

North Lanarkshire Council Report

Education, Children & Families Committee

Does this report require to be approved? Yes No

Ref AG/AG

Date 26/05/26

Resilient People – Improving Family Support

From Alison Gordon, Chief Social Work Officer (Education, Families, Justice, & Integrated Practice)

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Executive Summary

This report provides Members with a comprehensive update on the delivery, impact, and ongoing development of whole family support services in North Lanarkshire. It demonstrates how the Council and its partners are progressing a prevention-led, whole-system approach aligned with The Plan for North Lanarkshire, GIRFEC, and The Promise, with the aim of supporting children to grow up safely within their families and communities wherever possible.

Overall, the report evidences strong preventative impact, effective partnership working, and clear alignment with national and local policy priorities. While funding sustainability remains a key risk, the current model is delivering improved outcomes for children and families, reducing demand on crisis and statutory services, and contributing to longer-term system change in line with The Promise

Recommendations

It is recommended that the Education, Children, and Families Committee:

- (1) Approve the approach to supporting children and young people and families as outlined in the report.

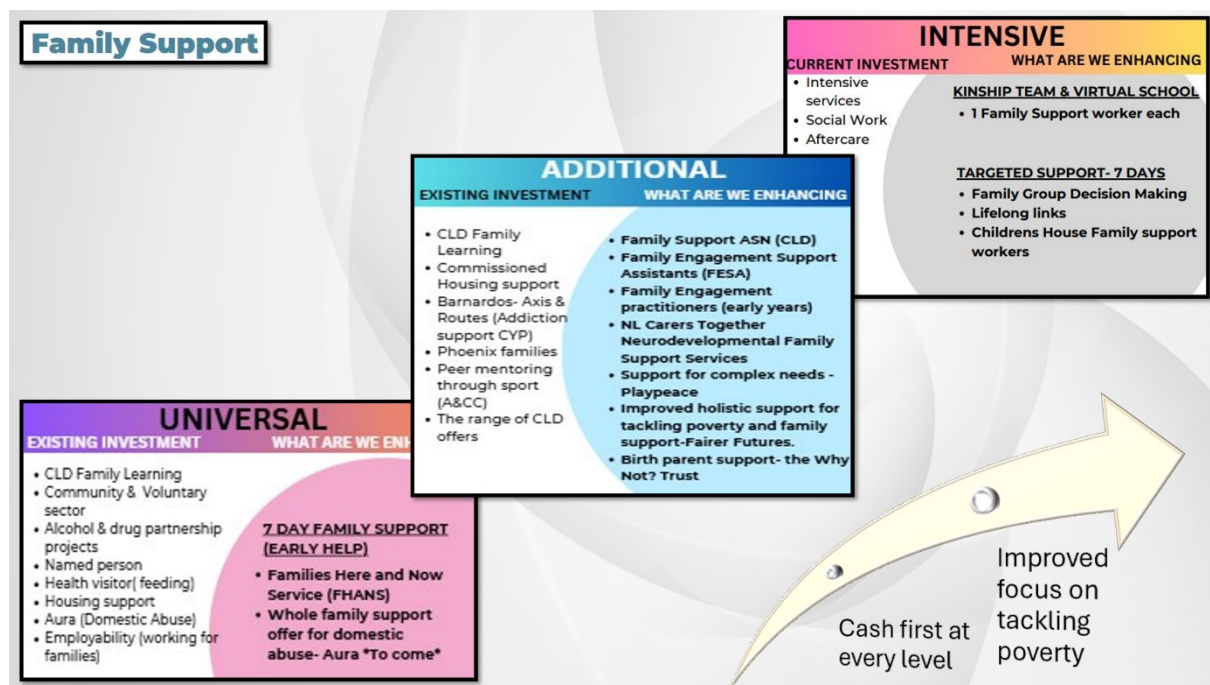
The Plan for North Lanarkshire

Priority	Support all children and young people to realise their full potential
Ambition statement	(7) Enhance collaborative working to maximise support and ensure all our children and young people are included, supported, and safe
Programme of Work	Resilient People

1. Background

1.1 The Plan for North Lanarkshire has a clear focus on prevention. For families, this means providing the right support at the right time that helps to prevent families reaching crisis. Our local ambitions align with those The Promise which calls for help for families that is flexible, easy to access and available 7 days a week. To achieve this requires system transformation and shifting investment upstream. In North Lanarkshire, therefore, delivering family support is a core component of the Programme of Work and is overseen the Resilient People Board.

