



PARENTS, CARERS AND GUARDIANS

**What does support mean?
What does it look like?**



PARENTAL EDUCATION
GROWTH SUPPORT

Founding Director

Dear Parent,

I see you; I know you're there; I know the despair, the hurt and upset you are feeling. I know the feeling of blame, the guilt and the constant searching for answers and reasons.

I know the sleepless nights, the worry about keeping your family safe, the struggle of trying to hold down employment. I know the looks and comments you get from family, friends and professionals, the tug you feel in your heart.

I know that horrific pain that is running through you. I know how you hate yourself when you have thoughts of asking services for help or even to have your child placed with them. I know the failing you feel and how you are trying to survive each day without incident or trauma. I know you feel so isolated and alone even if you do have support around you. I know you're doing the best you can in a situation where you have nowhere to turn. I know this is not your fault and that you are not to blame.

How do I know this? Because I was you. I was being abused by my child. I had all of those feelings and more. Accepting my child's behaviour was abusive was not easy or something I even wanted to consider, but this was the reality. Things will not always be this tough, things can improve and you as a family will find a safe way that works for you.

Right now, you may feel that nobody understands and that your situation is beyond help or support. I promise you it is not. You are not alone. I hear you. I will listen, help and act alongside you if needed.

PEGS was started to help those going through similar situations of extreme difficulty and worry.

PEGS is here for you, created out of trauma but going forward with love, passion and determination to see change.

All my love xxx

-Michelle John MBE
PEGS Founding Director



What is PEGS



Parental Education Growth Support (PEGS) is a social enterprise, set up in 2020 to support parental figures experiencing Child to Parent Abuse (CPA).

CPA comes in many forms of behaviours; verbal, physical, emotional, financial, coercive control, digital and sexual.

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

We also 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



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



While we support many parents of neurodivergent children, PEGS is not a neurodiverse specific service.

Our support focuses solely on supporting parental figures who are experiencing CPA (Child to parent abuse).

We are an **online-only service**, all our support is delivered via video and phone calls. Before reaching out, please make sure you feel comfortable receiving support this way, and that you have access to a safe, private email address where we can contact you securely.



"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"

Do We Support Children?

We don't work directly with children as our sole focus is on supporting you as the parent, carer, or guardian.

While we strongly advocate for a whole-family approach, we don't believe that means we have to work with every individual under the same roof.

Instead, we work alongside a network of incredible child-focused services to ensure your child gets the right support elsewhere while we focus entirely on you.



PEGS believes in a whole family approach!

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

What does support look like?

All parental figures can access our core support, which includes:



- **Weekly Practitioner led sessions**, 8 sessions available every weekday with a CPA practitioner (including 2 evening slots)
- **Our new launched Armed Forces Project**, with our weekly 'NAAFI and Natter' and our creative wellbeing workshops (get in touch to find out more about this!)
- **Workshops**: Regular sessions focused on resilience, empowerment, and monthly well-being.
- **Co-produced** Child to Parent Abuse programme (EPIC) and bespoke workshops (Bounce Back, Step Forward)
- **Peer Support Group**: Access to our private, monitored Facebook community.
- **Letters of support**: Basic advocacy confirming the support you are receiving from PEGS.

Additional support for funded areas

- Direct one to one support
- Wellbeing support
- Advocacy at meetings

Our funded areas can and do change, so please check prior to referral if you are wanting to access one to one support only

"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"

What happens after the referral?



Once you confirm you would like to access one to one support, you will be added to our waiting list, if we have one, and then directly contacted by their allocated practitioner. In the meantime, you can still access all the other support available to you.

***If we do not hear back from you, we will archive your referral for 3 months, after this time if we still have had no contact with yourself, we will delete your referral and you will need to make a new referral to access our support**

