

North Lanarkshire Council Report

Education, Children and Families Committee

Does this report require to be approved? Yes No

Ref AG/AGI

Date 20/05/25

Resilient People: Improving Health and Wellbeing, Family Support and School Attendance

From Alison Gordon, Chief Social Work Officer

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Executive Summary

This report sets out for committee the continued progress in delivering whole family support locally, when families need it, in a way that addresses the impacts of poverty and reduces inequality – the core objective of the Resilient People Programme of Work.

In realising this ambition, the report illustrates how we are using additional funding through the Whole Family Being Fund (WFWBF), Scottish Equity Fund (SEF), the National Drug Mission Fund and the Community Mental Health and Wellbeing Support and Services Framework grant (CMHWBF) to support system change, in line with the council's new Operating Model, by resourcing preventative support at the earliest stage.

Members will also recall that we prioritise a family support approach to addressing school attendance issues. Often attendance is one of many issues affecting families. Throughout the report we highlight how tailored, trauma-informed and whole family support interventions support children, and their parents, attend school.

Recommendations

It is recommended that the Committee:

(1) Endorse 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

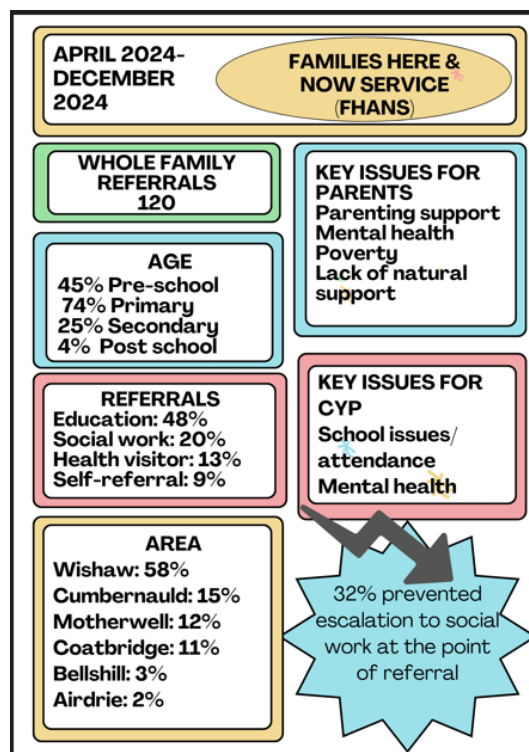
- 1.1 As reported to Committee in May and November 2024, the Resilient People Strategic Board is overseeing an ambitious programme of work to improve outcomes for children and their families through a long-term shift in resources to preventative support that gets the right support to families at the right time. The aim is to prevent need escalating and the consequent reliance on more costly and intensive services creating additional stress for children and their families. This is crucial in fulfilling the council's commitment to keep The Promise by upscaling family support that is flexible, accessible and relational. This programme of work also involves a shift in the way we work and is therefore linked with the council's new Operating Model programme to deliver more integrated and place-based support by the community, partners and the council. Some early achievements were presented to the Policy and Strategy Committee on 13 March 2025.
- 1.2 As part of their own commitment to keep The Promise, in 2022 the Scottish Government announced the Whole Family Wellbeing Fund to support local partnerships innovate around system change for families and reduce the need for crisis intervention. The Scottish Government has recently announced an extension to this fund as detailed in section 5.2 below. In North Lanarkshire, we have adopted a holistic approach in building the resilience of families which includes tackling poverty through direct financial assistance, a focus on skills and employability and whole family mental health and wellbeing. To this end, the Resilient People Programme Board has taken a strategic approach to the use of other temporary funding streams (for example, WFWBF, the CMHWBF and Fairer Futures funding), to ensure changes and innovations are aligned to maximise the impact for families. The Resilient People Programme Board also joins up developments to support adults through the Health and Social Care Partnership Strategic Commissioning Plan with work in children's services to achieve a whole family support approach.
- 1.3 While temporary monies have created some new capacity for change, these cannot be relied upon in the longer term. The Resilient People Board has therefore initiated a review of family support activity in North Lanarkshire as a basis for recommending a sustainable model of family support that fits with the new Operating Model by the end of this Programme of Work period. We have now created a baseline of family support activity across the council, including existing evaluation data, and the next step will be to cost and assess impact.
- 1.4 A significant part of the WFWBF has been invested in ensuring we have a universal offer of family support to prevent families reaching crisis point as far as possible, as required by the conditions of the grant. We have also taken a broad definition of family and, based on engagement with families, we have developed services at the additional and intensive levels and the focus of this report will be to provide committee with information about service provision and outcomes for children at each of these levels.
- 1.5 North Lanarkshire has had a continued focus on school attendance over the last two academic sessions. This is in response to both a local and national drop in attendance. In North Lanarkshire supporting families and meeting need has been at the centre of our approach to improving attendance alongside school-based initiatives. The coordinated and integrated approaches between schools, the community and voluntary sector and statutory services is key to improving attendance. The data show that we are continuing to improve attendance but that the strategic focus on this issue remains important to get back to pre-COVID levels, with a focus on those children and young people who have persistent absences patterns:

Attendance rate by sector - Session to end of March					
	2020	2021	2022	2023	2024
ASN	90.3%	84.9%	84.9%	86.5%	86.4%
Primary	94.3%	91.1%	91.3%	92.0%	92.7%
Secondary	92.2%	86.9%	85.9%	86.1%	87.4%
Grand Total	93.3%	89.2%	88.9%	89.4%	90.3%

2. Report

Whole Family Support – Universal Level

- 2.1 Members will recall the partnership of providers, led by Barnardos Scotland, who we have commissioned to deliver help to families at the earliest point of the GIRFEC staged intervention pathway. The Families Here and Now Service (FHANS) operate at universal level so is available to families to meet need at the earliest opportunity. Families can self-refer. The service also receives referrals from other agencies as part of wider planning for families where some intervention is required to prevent families reach crisis. The open access offers equity, making place-based family support available within each community in North Lanarkshire and removing barriers to access.
- 2.2 FHANS delivery started from April 2024 in the Newmains and St Brigid’s community hub area using a test and learn approach as a blueprint for expansion. Use of the service tracks the pattern of service expansion across North Lanarkshire with most referrals coming from Wishaw area to date as illustrated in the infographic below. FHANS scaled up to cover Cumbernauld and Coatbridge in October and November 2024 and expanded to cover the whole of North Lanarkshire from December 2024.



** Note that age section does not calculate to 100% due to siblings in a family and children and parents attending group/ workshop/ drop-in sessions are not included as they are not formal referrals**

2.3 In the period April 2024 to December 2024 FHANS received 120 whole family referrals, 61% were received from the named person, evidencing alignment with the GIRFEC planning pathway. Referrers have indicated that in 32% of cases, referring to FHANS for intervention prevented a referral to social work as the need was met at an earlier stage. Self-referrals are increasing as the service becomes better known and trusted. As can be seen in the infographic above the most common areas of concern for families are:

- mental health
- additional support needs,
- school-based issues including attendance,
- and poverty.

2.4 These issues are consistent with data from other family support services such as the Family Engagement Support Assistants. To address these areas, FHANS deliver a range of community-based support using interventions that extend to all life stages and address a broad range of needs, including:

- 1:1 direct support and intervention for children, young people, parents/carers and whole families.
- Drop-in support on a Friday and group activity-based support at the weekends and in the evenings delivered from the community hubs.
- A holiday activity programme for whole families and food vouchers, support to access material goods or activity vouchers.
- Play and art therapy for groups and individuals.
- A group has been established in two school areas for young people who are struggling with attendance

2.5 Delivery from community hubs has developed in line with the new Operating Model to ensure local support is available in communities. Education is the highest referrer evidencing how a joined-up approach between education and community support positively impacts on attendance and wellbeing. This is illustrated in the case study in Appendix 1.