1.2 Through a combination of core and temporary funds, we have developed family support services at each level of our GIRFEC staged intervention pathway. A focus on prevention underpins all the services at whatever level of support families require in order for children to flourish in loving families, or to return to their families. Below we have provided an update on our outline of the suite of services:



1.3 Poverty is one of the most significant drivers of family stress and children entering care and addressing financial disadvantage is central to whole family support. We have made strong links between the Tackling Poverty Team and family support services, including a dedicated Fairer Futures funded welfare right officers linked to our neurodevelopmental family support service in recognition of the particular disadvantages for children with additional support needs. Our family support services are also now able to provide families with direct financial support through our cash first approach where there is immediate need and to avert problems escalating unduly.

1.4 Members will recall that in addition to the council's core funding of family support, a number of family support services and teams are funded by temporary grants, and this represents a potential risk for long term service delivery. These grants are aligned to different government policy areas but are linked by the importance of flexible and holistic whole family support to deliver their objectives. These funding streams include the Whole Family Wellbeing Fund, the health and wellbeing elements of the Scottish Equity Fund, Fairer Futures, Best Start Bright Futures, and ADP funded projects.

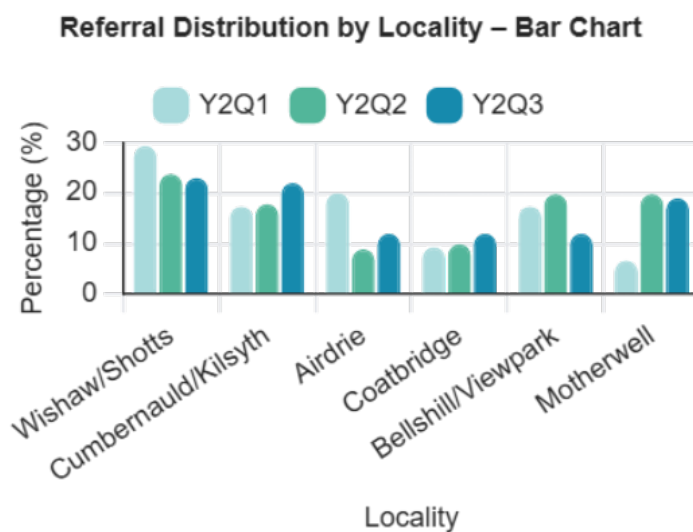
- 1.5 Through the Resilient People Programme of Work and Children’s Services Planning Partnership we plan and coordinate the use of these funds to maximise impact, avoid duplication and ensure they deliver on the ambitions of the Plan for North Lanarkshire. In addition, the Resilient People Board has commenced a review of council provided and commissioned family support services to develop an options appraisal for a sustainable model of support underpinned by the principles of family support as outlined in The Promise. The review is cross council, and proposed options will align to the council’s one service approach. A baseline of current activity, costs and existing evaluation evidence has been undertaken, and we are now at the stage of engaging with staff and families who use our services. The outcome of this review will be presented to committee in 2027.

2. Report

- 2.1 This section provides an update on the work of some of our commissioned and council provided family support services, at each level of our staged intervention pathway. It is not exhaustive but provides information on some of our most significant areas of investment.

Whole Family Support – Universal Level

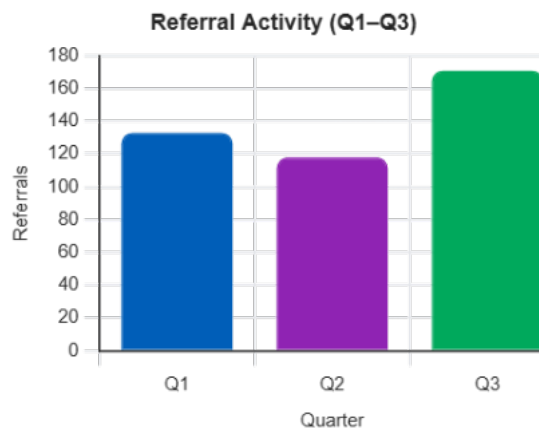
- 2.2 At the universal level, the Families Here and Now Service (FHANS)—delivered by Barnardo’s and funded through the Whole Family Wellbeing Fund—continues to provide flexible, place-based whole-family support. Now approaching its third year, the value and impact of this early-help offer are increasingly clear.
- 2.3 Referral patterns generally reflect population size, with higher numbers in larger areas. In localities where referrals are lower, FHANS undertakes a targeted outreach, leading to increased engagement in subsequent periods. This supports locality-specific planning and ensures resources are directed where they will have the greatest impact.