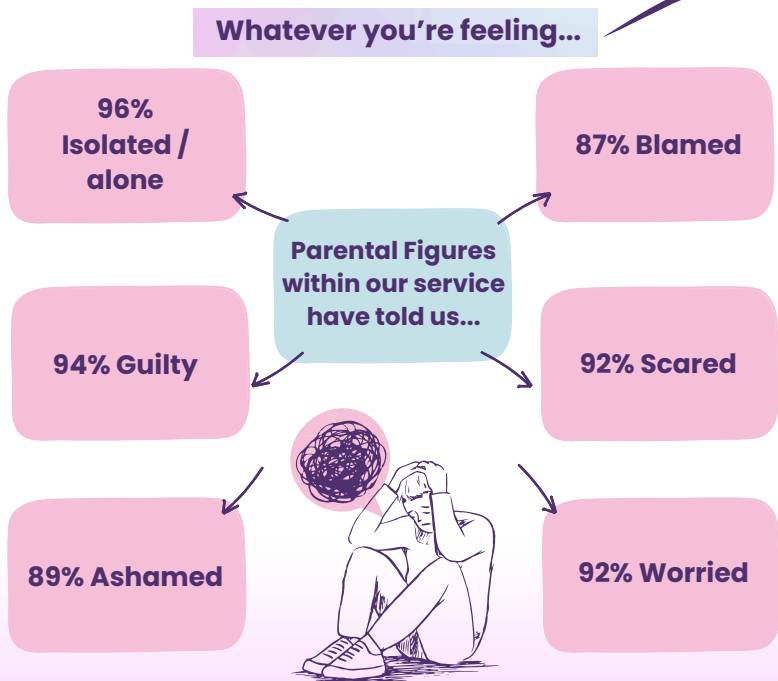
"Thank you, found the support very beneficial – even if some calls it was just somebody to vent to who didn't judge etc"

How you may be feeling...

Experiencing Child to Parent Abuse can bring a whole range of emotions, including fear, anger, guilt, sadness and even grief.

There is no right or wrong way to feel. Your experience is valid, and personal to you – it may impact you differently compared to someone else.

At PEGS, we understand the lasting impact Child to Parent Abuse can have. That's why we focus on you as an parental figure, listening, supporting and empowering you to find a way forward for yourself and your family.



You Are Not Alone!

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

Daily Practitioner Led Sessions



Our practitioner-led sessions run every weekday, including two evening sessions, via Zoom. **These sessions provide a safe, supportive space to share your experiences with other parental figures and a PEGS practitioner.**

Please join by yourself and use headphones where possible to protect everyone's confidentiality.



You can book through the link in your PEGS email or via the peer support group. Once registered, you'll receive the Zoom link automatically. Attend as often as you like, and you don't have to stay for the full hour!

You can use your PEGS ID instead of your name if you're concerned about being recognised.

At the start, we'll ask you to briefly turn your camera on so we can check you're safe. If we cannot establish your safety, you may be removed from the session.



There's no pressure to share. You can simply listen until you feel ready.

Our Sessions are confidential, but safeguarding procedures will be followed if we have concerns about your safety or someone else's.

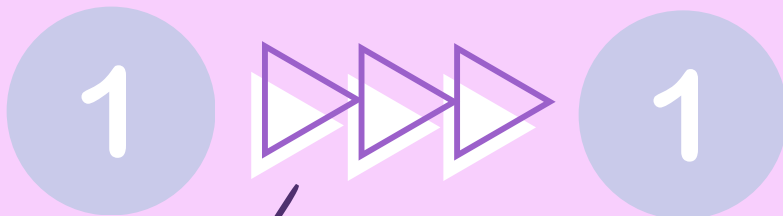
We look forward to welcoming you.

"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"



One – to – one support

As much as PEGS would like to offer and provide everyone one-to-one support,



Our funding often comes with conditions such as location or other specific criteria, and so we cannot always offer everyone this level of support. You can however, access all the other support mentioned in the booklet, free of charge!

Parent Feedback

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

95% said yes!

If you're eligible for one-to-one support, we'll ask if you'd like to access this when we first contact you. If you choose to go ahead, we'll either add you to our waiting list (if there is one) or allocate you a practitioner, who will contact you directly to arrange your first call.

You're in control of your appointments. We'll give you access to your practitioner's booking system so you can choose a time that works for you during PEGS operational hours. **We believe support should work around you, wherever possible.**



"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"

Peer Support

Our closed and monitored Facebook group offers a safe space to connect with PEGS, our volunteers and other parental figures with similar experiences.

You can join using your PEGS ID and will need to agree to the group terms before joining.

The group is private, so people outside the group cannot see your posts or comments. However, anyone you know who is also a member will be able to see your activity.

Joining is completely optional – there is no pressure to take part. If your Facebook name differs from the name we have for you, let us know when requesting to join alongside your PEGS ID.

The group is a confidential space, but safeguarding procedures will be followed if we have concerns about your safety or someone else's.

To join the PEGS Peer Support Group, simply use the link in your initial email.



