

Education Welfare Service Transformation Project

Parents and Carers Feedback



What you told us

You want us to:

- Improve our communication with you about school attendance.
- Improve our partnerships with health services so that we can offer a more collaborative approach in supporting your family.
- Develop programmes for you that enable and empower you to support your children attending school.
- Focus on emotional health and wellbeing in supporting and managing challenges with your children.
- Provide a single point of contact in schools so that you can access support.
- Improve our partnerships with health services so that we can offer a more collaborative approach in supporting your family.
- Develop positive relationships with you and provide specialist support for the needs of your family.

What we are doing with your feedback

There is a lot to consider in developing how the new service will run and deliver support. Some things we are currently considering are:

- Developing and maintaining effective communication with schools, parents/carers, and children and young people.
- How to work better with health services to support your family.
- The development of intensive programmes of support for families and schools of high need including placement in schools for some Service staff.
- Focusing more on supporting your family with emotional health and wellbeing and relationships.
- Providing single points of contact for young people, for parents and carers and for schools from the school and the Education Authority.

We will use your feedback to make recommendations on how the Education Welfare Service is to be redesigned so that it meets the needs of you, our parents and carers, and your children in positive attendance in 2022 and into the future. We will soon be in touch to ask for your feedback on the draft model of our new EWS service and how you would like us to engage with you.