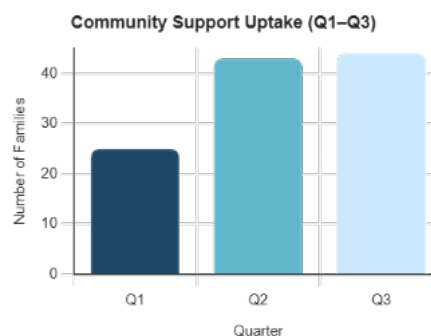
- 2.4 FHANS adapts its delivery model to ensure timely, appropriate support. Families and practitioners often note the complexity of navigating services; FHANS therefore plays a

crucial role in listening to families about their needs, providing immediate and/or longer-term help, and, where appropriate connecting families seamlessly to the most suitable service. This reflects the principles of a “no wrong door” model, as envisaged within the Resilient People Programme of Work.

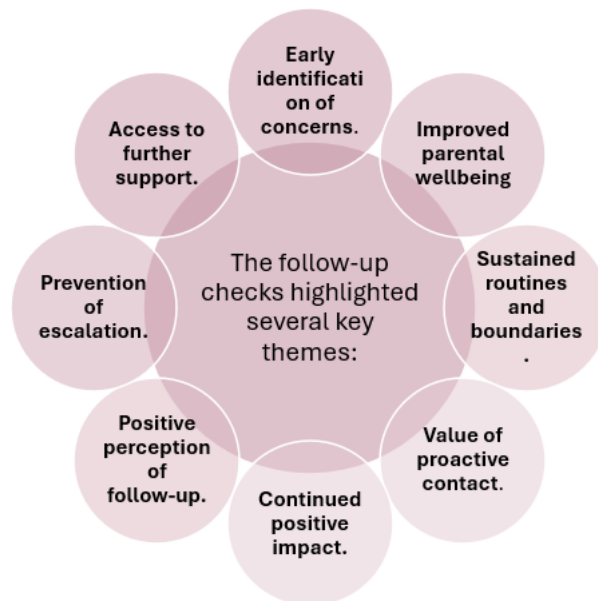
- 2.5 Referral activity continued to rise across Year 2 of the service being in operation, with 422 whole-family referrals received in the first three quarters—an average of 35 per month and a 75% increase on the previous year. FHANS is currently supporting 319 families, reflecting both increasing need and improved awareness of the service. This upward trend reflects increasing community trust and clearer understanding of how to access support.



- 2.6 Alongside formal referrals, there has been significant growth in families engaging with community-based support. Community-based support includes a wide variety of activities such as after school family sessions, activities over weekends and holidays and group art sessions. Between Q1 and Q3, uptake increased by 57%, demonstrating the need for low-barrier pathways and strengthened connections across local communities.



- 2.7 This insight continues to shape local service delivery, evidenced in creative intervention models, diverse activity-based programmes and improved understanding of local needs.
- 2.8 During the reporting period, FHANS closed 51 cases, bringing the year-to-date total to 143. Post-closure wellbeing checks at 3, 6, 9 and 12 months involved 42, 11, 28 and 19 families respectively. Most families reported they were managing well and continuing to apply the strategies developed during their engagement with the service. The findings show that progress is generally maintained after case closure and that the follow-up process plays an important role in sustaining positive outcomes.



- 2.9 FHANS delivers a key element of the Council’s cash-first model, ensuring families receive timely and appropriate support to address immediate need in a non-stigmatising way. To strengthen this offer and improve long-term sustainability, trained volunteers now provide peer-mentoring and practical assistance as part of the FHANS exit pathway. This additional layer of informal support builds community capacity and resilience.
- 2.10 Analysis of referral rates to social work there is emerging data that show this approach is having some impact on reducing demand on statutory services. We will monitor to see if this is an established trend. It is strengthening local support networks and helps families sustain progress after formal involvement ends. It also contributes to a more resilient community infrastructure, preventing escalation, and improving long-term outcomes for children and families.

