



## Facts and Figures



CLAPA's Parent & Peer service\* was reviewed and relaunched in November 2016 to improve access and matching.

This service is a quick and simple way for people affected by cleft to talk to a trained volunteer one-on-one about their experiences, concerns and hopes around their or their child's cleft journey.

According to an anonymous survey to share thoughts and experiences after using this service:

- ✓ At least 80 % of adults and parents feel more positive about dealing with cleft related challenges following support from CLAPA volunteers.
- ✓ At least 80 % of adults and parents feel less isolated after using this service.
- ✓ At least 80 % of adults and parents are better able to cope with the challenge/s they first contacted us about following support from a CLAPA volunteer.
- ✓ At least 80 % of peer/parent support volunteers have gained related skills and/or experiences through being part of the service.



## What came up?



Of the 44 questions and concerns that were raised by the 37 ADULTS contacting the service:

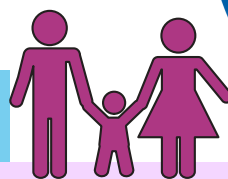
34 % were about surgery and returning to treatment as an adult

30 % were about feelings of isolation and about psychological support



Other topics for adults: speech, appearance, delayed diagnosis, access to information, and becoming a parent.

Other topics for parents & carers: bullying, speech, PRS and other conditions related to cleft, appearance and scarring.



Of the 97 questions and concerns raised by the 92 PARENTS & CARERS contacting the service:

42 % were about dealing with diagnosis and finding general information and support about cleft

30 % were about feelings of isolation and about psychological support

18 % were about surgery and 15 % were about feeding



Matches were made within an average of 2 days. In cases where match times were longer this was usually because our staff needed more information to make the right match.



[www.clapa.com/need-to-talk/](http://www.clapa.com/need-to-talk/)

\*Staff time for this project is funded by the Big Lottery and Scotland Lottery. Volunteer training and expenses are provided by an Awards for All grant.

Registered Office: CLAPA, Green Man Tower, 332B Goswell Road, LONDON EC1V 7LQ

☎ 020 7833 4883    📧 info@clapa.com    🐦 @clapacommunity    📺 Cleft Lip and Palate Association    🌐 www.clapa.com

Cleft Lip & Palate Association. All Rights Reserved. Registered Charity in England and Wales (No. 1108160) and Scotland (SC041034).

## Feedback from service users:

"I found this service very prompt and useful, especially from myself who is very anti help pages. The lady was honest and helped me to stay on track and tackle some issues when and if they arrive."

"It is encouraging to know that **there is a great support network out there** who are willing to share their experiences. This can be more comforting than 'medical' support as it seems more real life."

"It helped to have the understanding of a parent that has been through exactly the same as myself."

## How does it work?



## Feedback from volunteers providing support:



"Sharing experiences and making the parent feel they are not alone is valuable..."



"Positive comments from Hannah passed on via CLAPA [was] lovely. Happy to share experiences and did feel doing so offered reassurance to contact."



"[I] find it rewarding being able to share my experiences which may help other parents and their children..."

[www.clapa.com/need-to-talk/](http://www.clapa.com/need-to-talk/)

Registered Office: CLAPA, Green Man Tower, 332B Goswell Road, LONDON EC1V 7LQ

☎ 020 7833 4883 📧 [info@clapa.com](mailto:info@clapa.com) 🐦 [@clapacommunity](https://twitter.com/clapacommunity) 📍 Cleft Lip and Palate Association 🌐 [www.clapa.com](http://www.clapa.com)

Cleft Lip & Palate Association. All Rights Reserved. Registered Charity in England and Wales (No. 1108160) and Scotland (SC041034).