LANARKSHIRE ONE STOP SHOP
THREE YEAR PROGRESS REPORT
MARCH 2016

Comment left by an autistic adult at a One Stop Shop event
# Table of Contents

Introduction ...................................................... 3
Staffing ............................................................ 4-6
Services we provide ........................................... 7-12
  Information Workshops ..................................... 7
  Training .......................................................... 8
  Skills Based Workshops .................................... 9
  Adult Drop-in .................................................. 10
  Advisory Drop-in ............................................. 10
  Family Social Drop-in ...................................... 10
Parent support ................................................. 11
Sibling Support ............................................... 11
Intensive Support ............................................. 12
Partnership projects ......................................... 13-14
Fundraising ...................................................... 16
Statistics .......................................................... 17-20
Evaluations and Feedback ................................... 21
Future Developments ......................................... 21-22
Summary ......................................................... 23
Appendices ....................................................... 24-37
Introduction

The Lanarkshire One Stop Shop is based in the centre of Motherwell close to the rail and bus terminals. We provide information and advice to professionals, parents and carers, and individuals who have an Autism Spectrum Disorder (ASD).

The One Stop Shop was opened in Motherwell on the 8th March 2013. The service has grown and developed to reflect the needs of the local autism community and continues to be very much a demand led service. This report aims to provide a picture of what we have achieved in the three years since opening, by detailing the services we provide at the One Stop Shop, the collaborative work we do and how we aim to move forward.

The Lanarkshire One Stop Shop was borne out of the Scottish Strategy for Autism 2011 and is currently funded by the Scottish Government through the Scottish Strategy for Autism 2011. This funding will enable us to continue to provide support to families within Lanarkshire until June 2016. We hope that the service and future developments can be funded locally through Health and Social Care Partnerships to ensure that the needs of the local community continue to be met. This has been evidenced to work in Edinburgh and Glasgow where One Stop Shops have been established for 10 years. These were initially funded by the Local Government and are now funded through the Local Authority

The Lanarkshire One Stop Shop links with Education, Social Work, NHS and Third Sector organisations locally. Staff have contributed to the development and implementation of local Autism Strategies and fed into the Pan- Lanarkshire Autism Strategy Group.

Mission Statement

Our mission is to enable people living with autism in Lanarkshire through the whole life journey.

Aims of the One Stop Shop in Lanarkshire

We aim to:

- Provide and sustain a person centred service which provides information, advice and support to individuals living with autism and their families. In particular we aim to provide timely post diagnostic support which includes appropriate sign posting to local services and organisations.
- Offer up to date information and training to professionals working with individuals with autism in Lanarkshire.
- Work in partnership with local organisations to share expertise and knowledge and to meet the spectrum of needs of the individuals living with autism in Lanarkshire.
- Involve key stakeholders in the identification of gaps and in the development of activities to address these.
- Demonstrate a commitment to delivering a high quality service by following the quality standards set by internal and external frameworks.
Staff Profiles

Jenni Roberts
Service Manager

Qualifications: Jenni completed her Post Graduate Certificate in Autism in 2008 and her SVQ 4 in Health and Social Care and Leadership and Management in 2011.

Experience: Jenni has 14 years experience of supporting people who have autism and their families in a variety of settings including play schemes, residential settings and outreach services. This includes four years developing and coordinating autism specific social groups and befriending services for Renfrewshire Council and 8 years managing services within Scottish Autism.

Interest: Jenni has a particular interest in stress awareness, emotion regulation and relaxation in relation to autism. Jenni is a Scottish Mental Health First Aid Trainer.

Dannii Paton
Autism Advisor (FT)

Qualifications: Dannii graduated with 1st Class Bsc (hons) in Psychology from Stirling University in 2012 and completed her SVQ 3 in Health and Social Care in 2014. Whilst at University Dannii completed two elective modules focusing specifically on autism.

Experience: Dannii initially gained experience working for a homecare company, supporting individuals with a variety of complex physical and mental health needs. In 2012 She began work with Scottish Autism as an Autism Practitioner providing support to adults with complex needs in their own tenancies. In 2014 Dannii joined the One Stop Shop team

Interest: Dannii has a particular interest in autism and communication and is trained in PECS and Talking Mats.

Jen Kane
Autism Advisor (PT)

Qualifications: Jen graduated with 1st Class Bsc (hons) in Psychology from the University of Glasgow in 2015.

Experience: Jen volunteered for the Scottish Association for Mental Health for a year in 2012/2013. She then began volunteering at the One Stop Shop in 2014. Following a year of volunteering she was appointed as an Autism Advisor in 2015.

Interest: Jen has a particular interest in the sensory aspects of autism and how these may impact on the social difficulties people with autism often experience. This topic was the focus of her final year undergraduate research project. Jen has presented her research findings to the University of Glasgow’s Autism Journal Club and will present her findings at the Lanarkshire One Stop Shop in the near future.