Family Support– Additional Level Support

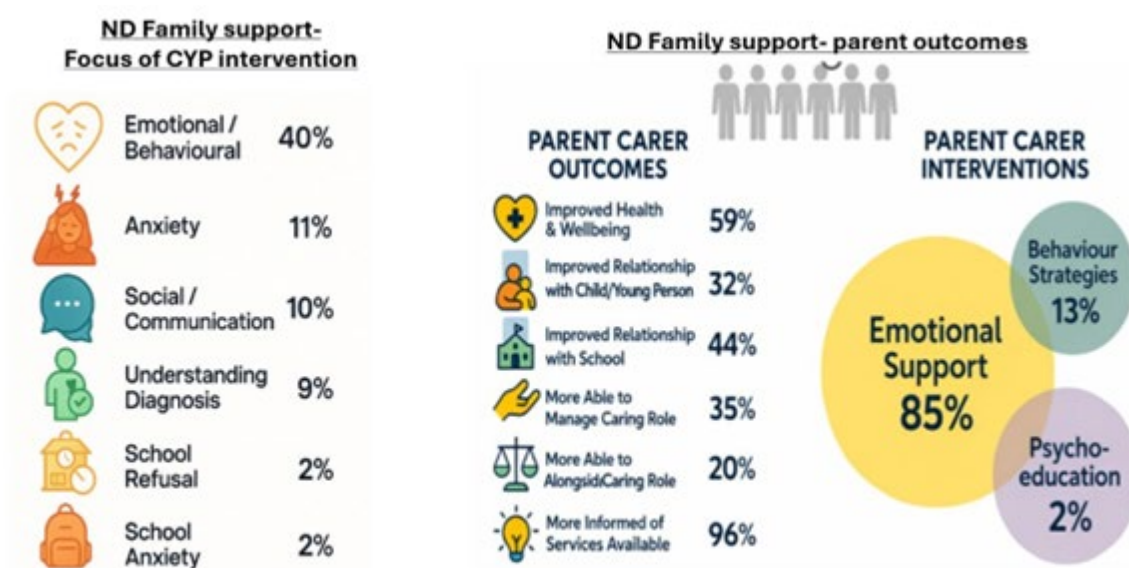
Neurodevelopmental Family Support Workers

- 2.11 The continued development of the Neurodevelopmental Family Support Service is delivering clear and tangible improvements for families of children with disabilities and additional support needs—one of the priority groups within the Tackling Poverty Delivery Plan. The service is now supported through aligned funding streams, including Whole Family Wellbeing Funding, Community Mental Health and Wellbeing funding, and the Fairer Future Partnership Fund. This combined investment has enabled a more coordinated and sustainable model, including the addition of a council-based Family Support Worker.
- 2.12 In the past year, the service received 250 referrals, reflecting a slight increase on the previous year. Of these, 39% came from NHS ND/CAMHS, 57% from education and 4% from early years services. Alongside formal referrals, the team has been working proactively within local communities with families of nursery- and school-aged children, extending support beyond formally allocated cases. An example of this is targeted workshops at Aitkenhead Primary,

which supported 18 families, none of whom required to be added to the waiting list, thereafter, demonstrating clear preventative impact.

2.13 The team is currently supporting 119 families, representing a 40% increase from last year. While a waiting list remains, it is reducing due to the targeted intervention.

2.14 There has also been a 25% increase in neurodiverse children receiving 1:1 intensive support, now totalling 47 children, making this the most requested offer. Support is often provided to multiple family members as part of a whole-family approach; for example, 113 siblings (61 with ASN and 52 without) have received support over 2025/26, and 100% of parents. This approach is essential in strengthening family functioning, improving relationships and communication, and supporting longer-term wellbeing. The range of needs that children come to the service with and the outcomes for parents are illustrated below:



2.15 Participation in the Fairer Futures Partnership has enabled the service to benefit from a dedicated Tackling Poverty link, ensuring families maximise the financial and practical support available. Carers Together also contributes to the Council's cash-first approach, with 44 families receiving targeted assistance and 51 referrals to tackling poverty in 2025/26.

2.16 The flexibility of the service enables a forward-thinking and responsive approach to meeting need. To enhance reach within early years—and to strengthen efforts to address child poverty while supporting those on the waiting list—the team has been encouraging parents to participate in support sessions within Early Years and Education establishments. This work is coordinated alongside key partners, including Tackling Poverty services, ASN family support staff and NHS neurodevelopmental professionals to streamline pathways and enhance the no wrong door approach. Feedback from parents, children and case study can be found at Appendix A.