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

Workshops and Programmes

PEGS delivers a range of empowerment-focused workshops and programmes throughout the year.

These are not parenting programmes and have been co-created with parental figures, using lived experience and feedback to shape what we provide.

Upcoming workshops are advertised in our peer support group. If you're not a member, email admin@pegssupport.co.uk and we can add you to relevant waiting lists.

Once you register your interest, we'll email you joining instructions and Zoom links. Please attend by yourself and use headphones where possible. Cameras must be on to help maintain a safe and confidential space.

Some workshops may not be available while you are receiving one-to-one support, but you can access them once your support has ended!



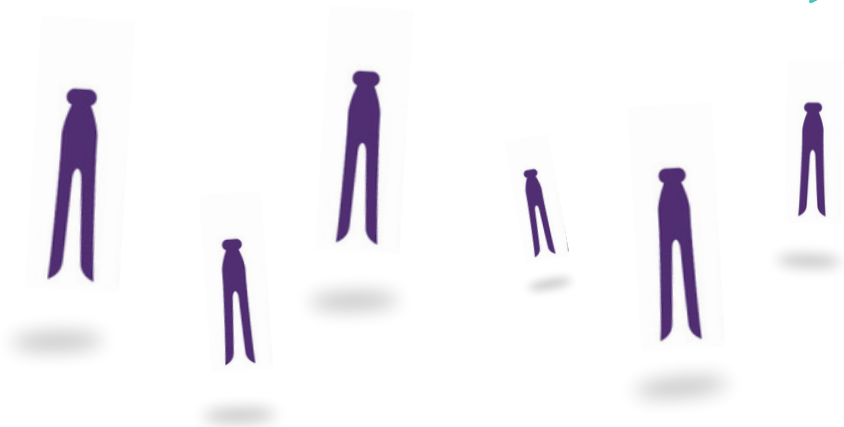
A message from our team

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Being able to support such incredible parents, carers and guardians on a one-to-one basis at PEGS is a complete privilege. Through this course of support, you will build a trusting, positive relationship with your dedicated practitioner, and we find that this, in itself, can be a huge source of support in situations of child-to-parent abuse.

Our small team of brilliant practitioners will always go the extra mile to ensure that you are supported in a way that is right for you. If you will be accessing one-to-one support at PEGS, we look forward to speaking with you.

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Recap of support

Weekdays

Practitioner led sessions

We currently deliver 9 group sessions per week on Zoom

- **Monday:** 12pm-1pm & 3:30pm-4:30pm
- **Tuesday:** 11am-12pm & 7pm-8pm
- **Wednesday** 10am-11am & (NAFFI and Natter is 1:30pm-2:30pm)
- **Thursday** 1.30pm-2:30pm and 7pm-8pm
- **Friday** 10am-11am



Monthly

Wellbeing workshop

- Delivered on Zoom
- First Wednesday of the month
- Register on the link shared in peer support or via email



Workshops / programmes

- Delivered on Zoom
- Links shared monthly in the peer support group
- Can not access if working one-to-one with a practitioner

One-to-one support

- Is only available in certain areas / criteria
- Is a package of support
- You do not need to access this, even if you are eligible

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

How to contact us...

We're Here to Help

If you have any questions, or if things change following your referral, please get in touch, we're always happy to hear from you.

You can find out more by visiting

- Website: www.pegssupport.co.uk
- Email: hello@pegssupport.com | admin@pegssupport.com

You can also connect with us on social media

- Instagram: @peggs_support
- Facebook: PEGS – Child to Parent Abuse Support
- LinkedIn: PEGS Support



Our social media team doesn't provide direct support, but they can signpost you to the right place or direct you back to our main team.

We regularly share helpful resources, information and reminders across our social media, so if it's safe for you to do so, we'd love to have you with us.

"PEGS team member was very helpful in giving extra resources eg books to read. Practical help was very welcome and made a difference"

Other useful services available

PEGS is **not** a 24/7 crisis service. If you need support or want to talk to someone, the numbers below may be useful.



If you are in immediate danger, please call 999.

You may also find other services and resources on our website, especially our blog section.

Samaritans

Call- 116123

Email- jo@samaritans.org
(response time 24 hrs)

Freepost- SAMARITANS LETTERS
(response time 7 days)

Shout

Text "shout" to 85258 for support

Mind

Mental health support and information Call- 0300 123 3393

Website-www.mind.org.uk

National Domestic abuse helpline

0808 2000 247

You are not alone....