



North East and  
North Cumbria

# Family Support Team

A service supporting families across the  
Tees Valley.

[family.support@daisychainproject.co.uk](mailto:family.support@daisychainproject.co.uk)  
01642 531248 (option 1)



**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 young people aged 0-18 years and their families, no matter where they are on their autism, 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 team is here to listen to your concerns and offer support.

This information is available in other languages on request.

# What We Do

\* Covid permitting

Telephone Appointments

Strategies

No limit to the number of times you can access support

Social Stories

Review of support

Custom visuals

Sessions for children and young people

Offer support

Free online learning opportunities for parents/ carers

Referral to appropriate services if applicable.

Work with other services to support your family

Community Drop-in Sessions\*

# Support

Your Family Support team can support in various different ways including developing routines, visuals and social stories, understanding communicative behaviour, identifying your child's needs and 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, 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 admin team will call and register you. They will then offer you a telephone appointment with one of our family support leaders, 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 drop ins 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

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.

“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.”

## 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.*

# Learning opportunities

We run weekly sessions over Zoom, covering a variety of 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 neuro-diversities
- 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.

*"Before speaking with yourself I was bewildered as to what to do or think my next steps were to be.*

*I was struggling to absorb the information that had been given to me and by speaking to yourself, you helped put it all into perspective for me, advised me what my next steps should be, signposting me etc.*

## Referral routes

- Self referral: Parents/carers can contact the team directly via email, phone or attending a drop in.  
family.support@daisychainproject.co.uk  
01642 531248 (option 1)
- Professional referral: Any service or professional working with a family can refer by emailing referral.familysupport@daisychainproject.co.uk and completing a referral form.

# Parent / carer support

We provide a range of parent / carer support sessions in addition to learning opportunities, including 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/familysupportserviceteesvalley>

## 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.

They can obtain a referral form to complete by emailing [referral.familysupport@daisychainproject.co.uk](mailto:referral.familysupport@daisychainproject.co.uk).

