



Building  
stronger  
families

# An Introduction to the West Suffolk Neurodevelopmental Support Service

# Who Are We?



We are Family Action



Team of 5



Serve West Suffolk



Commissioned by West Suffolk ICB



Part of the NDD Pathway/Coordination Function offer - support includes pre, during and post diagnosis

# What Do We Offer?

## Personalised Support

(Referral via the co-ordination function)

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1:1 person-centred, goal-focused support for families

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Liaise with schools

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Advocate for families

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Awareness of other support services - signposting

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Referrals to other providers

## Courses

(Can self-refer)

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**Plan Bee** - 3 Week Course for parents, each session is 2 hours long - virtual and face-to-face courses available

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**Bespoke online Workshops** - eg; Sleep, Anxiety, Social Skills & Friendships, Transitions - (1 hour sessions) - virtual

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**Teen Life** - National Autistic Society Programme for Parents and Carers (6x2 hour sessions) - face-to-face course

# What Do We Offer?

## Kept Informed

(Can self-refer)

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**Newsletter** - has neurodivergent focused articles in each month, useful links, upcoming courses, local info

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Available to both service users and non-service users

## Monthly Drop-in

(Can self-refer)

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Families can support each other locally

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Current drop-in based in Bury St Edmunds (Oakes Barn)

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Haverhill drop-in  
Coming Jan 2024!

## Plan Bee Aims:

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Develop an understanding of your child's individual needs.

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Understand how these needs impact the individual

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Understand how to use a NEST plan

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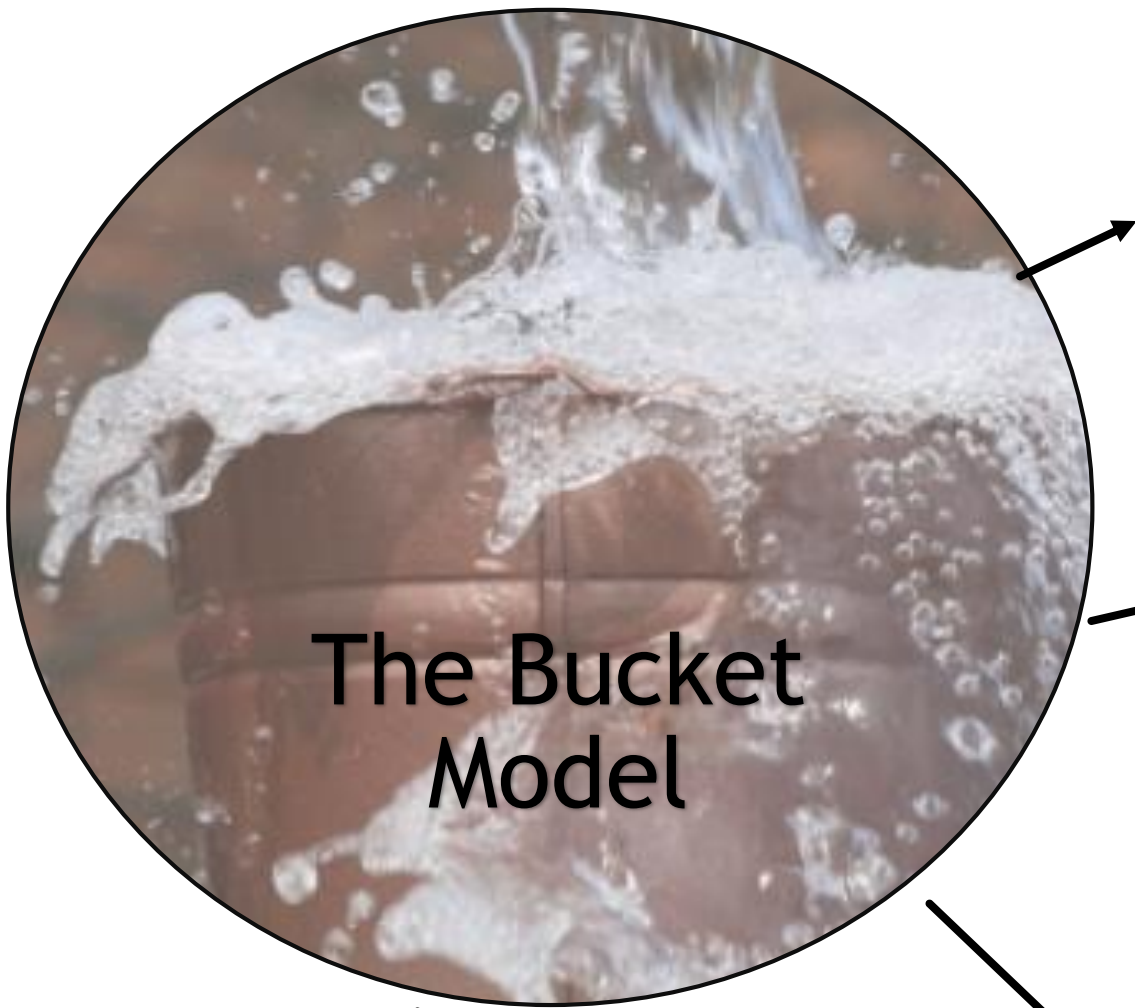
To develop new skills and strategies to support your child, and support others to understand them

