



**North East and  
North Cumbria**

# Family Support Service

A service supporting families across the  
Tees Valley

**family.support@daisychainproject.co.uk**

**01642 531248 (Option 1)**

**<https://daisychainproject.co.uk/family-support-service/>**



**DARLINGTON**  
Borough Council



**HARTLEPOOL**  
BOROUGH COUNCIL



**Stockton-on-Tees**  
BOROUGH COUNCIL

If you live in the Tees Valley, the Family Support Service, delivered by Daisy Chain, is here for you. The team supports the families of young people aged 0-18 years, no matter where they are on their Autistic, ADHD, Sensory Processing or Foetal Alcohol Spectrum Disorder (FASD) journey. This means that your young person does not need to have a diagnosis or be on the neurodevelopmental pathway to access support from the service. The Family Support Service is here to listen to your concerns and offer you support.

**This information is available in other languages on request.**

# What We Do

Telephone  
Appointments

Support  
Strategies

No limit to  
the number  
of times you  
can access  
support

Review of  
support

Sessions for  
children and  
young  
people

Free online  
learning  
opportunities  
for parents/  
carers

Community  
coffee  
mornings

Multi-  
Agency  
Drop-In's

Referral to  
appropriate  
services if  
applicable

Offer  
support

Custom  
visuals

Social  
Stories

# Support

Your Family Support Team can support in various different ways, including developing routines, visuals, social stories, understanding communicative behaviour, sensory strategies and regulation. We can also signpost and refer to other services that could support you.

Support is available to anyone living in the Tees Valley. This encompasses Stockton-on-Tees, Middlesbrough, Hartlepool, Darlington, and Redcar & Cleveland. Bespoke visuals include visual timetables, 'now and next' boards, and social stories. These can help children and young people to feel more confident about what is happening and when it's happening throughout the day, and in turn support them to feel less worried. The visuals can support transitions from one activity to the next and increase understanding and processing of situations, events and changes to normal routines.

## What can I expect?

Once we receive your referral, a member of our Triage Team will call and register you. They will then offer you a telephone or face to face appointment with one of our Family Support Leaders if required. This will give you an opportunity to have a 1:1 chat about your family, what is working well, and what you would like support with. We can also provide you with all the information for community drop-in sessions in your area if you prefer. You can view information for all drop-in sessions at

[www.daisychainproject.co.uk/neurodevelopmental-child-and-family-support](http://www.daisychainproject.co.uk/neurodevelopmental-child-and-family-support).

We always enjoy meeting parents/carers. Attendees of our community coffee mornings often feedback that it's a great place to feel heard and supported by other parents/carers who understand. A member of the family support team will always be there to lead the session.

# Sessions for children and young people

*\*Only available in Stockton-on-Tees, Hartlepool & Darlington\**

Children and young people are offered the opportunity to develop their communication, interaction and social skills through a six-week programme suitable for their age range and needs. The small group sessions will run one afternoon per week for six weeks.

Children or young people and their parent/carer will be expected to attend all six sessions. Individuals do not need a diagnosis or be under assessment to access the sessions.

**Social Communication Group** – this programme is designed for children aged 3-5 years. It encourages children to develop communication skills, turn taking, sharing, and social skills through play.

**Social Skills Group** – this programme is designed for primary school children aged 6 – 11 years. The programme encourages children to develop social skills, communication, interaction, sharing, turn taking, respect of personal space, patience, responsibility and so much more.

**Talk About for Teenagers** – this programme is designed for secondary school children and teenagers aged 11 – 18. The programme is designed to support young people in developing communication skills, promoting self-confidence and understanding of self, and skills to develop and maintain friendships.

## How to refer

*Referral will be via assessment from a Family Support Team Leader. Information about the course will be discussed in detail with the parent/carer to ascertain the suitability of the programme. The Family Support Team Leader will also check the eligibility criteria for the child or young person prior to referral to ensure it is appropriate.*

"Thank you for supporting us in all of this. It honestly means a lot that someone is fighting for my child's needs to be met."

# Learning opportunities

As part of the Autism Central programme, weekly parent learning opportunities are delivered virtually, covering a variety of neuro related topics. The topics below are examples only and this list is not exhaustive. It is designed to give you an idea of the content we can cover, but if there are any specific sessions you would like us to host, please do let us know. We love to hear your feedback and will do our best to accommodate!

- Introduction to neurodiversity
- Girls and Autism
- Transition
- Back to School
- Supporting with Sleep and Eating
- Wellbeing for Parents and Carers



Our sessions are relaxed and informal and a great opportunity to gain knowledge and share tips and ideas. Autism Central is a new programme designed and developed to deliver high-quality and accessible autism information, education and coaching for families, parents, carers, and personal assistants. Find out more and book sessions:

<https://www.daisychainproject.co.uk/autism-central/>

## Referral routes

➡ Self referral: Parents/carers can contact the team directly via email, phone, online or attending a drop in.

\*Professional referrals are not being accepted at this time\*

*[family.support@daisychainproject.co.uk](mailto:family.support@daisychainproject.co.uk)*

*01642 531248 (option 1)*

*<https://daisychainproject.co.uk/family-support-service-contact-us/>*

# Parent / carer support

We provide a range of parent/carers support sessions in addition to learning opportunities, including weekly coffee mornings and monthly multi-agency drop-ins in each local authority area.

View all information, including drop-in locations and times, at:  
[www.daisychainproject.co.uk/family-support-service/](http://www.daisychainproject.co.uk/family-support-service/)

Join the Family Support Service Facebook group:

<https://www.facebook.com/groups/familysupportservicesvalley>



## Getting in touch

We know that you could be feeling overwhelmed right now and that picking up the phone might be difficult. If you'd rather not contact us direct you can ask school, your health visitor or any other professionals involved in your family's care to share your details with us, then we will contact you.



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