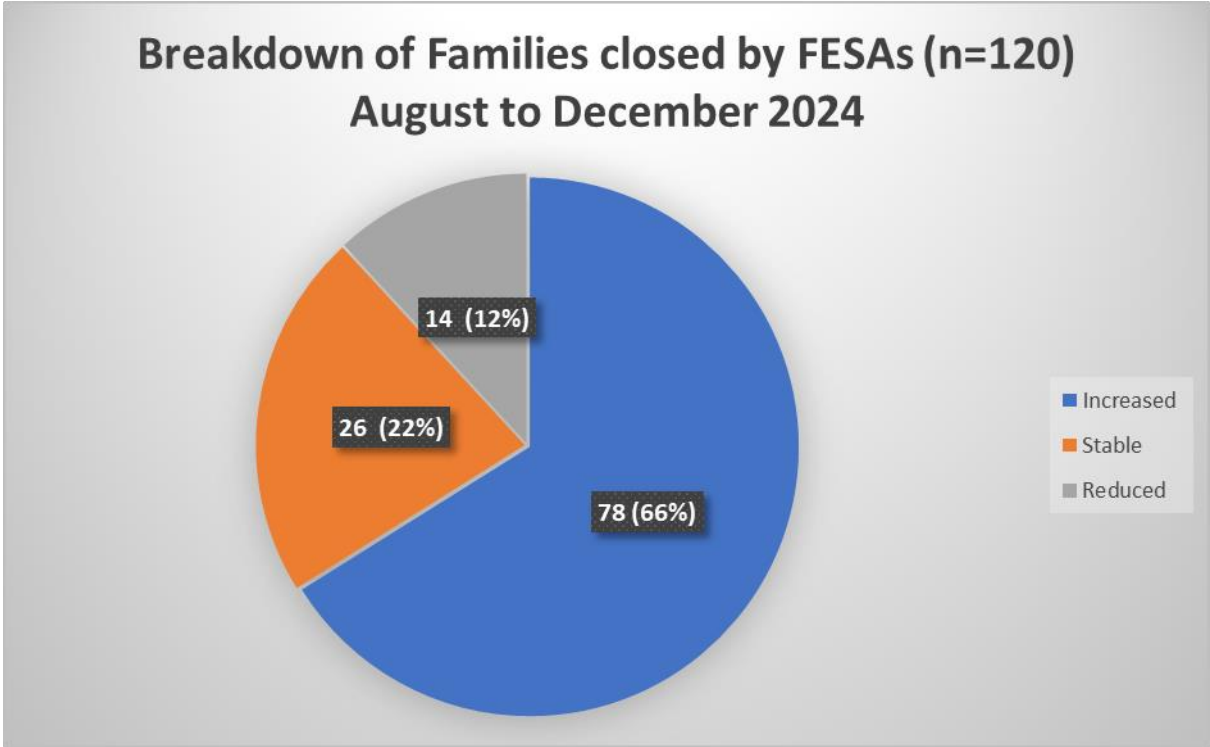
2.6 The service measures impact using a tool called Outcome Star at three monthly intervals. 79% of the children, young people and families who have completed an Outcome Star to date have reported improved outcomes. To prevent families reaching crisis, and as a measure of effectiveness, FHANS check in with families at regular periods following the ending of their intervention for up to 1 year. To date, no families have been reopened for support, indicating that families have been supported to develop their resilience.

2.7 Next steps will include a focus on tackling poverty through a programme of recruitment of adult volunteers to support other families and working in a joined-up way with Routes to Work to ensure consistent pathways to employability for families. Planning is underway to provide an integrated offer of support from community hubs with employability, the tackling poverty team, community learning and development and other voluntary sector supports in line with the Operating Model and to enhance the 'no wrong door' ethos.

Family Support– Additional level support

Family Engagement Support Assistants

2.8 Family Engagements Support Assistants (FESAs) were established to respond to families where attendance issues had been identified, using a family support approach. FESAs are now operational across all clusters with an additional 1.5 FTE operating in the ASN sectors. Over the period of August to June 2024 FESAs worked with 547 children and completed work with 120 children. The outcomes for the 120 as regards attendance are set out in the chart below:



2.9 Members will recall data on the FESAs, reported to committee in November 2024 based on information taken in June 2024 covering school year 2023/24. The current chart shows an increased proportion of children having improved attendance when compared with data from the previous report. It shows a similar percentage showing stabilised attendance and a smaller proportion showing reduced attendance.

2.10 Contact with FESAs over the period and consideration of individual caseloads suggests that this may be related to a number of factors such as:

- FESAs reporting they had become more experienced in the role and therefore more effective. The most experienced FESAs completed work with more families and had greater levels of success than those who had been in the post a shorter time.
- There is evidence of short pieces of work being carried out effectively with families to address issues more quickly.
- Targeting has become better with many children being taken on with attendance in the 30-70% range which seems to show best results as an early intervention strategy.

- There are better examples of schools and FESAs working together to make sure that attendance measures are accurate, and good use is made of individualised provision.

2.11 In order to better understand the families where the work did not result in higher attendance, work has been carried out looking at the 14 families where the service was not successful. This showed the following:

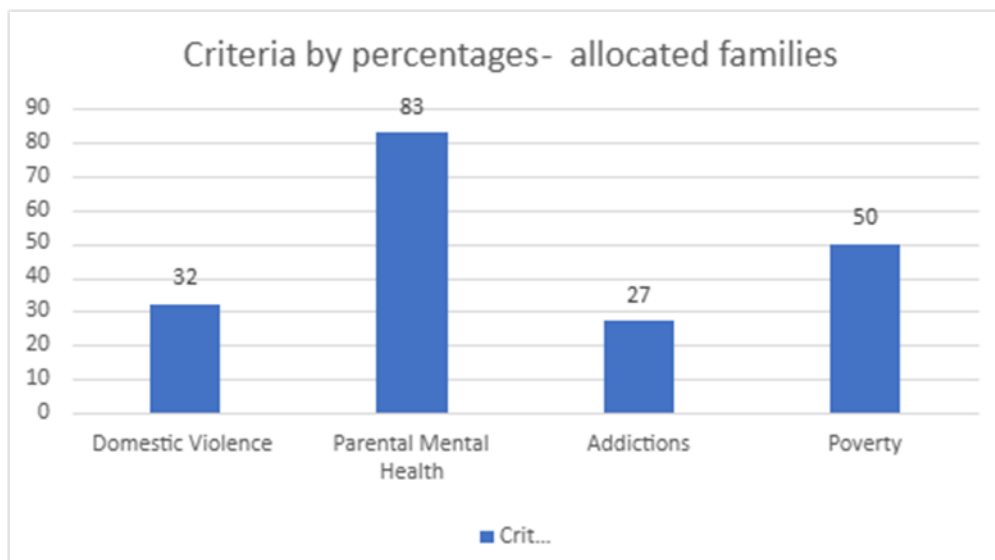
- 8 Families (the largest group) did not engage with support and more intensive supports are being considered through the Empowering Cluster.
- Families moved home and school. Those within North Lanarkshire are being monitored in their new school to see whether ongoing FESA contact is needed.
- children left school or moved to a focus on post school destination.
- 1 family decided to home educate

2.12 This data will help shape the training and approach of the FESAs going forward.

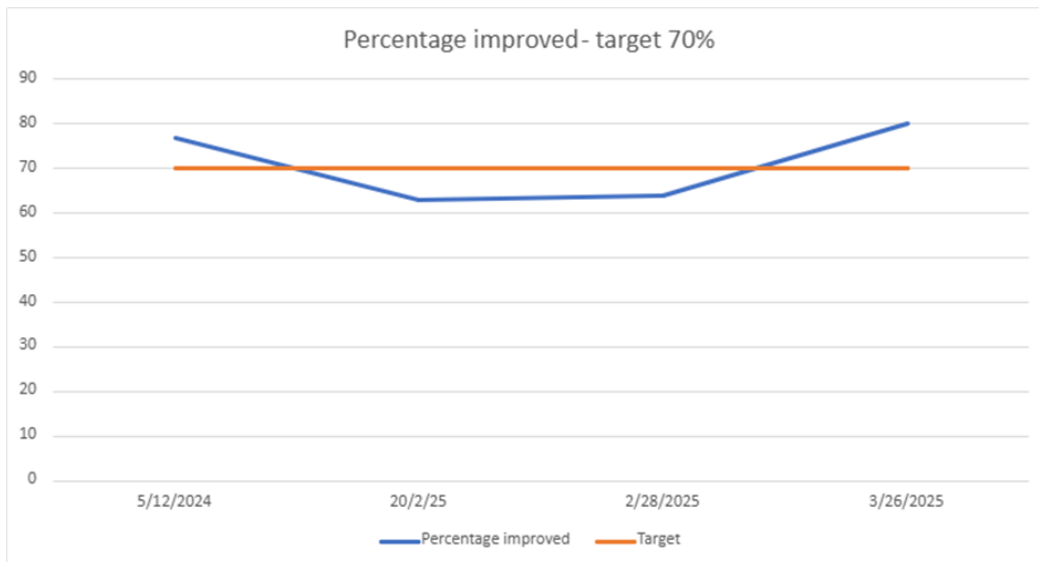
Early Years Family Engagement Service

2.13 The early years Family Engagement Service provides support to families with a child under 5 affected by substance use and other issues where more targeted support is required. The service is jointly funded by Scottish Government National Drug Mission Funding and the council. It has been fully operational for 18 months, and a total of 129 families have received support from the service across North Lanarkshire. Feedback from families can be seen in Appendix 2.

2.14 The graph below outlines the issues that the families are facing, with many families experiencing more than one adversity.



2.15 The service provides flexible whole family support to prevent difficulties escalating to the need for statutory involvement and has set an aspirational target to improve outcomes for 70% of the families engaging with the service (see graph below).



CLD based family support for children with additional support needs.