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Peer support



“When a flower doesn't bloom, you fix the environment in which it grows, not the flower.” Alexander Den Heijer



## The Bucket Model

We all have a bucket - it represents our capacity to manage or hold our emotions and stress - when we reach maximum capacity, it overflows.

The bucket model is key to our course - it encourages families to look at behaviour in a different way. It can support communication around stress and overwhelm as well.

All behaviour is communication.

We consider what might fill our bucket/a child's bucket and think about ways to avoid overflow.



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Setting (when, where, who was there?)	Trigger (what happened before?)	Action (what exactly did they do?)	Response (who responded and how—what was the result for the child?)

<b>Situation:</b>	
Potential Triggers:	
Hopes for me: Hopes for my child:	Strategies:
First signs of dysregulation:	

## Strategies and Resources

We encourage families to create strategies based on their child's needs.

The STAR diary helps parents break things down into categories and be reflective.

We also use a NEST plan to help them be proactive in supporting their child and meeting their needs in planned situations, eg, doctors appointment.





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“We did find Plan Bee useful it gave us a different perspective on things and explained a few things that we were still struggling with so it was excellent I'm glad we attended thank you for your support we have been

“this course has helped me so much with things I understand and can use, would love to do it again if I needed more help”.

“the course was so valuable the bucket model change was like magic...nothing else worked like the Plan Bee course did”.

“I wish these services would stop, they are so helpful I can't express how grateful I am for all of you”.



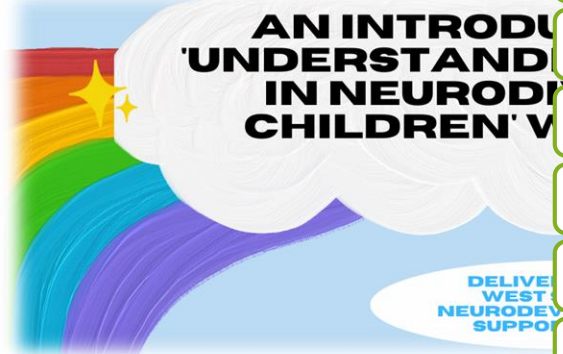
# Plan Bee Feedback



# Workshops



Building stronger families



- An introduction to...
- We are not experts in the field.
- Empower parents with knowledge.
- Share strategies and invite them to choose what works.
- Very accessible online.
- Last an hour and offer time at the end for questions.



ALL EVENTS ARE FREE

## Transition Workshop

Transition workshop to help your child transition to a new school or a new class

The graphic includes several colorful paper clips (yellow, green, blue, orange) and blue starburst shapes scattered around the text.

### Supporting Children/Young People with Social Skills and Making Friendships Workshop

Free Workshop

**Aims of the workshop**

- \*Explore why your child may face difficulties with social skills
- \*Explore different strategies to help develop your child's social skills.
- \*Design your own strategies to help develop your child's social skills

A photograph of two young girls standing and talking to each other. One girl is wearing a green dress and the other is wearing a brown dress. They appear to be in a classroom or workshop setting.

Really helpful workshop as is always the case for family action workshop/courses. thanks so much again. (Transition WS)

Thank you for lots of valuable ideas and advice. It was reassuring to know our family is not alone. (Sleep WS)

Great to get better insight on how to help girls with autism develop better social skills. Would be fantastic if there were places for girls to meet up with people like them. (Social Skills WS)

Informative and reassuring. Relaxed and inclusive approach. Great to be on zoom so don't need to travel. (Anxiety WS)



# Workshop

# Feedback

# Family Line

Free service available to support adult family members on all aspects of family life issues via telephone, text message and email or live chat. Whether it's emotional support or practical advice on any aspect of parenting or broader family issues, call: 0808 802 6666, text: 07537 404282, email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk) or live web via our website [www.family-action.org.uk](http://www.family-action.org.uk).

Monday to Friday: 9am -9pm. The helpline will be covered by SHOUT our text crisis line outside these hours including weekends and bank holidays.



Family  
Line



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# Contact Details



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(Find our service under the Family Support section).
- ▶ Find us on Facebook: **Family Action West Suffolk Neurodevelopmental Support Service**