Viv Robertson
Clerical Assistant (PT)

Qualifications: Viv graduated with 1st class Bsc (hons) in combined Social Sciences (Sociology) in 2015 and completed her HNC in Business Administration and Information Technology in 2000.

Experience: Viv worked within a clerical role for the criminal justice sector within the Scottish Police Service for 11 years until 2013, prior to this Viv worked for the Children’s reporter Service for 10 years. Viv also has an 12 year old son who has a diagnosis of Asperger’s Syndrome.

Interest: Viv has a particular interest in mentoring volunteers within the One Stop Shop in Administration and office procedures.

Connor Dempsey
Clerical Assistant (PT)


Experience: Connor began work at the One Stop Shop as a work placement with Routes to Work. Connor then continued to volunteer within his admin role before being given a contract for 1 day per week. Connor was diagnosed with an Autism Spectrum Disorder at the age of 9.

Interest: Connor has a particular interest in talking to families and in maintaining the petty cash system.

Staff Profiles

Louise Storie
Autism Advisor (Casual)

Qualifications: Louise completed her SVQ 4 in Care and Management in 2004 and her Registered managers Qualification in 2005. Louise is currently working towards an Honours degree in Psychology through the Open University.

Experience: Louise worked within a management position for 12 years with the National Autistic Society. Louise then became an independent consultant delivering training for Studio III amongst other work. Louise currently works for Scottish Autism as a Service Manager.

Interest: Louise has a particular interest in the support and de-escalation of challenging behaviour.

Frances Sinton
Volunteer

Qualifications: Frances has a B(ED) in Music.

Experience: Frances has gained experience as a secondary Music Teacher within Calderside Academy. She now works full time within New Struan School. This is an autism specific education provision provided by Scottish Autism. Frances’ interest in autism stems from personal experience. Her adult brother has a diagnosis of Asperger’s Syndrome. This led to her seeking work experience when at high school supporting pupils in a local school’s Autism base, teaching piano to young people with ASDs, researching Autism, Inclusion and Music in the final year of her teaching degree, and establishing an ASD support group in a secondary school that she worked in.

Interest: Frances has a particular interest in music and autism.

Kate Liggat
Volunteer

Qualifications: Kate has completed her Post Graduate Certificate in Autism.

Experience: Kate has seven years experience working as a Classroom Assistant. Prior to this Kate worked as a staff nurse, a child minder, and a play group assistant. Kate is a mother to three sons, two of whom have Asperger’s Syndrome and one of these sons is also deaf. Kate’s husband also has Asperger’s Syndrome.

Interest: Kate has a particular interest in working with other parents to support them in bringing up children who have an Autism Spectrum Disorder.

Carol Loch
Volunteer

Qualifications: Carol has an NC in Information Technology, HNC in Administration and Information Management, Certificate in Training Practice and HNC module in Understanding Adults with Dyslexia.

Experience: Carol has come from a counselling background with 22 years experience of working with children and young people, she also trained adults in counselling practice. Carol worked in learning support for 12 years in 2 secondary schools and had a particular interest in Dyslexia and Autism. She has a daughter with Dyslexia and two grandchildren who have autism.

Interest: Carol is interested in putting into practice all the learning and experience that she has to date. Particularly supporting parents and carers and raising awareness of the needs of both children and adults who have autism.
Staffing

The demand at the One Stop Shop continues to increase each month. We aim to continue to recruit volunteers to meet this demand.

All staff members and volunteers participate in autism awareness training, induction training and regular supervision. All staff are also subject to Disclosure Scotland checks. Ongoing training is provided in house through Scottish Autism. A budget is also available for external training as required.

All staff members have a minimum level of experience of supporting families affected by autism prior to beginning work within the One Stop Shop.

“My Experience”

“My name is Connor Dempsey and I worked at the Lanarkshire One Stop Shop from October 2013 to November 2015. I originally started working here as part of a six month work placement set up between Routes to Work South and the One Stop Shop. Prior to this I had no real experience of working in an office environment. Following the work placement, I was given the chance to continue volunteering here and I did so until February 2015 when I was accepted on a paid contract on a 1 day a week basis. In November 2015 I left this position to start a full time job in a local call centre.

During my time at the One Stop Shop, I gained a lot of experience in working in an office environment, specifically in my telephone skills. I have gained extreme confidence in my ability to handle myself over the phone and I can attest this to the support I have received from the staff members at the One Stop Shop. I have also gained confidence in my ability to act as a first point of contact when working at the One Stop Shop. Furthermore, I have gained experience in working in a team and how to prioritise tasks. I was also able to complete a Scottish Mental Health First Aid training course. Having the chance to gain all of this experience is a great boon to my professional development, which has assisted me when looking for and applying for full time employment. The confidence and skills I have gained while working at the One Stop Shop have been invaluable in securing other work.