- 2.16 WFWBF has been used to provide a holistic one service approach across 7 days of the week, for families who have a child attending We Aspire or additional support needs schools through CLD family learning. The aim of the service is to complement the range of supports provided in schools to help families to better manage at home, improve mental health and prevent escalation of need.
- 2.17 Developing support has been focused on needs identified in each of the schools, and includes a range of individual, groupwork and community-based supports, for example:
- Transitional support from nursery to primary 1 in Firpark Primary
 - Transitional support between primary and secondary into S1 in recognition that this can be a challenging time when attendance can dip.
 - 1:1 supports
 - Yoga and relaxation
 - Weekend activities and groups
 - Family learning events
- 2.18 The service has worked with 143 individuals and impact is measured using the CLD family learning objectives. 132 people's wellbeing improved and 114 people experienced improved relationships, skills and confidence or accreditation or learning following intervention. An example is seen in the quote below, and further information can be found in Appendix 3.

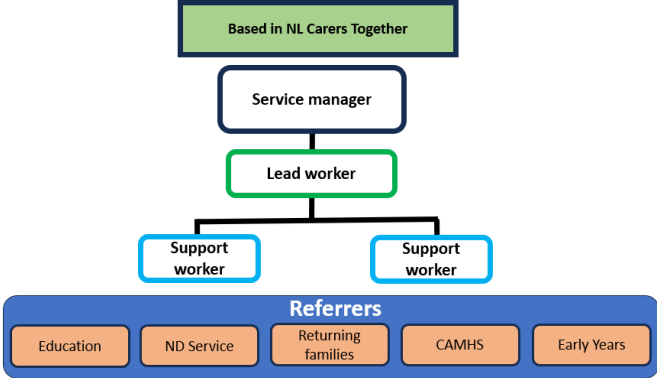
"The relaxation classes have helped me in a big way. I have suffered anxiety and Panic Attacks for years; this has been great for me the breathing techniques and all chill and help me function better at home with my son who has nonverbal autism"

Neurodevelopmental Family Support Workers

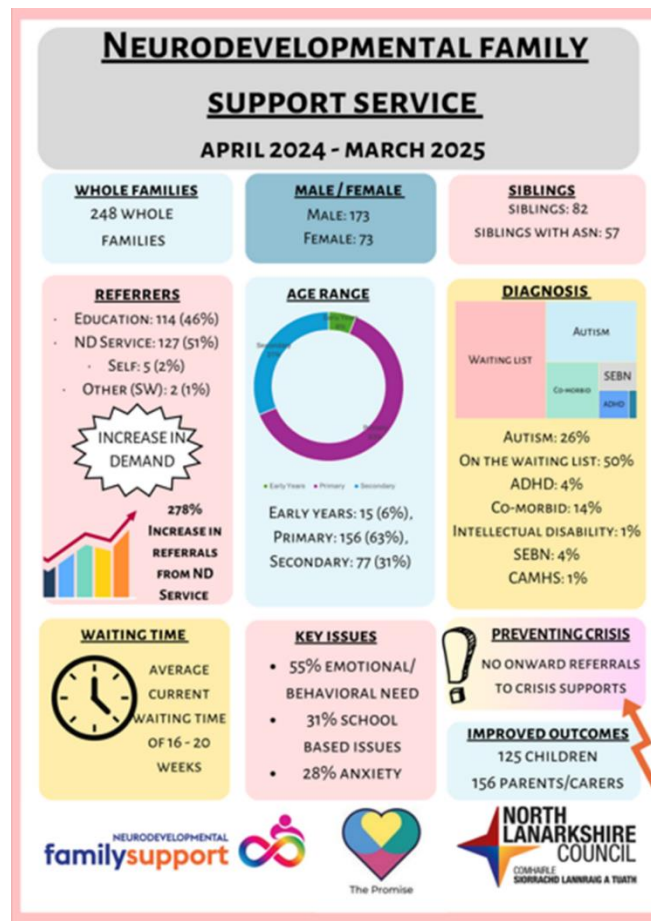
- 2.19 Members will be aware of the growing needs of families with children affected by neurodiversity. Our Neurodevelopmental family support service, provided by Carers Together, has seen a 278% increase in referrals from NHSL and a 40% increase in referrals from Education between April 2024 to March 2025.

2.20 In response to this increasing need, and in consultation with families, we have used WFWBF and CMHWP funding to enhance the service by extending the value of the contract and adding an additional two staff members as illustrated below.