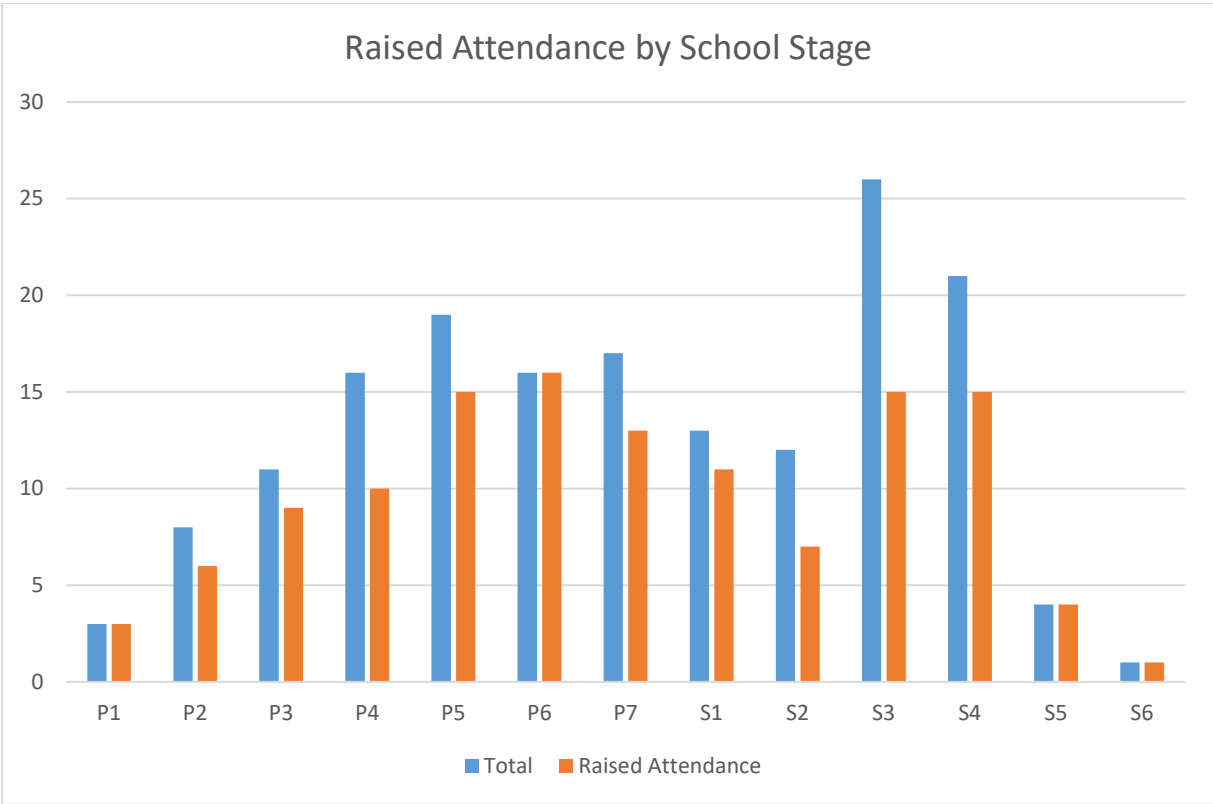
Family Engagement Support Assistants (FESAs)

- 2.17 Members will recall that FESAs have been used across the school clusters since December 2022 as a family support response to school attendance issues. There are currently 15 FESAs working across the clusters, with one in each Empowered Cluster.
- 2.18 The approach recognises that difficulties in the family will impact on school attendance and therefore the attainment and health and wellbeing of the children. FESA provide an important facilitative role in connecting families with other services and helping to build trusting communication with schools. The FESAs frequently see the following issues impact on families and school attendance:
 - 2.18.1 Poverty – FESAs now have access to the cash first approach to alleviate immediate need for families alongside work with the Tackling Poverty Team to ensure families receive all the help for which they are eligible. More recently they have helped families access smoking cessation services which has a major impact on family finances.
 - 2.18.2 Parental Mental Health – many family members known to FESAs have experienced mental health issues, and FESAs have assisted families to access mental health support through NHS Lanarkshire online supports and services through GPs and the voluntary sector.
- 2.19 Communication with schools – many families struggle to maintain communication with schools during periods of their children’s absence. FESAs provide a valuable link, and this communication channel can assist with matters such as claiming free meals and clothing grants and also tailoring support to increase access to learning.
- 2.20 Sleep – this appears to be an increasing issue where children have difficulties sleeping, impacting on their daily functioning. FESAs assist families in seeking advice from sources such as Sleep Scotland and NHS online self-help resources. FESAs also coach parents in using these approaches to promote long term positive effects.
- 2.21 Effectiveness of the FESA service is measured using school attendance. Figures are taken twice a year at the end of June and the end of December and the attendance of children where work has been completed in the reporting period. The figures for December 2025 are:

Increased Attendance	Decreased Attendance	Maintained Attendance	Total
126	24	18	168
75%	14%	11%	100%

2.22 The number where work was completed in the half year period up to December 2025 was 168. The figures indicate that 3 out of 4 children worked with by FESAs show increased attendance with the average increase being 29 percentage points. Where attendance stayed the same, the FESAs helped to break a declining pattern of attendance.

