



**Passionate about Understanding, Embracing and Celebrating Neurodiversity**  
**Jennie Rayson**

# Who We Are

**A dedicated group of professionals  
who also happen to be parents of  
neurodivergent children**



- Hertfordshire based charity
- Established in 1996
- Set up by a parent to help other parents
- Range of services for parents, carers and professionals
- Designed and delivered by parents who walk the walk
- In person & online across the county

# What we've done... so far 2023-24!

See how we have supported the community in the last 12 months...

**11,464**

Parents/Carers &  
Professionals  
trained

**1,720**

Helpline calls  
answered

**7,879**

Facebook  
members

**126**

Parents & carers  
coached

**533**

Professional  
members

# Notes for Slide 3

## Our services include:

**Training and Consultancy** – We provide courses and workshops for practitioners, professionals, parents and carers in education, health and social care.

**Coaching** – We offer coaching sessions either in the home, by phone or Skype. One of our ADHD/Autism Specialist Coaches will work with you on a weekly basis to help support you through any difficulties to improve your family life. All of our coaches have relevant qualifications and first-hand personal experience of living with these conditions.

**ADHD Specialist Services** – We now provide a consultancy service for schools and also the QbCheck as a pre-assessment tool for anyone aged from 6-60.

**Support and Helpdesk** – We provide monthly support group meetings in Hertfordshire (currently online) plus a telephone helpdesk, 01727 833963.

**Membership of ADD-vance is free.** Being a member means you will get priority information for ADD-vance courses, training and workshops. ADD-vance never share your contact information with any 3rd party and we will only email with carefully selected relevant information.



# Hertfordshire's Neurodiversity Support Hub

01727 833963

supporthub@add-vance.org

**Neurodiversity Support Hub**  
For Parents, Carers and Professionals in Hertfordshire

We can offer support, signposting and guidance about a whole range of things including but not limited to:

- Understanding ADHD/Autism
- Distressed Behaviours
- Anxiety
- School

The phones are answered by our team of parents and carers of neurodivergent children and young people

Are you a Parent, Carer or Professional?

**01727 833963**

supporthub@add-vance.org

Opening Hours  
9AM - 1PM - Monday, Wednesday & Friday  
9AM - 3PM - Tuesday & Thursday  
7PM - 9PM - Wednesday (By Appt)

Here to support, reach out for a listening ear

We Can't :  
• Give updates/ fast track places on waiting lists  
• Recommend specific private assessors

No Diagnosis Required

SEND Hertfordshire's Local Offer  
ADD-vance The ADHD and Autism Trust  
Herts Parent & Carer Involvement  
Hertfordshire  
MH LDR Hert's Mental Health, Learning Disability and Autism Health and Care Partnership  
NHS





# Hertfordshire's Neurodiversity Support Hub

- No diagnosis necessary
- For parent/carers and professionals
- 9am-1pm Monday to Friday
- Tuesday and Thursday open until 3pm (term time only)
- Wednesday Evenings for 2 hours - bookable
- Call handlers are all experts by experience
- Information, support and signposting
- Email support outside of helpline hours
- 121 Support for more vulnerable families

**“Incredible support. When I called I was feeling very anxious and when I finished the call I felt much stronger and had a renewed sense of positivity.”**

**“Amazing support via the helpline - it was just what I needed - knowledgeable, very supportive and helped me work through a plan of action. It was an amazing experience. Thank you.”**



# Hertfordshire's Neurodiversity Support Hub



## Recent Call examples

- Parent phoned to discuss her daughter (6) who doesn't yet have a diagnosis, but suspected ADHD.
- School are constantly pulling her aside in the playground to discuss her 'challenging behaviour'
- She is becoming anxious on the school run because of all the negative feedback that she is getting.
- School are blaming Mum's parenting.

# Some September feedback from parents and professionals

The hub worker provided information that would be helpful to my role and to parents. I will surely be accessing ADD-vance in the future.

Fast, helpful and supportive advice

This is a great service where you feel listened to and understood. Even without the advice given, that is invaluable in itself. It has been rare, in my experience, to have had that.

It was such a relief to speak to someone who not only made helpful suggestions, but had genuine empathy and could relate to our struggles because she had experience of the same. I found the advice to be very calming and the subsequent email with all the useful information a revelation as I had no idea there was so much support available with the free webinars.