ND FAMILY SUPPORT SERVICE STRUCTURE



- 2.21 The service provides a range of interventions including:
- 1:1 support for children, young people, siblings, parent carers and whole families.
 - Groupwork and peer support activities.
 - Advice and guidance about needs of a child or adapting an environment to meet need.
- 2.22 In the past year, no onward referrals have been made to intensive level supports and furthermore the team have received no requests for family support from anyone attending workshops. This is an indication that ND family support is effectively responding to need at the earliest time and building resilience that prevents escalation.
- 2.23 The council operating model has facilitated local delivery from Community Hubs and education cluster and wellbeing bases. The collaborative approach of the service has produced successful examples of joined working across, education, health and wider community partners. An example of this integrated working can be seen in Appendix 4.
- 2.24 An increasing number of support requests are for children who are pre-school age. A successful test of change was undertaken between ND Family Support and two early years family learning centres, and the initiative has been extended. Feedback is included in Appendix 4.



2.25 Members may recall that in the previous report we highlighted a test of change underway between the NHSL Neurodevelopmental Team, 2 school clusters, the ND Family Support Service and Hope for Autism, focused on promoting continued school attendance over the critical transition from primary to secondary school. The first year of this pilot has been completed successfully, with positive feedback from parents, and good school attendance for all those who transitioned to S1 as they now prepare to move to S2. The focus is now on continuing to support those children to maintain progress, while assessing the needs of the new P7 cohorts as they move to secondary school. The success of the joined approach to support has been captured in the quote below:

"Carers Together have been involved with a Neurodevelopmental Service Test of Change. Part of the test is about supporting the young people during transition. One girl in particular had challenges, but there was immediate action from Sarah to support the young person and her parent. This has resulted in the young person remaining at school, a really positive outcome. The team have a wealth of knowledge and experience that really support our families during all stages of their neurodevelopmental assessment. The service offers a great support to families."

Suzanne Shields, Clinical Manager,
Neurodevelopmental Service for Children
and Young People

Family Support – Intensive Level

Social Work Intensive Services

2.26 Social Work intensive services work alongside locality based social workers and support staff to provide additional support to children and young people and their families to prevent accommodation and support maintain family care. Intensive Services comprises Community Alternatives, working mainly with older children; Families First, working with younger children; Youth Bridges supporting young people in conflict with the law and with reintegration from prison/secure care to the community; the Aftercare Hub supporting care experienced young people and care leavers; and Family Group Decision Making / Lifelong Links supporting individuals and families to strengthen important relationships and the natural support network. The service operates seven days a week, providing intensive (sometimes daily) support on an individual, family and groupwork basis. The service is currently working with 463 individual children.

2.27 Between April 2024 and March 2025, the service concluded intervention with 360 children. The graph below highlights the underlying issues experienced for these children and their families at point of referral.



(Other – physical and emotional health, housing, lifestory work, relationships, aftercare)

2.28 When intervention concluded, the service is reported to have achieved the initial outcomes in full for 66% of children and their families and partially for 15%. In large part, this meant keeping children within the parents or extended family and avoiding the financial and human costs involved in this. 12% of the interventions with children and their families that concluded that the initial outcomes were not achieved. This is being reviewed by the team to understand what didn't work for those children and their families.

Family Group Decision Making

- 2.29 As previously reported, working from a strengths-based approach to support children remain in their family, our Family Group Decision Making (FGDM) service supports families build on family assets to sustain family care. The service has supported 107 families referred during April 2024 – March 25. The identified outcomes were to prevent accommodation, rehabilitation, maximise supports pre-birth, mediate and agree a family contact plan or to mobilise family support. 85 families have been supported to agree a plan, concluding with a Family Group Decision Making Meeting or this is being scheduled. 22 families have completed a significant piece of work, whereby a plan has been achieved without the requirement for a formal meeting. There were 30 families referred to the service where work did not progress due to a change in the child's plan or due to a withdrawal of consent or non-engagement.
- 2.30 A fuller report on the work of Family Group Decision Making will be brought to committee in November 2025.

Kinship Care and Virtual School

- 2.31 Within the Virtual School we have funded an additional worker to take a whole family support approach to improving outcomes for children in kinship care. The worker has contributed to stability at home and supported 29 young people to achieve National 3/4 qualifications, with over 70% of young people on track to achieve a minimum of five qualifications. The role has contributed to the **93%** reduction in exclusions for care experienced learners since 2019/20 with 8 exclusions session 24/25 in comparison to 11 the previous year.

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
- 3.5 Reduction in number of children being cared for outside of their family

4. Supporting documentation

- 4.1 **Appendix 1:** Families Here and Now Service (FHANS) Case Study and feedback.
- 4.2 **Appendix 2:** Feedback from parents for Early years Family Engagement Service.
- 4.3 **Appendix 3:** Information from consultation and work undertaken by CLD ASN Family Support.
- 4.4 **Appendix 4:** Child case study on Neurodevelopmental Family Support Workers & Feedback from early years test of change.