2.23 Impact across the age groups was also considered. Earlier indications were that impact on attendance in primary school was the greatest. When numbers with completed work and numbers with increased attendance are looked at across stages from P1-S6 the following can be seen:



2.24 This shows a clear level of improved attendance across the stages, however, the S3 group shows the lowest levels of success. All S5 and S6 young people receiving support achieved attendance at over 95% when support was completed.

2.25 The attendance figures show a positive picture; however, it does not reflect all the work that FESAs carry out with families, and a case study is provided at Appendix B for members to illustrate the breadth of work.

Early Years Family Engagement Service

2.26 The Family Engagement Service (FES) delivers a preventative, early-intervention model for families with children under five experiencing complex challenges including poverty, parental mental health issues, substance use and domestic abuse. The service is firmly aligned with GIRFEC, prioritising early support, family voice, and preventing escalation to statutory intervention wherever possible.

2.27 As of April 2026, 301 Requests for Assistance have been received, with 223 families allocated support, indicating significant and sustained demand. Interventions are relationship-based and family-led, with outcomes planned and reviewed collaboratively.

2.28 Impact is measured using the Family Star, aligned to wellbeing indicators. In 61% of allocated families, 86% of parents reported improved outcomes.




Outcomes/Impact to date!

April 2026 - 118 open cases

Allocated families:

- ✓ 223 allocated in total since service began
- ✓ 61% have reviewed scores (Family Star)

RESULTS from reviewed scores:

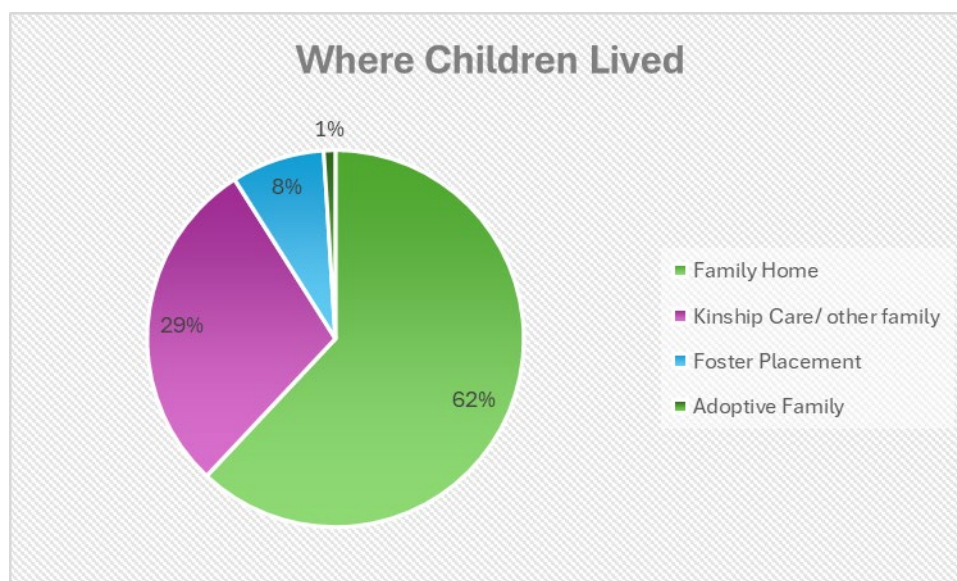
-  86% improved
-  10% dropped
-  4% remained the same

- 2.29 These outcomes exceed the service target of improving outcomes for 70% of families.
- 2.30 Preventative impact is strong. A review of 12 randomly selected cases found that 11 would have been likely to escalate to statutory social work involvement without FES support, demonstrating the service's effectiveness in preventative help.
- 2.31 Feedback from families and referrers has been unanimously positive, highlighting the service as non-judgemental, supportive, and effective in improving family wellbeing and reducing pressure on statutory services.
- 2.32 Overall, the Family Engagement Service is delivering measurable improvements in outcomes, strong preventative impact, and clear alignment with national policy priorities.
- 2.33 Strong alignment with GIRFEC and The Promise is evident in both practice and outcomes.

Social Work Intensive Services

- 2.34 Social Work Intensive Service provides a high level of family support to children and their families, working in partnership with locality social workers and the team around the child, to prevent children coming into care. The service comprises, Families First and Community Alternatives that support children and their families from pre-birth to older teenagers. The Family Group Decision Making and Lifelong Links team build on family strengths and maintain family relationships or reconnect children when relationships have been ruptured. At weekends, the service undertakes planned work and work with the Social Work Emergency Service to provide practical and emotional support to keep children at home and in the community. The services also provides intensive support to care experienced young people who have left care and to young people in conflict with the law.
- 2.35 Intensive Service is currently working with over 500 children and their families delivering planned interventions on an individual, family and groupwork basis. A review was undertaken of 198 families involving 258 children at the point intervention

concluded between April 2025 and March 2026. This identified 116 families with 167 children who were supported in relation to maintaining children at home, preventing family or placement breakdown and rehabilitation. The chart below highlights where children were living when the service commenced.