Such a helpful and empathetic conversation which helped me so much, thank you. The information subsequently sent was equally as useful in guiding us to the next steps in helping our daughter



# Parents and Carers Courses

(In person & online)

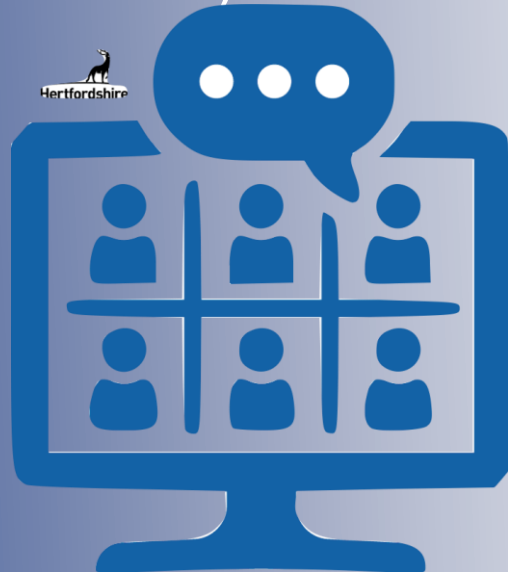


## Understanding ADHD and/or Autism:

- 6-week course
- 12 – 14 parents with various focuses
  - Primary-age children
  - Early years
  - Teens
  - Dads
  - Neurodivergent girls
- Evidence-based
- Content tailored to each group
- General information and support
- Peer to Peer group established

# Parents and Carers Workshops

(online via Zoom)



## Over 40 Workshops on multiple topics

- Basic introduction to neurodivergent conditions
- Deep dive in specific issues such as
  - Anxiety, anger, sleep
  - Executive function, ADHD in girls
  - EHCPs, PDA, Communication
- Recorded - registered participants have access for up to 7 days
- Available to Hertfordshire Parents/Carer

# Parents and Carers Support Groups

(online via Zoom)



## Small group support

- Up to 14 parents and carers
- Information, signposting and support
- Topic or age range specific
- Hosted online by 2 of our Specialist Coaching team
- Term time offering
- No diagnosis necessary

# Parents and Carers Family Coaching:

(In person & Online)



\* cost applies for this service

## Bespoke sessions for parents

- Tailored 1:1 support
- Weekly sessions (1hr)
- 6-8 sessions per family
- Qualified Coaches with lived experience
- No diagnosis necessary
- Option to involve school and other services.



**NEW**

# Children & Young People Courses:

(In person & Online)

[thetoolbox.mindler.co.uk](http://thetoolbox.mindler.co.uk)

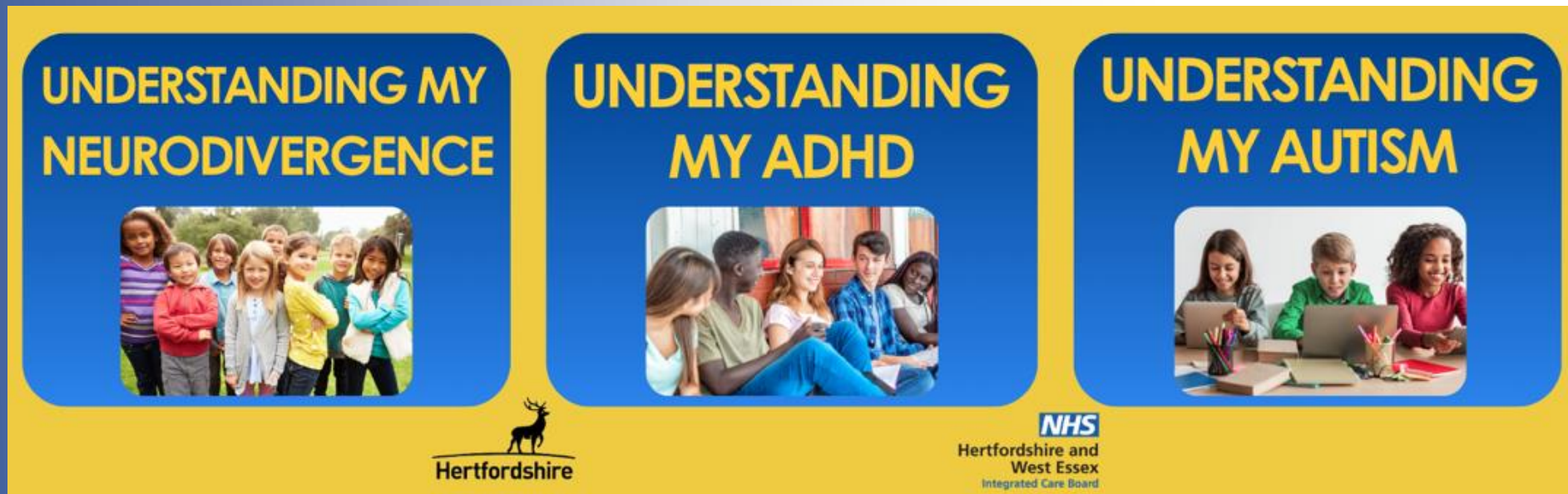
## Pilot service for Children and Young people

### Young people aged 7 – 13

- 6 week group course

### Young people aged 13+

- One to One support (up to 4 x 1 hr sessions)



The image displays three course cards on a yellow background. Each card has a blue header with yellow text and a photograph below. The first card is titled 'UNDERSTANDING MY NEURODIVERGENCE' and shows a group of diverse children standing outdoors. The second card is titled 'UNDERSTANDING MY ADHD' and shows a group of diverse young people sitting on a bench. The third card is titled 'UNDERSTANDING MY AUTISM' and shows three children sitting at a desk with laptops and school supplies. At the bottom of the cards are logos for Hertfordshire, NHS Hertfordshire and West Essex Integrated Care Board, and ADD-vance.

