sum up how much this project has meant to all of us at PEGS, me personally even more so. But without the support and belief from the National lottery team, from our first fundraising officer Amanda and then Abi and everyone involved behind the scenes and those who are with us on our next journey, we would never have achieved all of that we have over the past three years.

We have grown as an organisation and as a team – Listening, learning and leading the way forward.

We know PEGS is not the only solution in this, not one person or organisation will be, but we are firmly part of the solution for those experiencing this heart breaking form of abuse. We end this project with three things

REFLECT, REFOCUS , RISE

Michelle John, Founding Director



We are incredibly proud of the work PEGS has done and continues to do. From raising awareness of child parent abuse—a hidden issue often shrouded in blame and shame—to creating a space of understanding and empowerment, PEGS has made a profound impact. The range of support it offers is remarkable, but perhaps nothing speaks louder than the voices of the parents whose lives have been changed. Over the past five years, PEGS has grown into an organisation defined by learning, reflection, and continuous improvement. With professionalism, energy, and compassion, PEGS has transformed support for families, and we look forward with pride and anticipation to all that will be achieved in the years to come.

PEGS ADVISORY BOARD