- 2.36 When intervention concluded, using measures linked to the child's outcomes were fully achieved in 67% of cases and partially achieved in 21% of cases. Outcomes were not achieved for 20 children (12%). Where outcomes were not achieved the reasons identified were; 8 service not appropriate (FGDM), 11 parents/ carers were not ready or able to work with the service and address underlying issues and 1 child's plan changed and the service was no longer required.
- 2.37 On reviewing the underlying reasons for intervention with younger children, it was apparent that families were experiencing multiple complex issues which were impacting on parenting, care and family relationships. The most prevalent issues were parent and child relationships and understanding children's behaviour, child protection issues, parental alcohol and drug misuse, parental mental health, domestic abuse and children experiencing difficulties at school.
- 2.38 The service has consolidated parenting support using the Togetherness Solihull Approach, with delivery on an individual and groupwork basis. Two Understanding My Child groups were successfully concluded in 2025/26 with 13 parents participating in a nine-week programme, including an introductory session where parents from the previous group attended to provide peer learning and their reflections on the impact participation in the group had on their parenting and family life. At the start of the groupwork parents said they felt anxious, worried and lacking confidence in their parenting however, as the group progressed confidence and growth were evident for all. Some quotes from the feedback received from parents are below.



- 2.39 Over the school breaks Intensive Services provided day trips for families and activity breaks and camps for young people in recognition of the additional pressure families experience at these times. In addition to Understanding My Child groupwork, the team provided a range of groupwork over the year for parents and children, including Understanding My Teenager, Baby Massage, Duke of Edinburgh Sivler and Bronze Award, Aftercare Group Outings, Nurture and Natter Group, SOS Transitions, Girls Activity Group, Outdoor and Winter Activity Groups, and Yoga and a Self-Care Group. All feedback received from the day trips, groups and activities has been very positive, with all feedback scoring between 8 and 10 out of 10, with one score at a 7 with the feedback being that the person wished the camp lasted longer.
- 2.40 The FGDM and Lifelong Links team continue to support many individuals and families. This year the team have been working closely with children's house staff to identify young people in their care who would benefit from FGDM support to reconnect with family and important people or improve relationships and family time.
- 2.41 The Lifelong Links team had the opportunity to create an animation about the service in collaboration with a young person who was adopted and her adoptive mum. Lifelong Links supported the young person gain insight and understanding about her birth family, her care journey and facilitated reconnection with her birth family. She now understands her life story and enjoys good relations with more than 20 members of her birth family. The young person and her adoptive mum wished to participate in the animation to promote the service, the importance of life story work and maintaining or reconnecting family relation in adoption. The link to the animation is below.

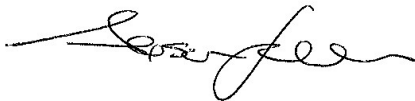


3. Measures of success

- 3.1 Improved health and wellbeing of children and their families.
- 3.2 Reduction in need for crisis services and requests of assistance to social work.
- 3.3 Progress in improving attendance is maintained.
- 3.4 Outcomes for children, young people and their families are improved through positive relationships with staff and with trauma-informed approaches.
- 3.5 Supports are easier to access and responsive to need – the ‘no wrong door approach’ – through integrated working within the new Operating Model, supported by the GIRFEC pathway.
- 3.6 Reduction in number of children being cared for outside of their family.

4. Supporting documentation

- 4.1 Appendix A – Carers Together Neurodevelopmental Family Support Service
- 4.2 Appendix B – FESA study



Alison Gordon
Chief Social Work Officer (Education, Families, Justice, & Integrated Practice)

5. Impacts

<p>5.1 Public Sector Equality Duty and Fairer Scotland Duty Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>If Yes, has an assessment been carried out and published on the council's website? https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.2 Financial impact Does the report contain any financial impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant financial impacts been discussed and agreed with Finance? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>From the Scottish Government's Whole Family Wellbeing Fund, North Lanarkshire received a grant of £2.351 million for 22/23 and 23/24 to be overseen through the governance of the Children's Services Partnership (CSP). A further £2.281 million was received for 24/25 and £2.687 million for 25/26 and 26/27.</p>
<p>5.3 HR policy impact Does the report contain any HR policy or procedure impacts? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, have all relevant HR impacts been discussed and agreed with People Resources? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>The review of family support services is being supported by HR business partners representing services across the council and trade union colleagues have been kept fully informed.</p>
<p>5.4 Legal impact Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.5 Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input type="checkbox"/> No <input type="checkbox"/></p>