Alison Gordon
Chief Social Work Officer

5. Impacts

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 No

If Yes, please provide a brief summary of the impact?

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 No

5.2 Financial impact

Does the report contain any financial impacts?

Yes No

If Yes, have all relevant financial impacts been discussed and agreed with Finance?

Yes No

If Yes, please provide a brief summary of the impact?

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. The Scottish Government has now confirmed funding of £2.687 million for 25/26 and 26/27.

The Children's Services Partnership Board has responsibility for the governance of the fund and has the final decision about allocation.

In a letter dated 26 April 2023, Scottish Government confirmed that WFWF can be carried over to allow for planning. The current value held as an Ear marked reserve (EMR) is £5.313 million.

5.3 HR policy impact

Does the report contain any HR policy or procedure impacts?

Yes No

If Yes, have all relevant HR impacts been discussed and agreed with People Resources?

Yes No

If Yes, please provide a brief summary of the impact?

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 No

If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?

Yes No

If Yes, please provide a brief summary of the impact?

5.5 Data protection impact

Does the report / project / practice contain or involve the processing of personal data?

Yes No

If Yes, is the processing of this personal data likely to result in a high risk to the data subject?

Yes No

If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk

Yes No

5.6 Technology / Digital impact

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?

Yes No

If Yes, please provide a brief summary of the impact?

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)?

Yes No

5.7 Environmental / Carbon impact

Does the report / project / practice contain information that has an impact on any environmental or carbon matters?

Yes No

If Yes, please provide a brief summary of the impact?

5.8 Communications impact

Does the report contain any information that has an impact on the council's communications activities?

Yes No

If Yes, please provide a brief summary of the impact?

5.9 Risk impact

Is there a risk impact?

Yes No

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?

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.

5.10 Armed Forces Covenant Duty

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)?

Yes No

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.

5.11 Children's rights and wellbeing impact

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?

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).

A CRWIA has been undertaken in respect of Children's Services Planning Partnership and the focus on family support within the CSP upholds the interlinked rights of children

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

A CRWIA has been carried out for the commissioned family support service.

Yes No

IMPACT SO FAR



The Plan for North Limerick
PROGRAMME OF WORK

PREVENTING ESCALATION
"It feels like a big weight has been lifted"

THE RIGHT SUPPORT
"... Came into our lives just when we needed them"

NO WRONG DOOR APPROACH
"...Helped us to see what was out there for our family"

INCREASING ACCESS
"...I had nowhere to turn... things are so much better now"

FAMILIES HERE AND NOW SERVICE FAMILY SUPPORT CASE STUDY (March 2025)



Family context
Self referral made by mum to FHANS. Mum reported child has genetic conditions, autism, learning difficulties and health problems. Child was extremely isolated, didn't attend school for 3 months, reporting being bullied and poor mental health. Rarely leaving the bedroom, poor hygiene and lack of socialisation.



Benefits of integrated support and responsive delivery in the local community.

Presenting issues

Child's mental health/wellbeing.
School attendance.

Parental support.
Additional needs of child.
Mum made application for an ASN placement but had incorrectly filled form.

Support provided

Emotional & practical family support.
Communicated with school
Planning for child's wellbeing meeting.
Community FHANS group at Christmas
Community Hub Art group by FHANS
Plan for support at school 2 days weekly

Outcome

Child's wellbeing improved
Child is engaging with family life.
Following a plan for increased school attendance
Positive engagement with peers & active part of community groups.

SYSTEM BENEFITS
Earlier help saved the cost of intensive supports.
Sustainability/ future long-term
<ul style="list-style-type: none"> Family resilience building. Reduced demand on intensive resources. Social integration.

Appendix 2: Early Years Family Engagement service feedback

Feedback from Families

"...it has shown me that we can have these positive experiences and I don't need to feel like I am a burden to anyone."

"She has listened, encouraged, motivated and supported me during each outing and has been so engaging and involved with the kids"



"I would love to continue working with them and keep working on building up my confidence and having their positive influence and support."

Feedback from Families

"...has been a big massive help and easing my anxiety around nursery and other aspects of our life"

"...I was at a stage I didn't know where to turn regarding my daughter and issues."
"...what a difference she has made to us"



"This service has been a great support to me and my family. I have a friendly non-judgmental worker, who will go out their way to help. This support is helping us with different areas of our family life."