# Professionals & Educators Workshops:

(In person & Online)



## Workshops - Bespoke provision

- Range of topics relating to neurodivergence
- CPD accredited ASD and ADHD training
- Delivered to:
  - Schools
  - Colleges
  - Health and Social care professionals
  - Police and other statutory services



# Employers Workshops & Coaching:

(In person & Online)



\* cost applies for this service

## Training in the Workplace provision

- Range of topics relating to neurodivergence
- Bespoke training packages for employers
- Workshops or coaching sessions for:
  - People Managers
  - HR teams
  - All employees
- Support and guidance for Employers
- Wellbeing in the workplace support



# Specialist Support Services:

(In person & Online)



\* cost applies for this service

## QB Check

- Trained facilitators
- Comprehensive report
- Ages 7 – 60

## Sleep Service

- Working with parents and carers via zoom
- Usually requires 3 - 6 sessions

## EHCP & SEN Support

- Help with assessments, reviews, tribunals and appeals





Follow us for information on courses, workshops and when bookings open:



### Closed (Private) Facebook Groups

- Over 8,000 members
- All posts moderate
- Peer support 24/7
- Hertfordshire only

### Become an ADD-vance member

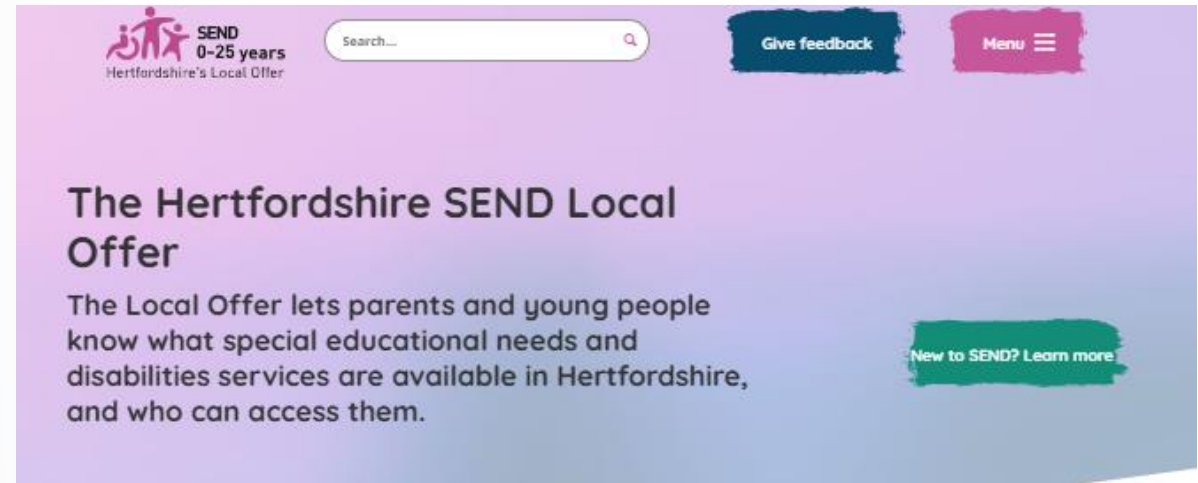
- Free membership
- Visit our website



# Hertfordshire Local Offer

Information on services, activities and resources for parents and carers

<https://www.hertfordshire.gov.uk/localoffer>



The screenshot shows the top of the Hertfordshire SEND Local Offer website. The header includes the Hertfordshire SEND 0-25 years logo, a search bar, and buttons for 'Give feedback' and 'Menu'. The main content area features the title 'The Hertfordshire SEND Local Offer' and a paragraph explaining that the Local Offer provides information on special educational needs and disabilities services available in Hertfordshire. A green button labeled 'New to SEND? Learn more' is positioned to the right of the text.



The image shows the cover of a report titled 'Supporting Your Neurodivergent Child'. The cover features a photograph of a smiling woman and a young boy. The text on the cover includes the title, the subtitle 'Written by parents, for parents', and the phrase 'Working Together for Essex'. At the bottom, there are logos for 'Essex Family Essex', 'MyOTAS', 'NHS Hertfordshire and West Essex Integrated Care Board', and 'Hertfordshire ADD-VOICE'.