<p>If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6 Technology / Digital impact</p> <p>Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7 Environmental / Carbon impact</p> <p>Does the report / project / practice contain information that has an impact on any environmental or carbon matters?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.8 Communications impact</p> <p>Does the report contain any information that has an impact on the council's communications activities?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the impact?</p>
<p>5.9 Risk impact</p> <p>Is there a risk impact?</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>There is a risk in maintaining some of the services and approaches discussed in the report. Some of the work being carried out is funded through temporary funding which raises a risk about long term sustainability. As noted in the report, these risks are mitigated by a review of all our family support offers across the council, monitored by the Resilient People Strategic Programme Board.</p>
<p>5.10 Armed Forces Covenant Duty</p> <p>Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.</p>
<p>5.11 Children's rights and wellbeing impact</p> <p>Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?</p>

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

Whole Family Support is important in upholding many articles of UNCRC but in particular:

Article 6: Governments must do all they can to ensure that children survive and develop to their full potential

Article 18 Governments must support parents by creating support services for children and giving parents the help they need to raise their children.

Article 19: protection from violence, abuse and neglect

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

Yes No

Appendix A – Carers Together Neurodevelopmental Family Support Service

ND Family support- parent feedback

Dunbeth Workshop -

- "Always come away feeling like "I've got this" given a few new strategies to try at home and it's always nice to listen to others who have the same or similar experiences."
- "I have attended a few sessions in Dunbeth and have taken excellent advice from the sessions so I had full confidence that this would also be helpful to me."

"Thank you so much for meeting with me. I'm grateful for the moral support, it was an insightful chat and I'm delighted."

"I don't know what i would do without you, i feel like you are the only one who ever understands."

"You have played a huge part in our journey; you are the reason things started to turn around for us! All the advice and support you've given us and the way you just get M has been amazing! You've made such a difference to her."

"So grateful to have met you! More info from you than in last 4 years."

"I've seen such a big difference in him talking about feeling anxious in certain situations where he never would have understood before. I'm so grateful for the work you've been doing with him. He responds so well to you."

ND Family support- feedback from children



ND Family Support Case Study

The family were referred because the daughter A was really struggling, dysregulated and she was unable to cope when she had big emotions. FSW was available, responsive and helped plan the most appropriate support.



Carer – LY
CYP – AY

I would like support to regulate my feelings. I want to know that the adults around me can support me when I do experience big emotions.

Presenting issue

Support provided

Outcome

IMPACT

Child was struggling to regulate her emotions.
Mum was worried and needed help.



A non-judgemental support for Mum.
One to one support for the child, with resilience building and strategies developed.



Mum feels she she has regained control and understanding
Child feels like she can cope better with her big emotions.
The family are much happier

The family can now **enjoy** time with each other and look forward to these times.

Appendix B

FESA Case Study

The family is a single parent with a boy starting secondary school. The parent was working part-time and receiving benefits to top up her wages. Attendance had been dropping in his later years of primary and had got to 44%, and the relationship between mum and the child was strained as he was demanding to stay at home and not go to school. The cost of living was impacting on the family and having enough school clothes was an issue.

The FESA discussed applying for the school clothing grant. The parent didn't think they would be entitled to claim, but the FESA helped her to make the claim. She wasn't confident when applying, but her application was successful which helped the family finances.

The FESA assisted the parent to undertake online learning in the 'Togetherness' model to help develop a positive parenting relationship with her child. They also helped her to access and use sleep Scotland material to help with sleep issues. The FESA also worked with the child to build a positive relationship and motivation to attend school and other positive activities.

The FESA agreed to contact the family at 7:45am to ensure they were awake and beginning their morning routine, followed by a home visit at approximately 8:15am to provide practical support. This direct support helped reduce barriers and increase the likelihood of consistent school attendance. The FESA coached mum to use her learning from the 'Togetherness' programme to build a morning routine with FESA support. This day to day support was reduced over time to move more responsibility to the parent.

As communication with school was difficult for the parent, the FESA worked closely with the pupil support teacher to ensure consistent communication around the young person's attendance, particularly recognising effort on more challenging mornings. Regular feedback was shared with the pupil support teacher so that achievements are recognised in school, creating a joined-up, supportive approach between school and family.

Through this coordinated approach, the young person's attendance has increased from 44% to 82%. The FESA now provides telephone support to the family who know they can call on her if the need to.