Appendix 3 ASN family support (CLD)

WFWF Data return 1st June 24 – 1st April 25

Programmes and Interventions

Programmes/ interventions being delivered.	One to One Supports, Mini me Yoga, Family Learning events, Relaxation Techniques for parents, wire design project, Parent voice.
Venues used for delivery	We Aspire Skills Academy, Firpark Secondary, Bothwell Park High, Buchanan High, Mavisbank School, Devonview Nursery ASN room, Chapelside Community Centre, Summerlee Heritage Centre, Link Community Centre, Newmains Community Hub, Riverbank Community Hub.
No of individuals supported	143



Outcomes – As a result of attending CLD Interventions

132	Unique individuals have achieved a Health and Wellbeing Outcome.
114	Families have achieved a Family Learning outcome

Impacts Statements

Relaxation – Breathing technique workshop	The relaxation classes have helped me in a big way. I have suffered anxiety and Panic Attacks for years; this has been great for me the breathing techniques and all chill and help me function better at home with my son who has nonverbal autism
Relaxation – Chair Yoga classes	“Thank You” seems a poor repayment for all I have gained from the group. I write all this to highlight how important a group like this can be, the value of teaching people how to take a more healthy and positive approach to their mental health.
Mini Me Yoga	‘This group has really helped my family’

Parent Voice planning for Easter

We have been liaising with Parents from Firpark and Clydeview Parent Council to co-produce a consultation that can help us to look at holiday provision for Families with Children/ Young People with additional support needs. We agreed to create a teams form and share this ahead of our Easter programme.

We received 129 responses from parents across all ASN establishments and the feedback was varied in terms of supports needed. The feedback received showed that 91% of Families would like to attend 'Meet ups' out with school time would be something they would attend and so during the Easter break, we intend to offer six opportunities for families to come together in their local community and enjoy activities that they have highlighted as appropriate. We hope to build on this engagement with parents as it has allowed us to respond to the needs identified by families.


Parent Feedback from Holiday Provision Consultation

- CLD are brilliant for everything they do to support ASN children. I really appreciate it as we can always feel a bit forgotten about.
- Anything for ASN during the holidays would be a blessing.
- Siblings able to attend for families with no other childcare.
- It feels great to know that my experience and opinions will help to shape services that improve experiences for young people in the future.

Appendix 4- Child case study on Neurodevelopmental Family Support Workers & feedback from early years pilot

NEURODEVELOPMENTAL FAMILY SUPPORT CASE STUDY (March 2025)

Family context
 Child is 14 & has Downs Syndrome. She was referred to the ND Family Support Service by her ASN High School after a planning for children's wellbeing meeting, having not attended since Covid.
 Child's parents were feeling overwhelmed, frustrated and worried about lack of support. Parents were worried about child's isolation, lack of attendance at school and inability to engage in Neurodevelopmental assessment.



Child unable to give her views but her picture is on the left & this case study is designed in the colours she LOVES. She engages amazingly, she loves to play practical jokes on the worker, often giving her a big fright!


MUM'S VIEWS
 "From our initial contact with the family support service, I felt listened too, understood and felt the team were willing to help and make adjustments to support our family! ...Surprisingly (child) did engage which was great for us to see! It was also beneficial for us to understand the service, provide information and support on other areas ...which helped us as parents new to it all!"

Presenting issues	Support provided	Outcome
<ul style="list-style-type: none"> Child anxious and avoidant Not leaving the home Not attending school Not engaging in ND assessment. Parents struggling to manage SDS budget. 	<ul style="list-style-type: none"> Built a relationship & offered consistent emotional and practical advice. Visited every week & spoke to child through the door, on the stairs and then in her room! Engaged with ND service & negotiated assessment at home with the worker present. 	<ul style="list-style-type: none"> ND service completed intellectual & Autism assessments- AT HOME! Educational psychology visiting at home to assess for school placement. Family feel confident using SDS budget to get a PA. Improved communication tools between child and circle of support.

An example of feedback from the early years test of change:

I really benefitted from speaking with the Carers Together team. I felt a bit lost before speaking to them with my child's struggles but after speaking to Karen I was given lots of helpful tip. I really feel more parents would benefit from speaking to Karen more regularly with hints/tips with our child's behaviours even just to talk and know you're not alone.

Parent involved in the Early Years pilot



“Having Karen in to support our parents has been beneficial to our children and staff. Having the opportunity to spend time talking to the parents and the change to listen uninterrupted was great. It was really relaxed, and I feel that the parents involved really opened and were happy to share. It was a slow build to get the parents involved but once they did everyone said it was invaluable knowledge and support. Parent are asking when Karen will be back.

Dunbeth Equity & Excellence Lead