My favourite part of working at the One Stop Shop was getting to know the people who work there and the different people who use the service. I also enjoyed acting as a first point of contact at the One Stop Shop. Overall I found working and volunteering at the One Stop Shop a very rewarding experience and I am happy that I was able to work with the staff and people who use the service.”
Services we provide

We aim to tailor our services to reflect local need; we achieve this by analysing gaps in services, planning how to meet these needs and developing partnerships in order to provide these services sustainably and efficiently.

To enable us to analyse the initial gap in service delivery we set up a multidisciplinary steering group in November 2012. The One Stop Shop for Autism Lanarkshire Steering group includes representatives from North Lanarkshire Council Social Work, South Lanarkshire Council Social Work, NHS Lanarkshire – CAMHS and PACT, North Lanarkshire Education, South Lanarkshire Education, two parent representatives and representation from other voluntary organisations in Lanarkshire. The group met quarterly for the first two years to discuss the development and sustainment of the One Stop Shop in Lanarkshire. We remain connected and up to date through our involvement in the Local Strategy Groups.

Primarily, we are an information, advice and signposting service. We cover the whole of Lanarkshire and support individuals across the spectrum and age range. We accept referrals from professionals, family members and individuals themselves. Initial contact is generally made through phone, email, Facebook or drop in contact.

We aim to build capacity within the community through delivery of training and workshops for parents, carers and professionals. We provide ongoing advice to parents and carers to support them to implement appropriate strategies and reduce their and their children’s potential need for services. In addition to this we run a limited number of skills based workshops. These run in the form of short blocks throughout the year.

We do not run ongoing social groups for children as these are available elsewhere. Due to the gap in local services for independent autistic adults we run a weekly social drop-in. This aims to provide the opportunity to meet others, gain information and advice and to reduce the risk of social isolation.

Since opening the One Stop Shop has been accessed over 6070 times. It has been accessed by over 1600 different people.

Information Workshops

We identify areas of interest for workshops by analysing information gathered through one-to-one appointments at the One Stop Shop and through workshop evaluation forms. Our workshops are provided free to professionals, parents, carers, and people with an ASD. The majority of these workshops are presented by external organisations.

Since opening we have organised and hosted over 135 workshops on a range of topics such as Visual Issues and Autism by Ian Jordan, Sleep Strategies by Sleep Scotland, Young Carers Support by action for children, Autism and Diet by NHS Lanarkshire, SDS by South Lanarkshire Social Work, Demand Avoidant Behaviour by PACT (paediatric autism consultancy team), and Safe Talk suicide awareness training by the Richmond Fellowship.

Through collaboration with the diagnostic team in Lanarkshire we have also hosted a series of workshops around the pathways to diagnosis for children within Lanarkshire. These have been made available to parents and carers and to professionals and have been accessed by 34 people.
Training

We first began delivering training to parents and professionals at the end of 2013. This training was carried out as three 2.5 hour sessions: basic autism; sensory sensitivities; communication and challenging behaviour. Following a review of the feedback we have condensed the training into two three hour sessions: Introduction to ASD Part 1 and Part 2. All attendees must attend both sessions. We have also introduced a three hour profiling training. This is carried out in smaller groups to allow for a more personalised approach.

The training can be accessed by parents/carers, professionals and where appropriate people who have an ASD.

We have formed a collaboration with the LCC (Lanarkshire Carers Centre) to enable us to train more people as the demand for this service is high. This training is now held within Firpark Stadium in Motherwell and the lets and refreshments are financed by the LCC.

To date we have delivered 23 training sessions and trained over 265 people.

““My Experience”
- Feedback comments taken from evaluation forms

“I have a better awareness that everyone with autism is an individual and no two strategies will work the same. The trainers explained everything very well”

“Group work activities and interactions in groups give a good opportunity to speak with other parents and professionals alike”

“The training has helped to improve my awareness of all things autism. It is helpful to us as we are still learning to cope”

“The trainers delivered the facts in an interesting way and gave examples from their experience”

“I can use what I have learned to profile my son and develop/ adapt strategies”

“The training is carried out in a comfortable, relaxed environment where we were able to ask specifics.”
We provide a range of skills based blocks of workshops. These are carried out either on a weekly basis or if during the school holiday as four sessions over four days.

These workshops include:

- Creative writing for adults. 13 people have accessed this service.
- Art workshops for children and adults. 54 people have accessed this service.
- Social skills workshops for children and young adults. 52 people have accessed this service.
- Relaxation workshops for adults and children. 15 people have accessed this service.
- Understanding your diagnosis workshops for children and young adults. 32 people have accessed this service.

These are created in line with feedback from families and individuals regarding what would be helpful to them.

The groups are kept to a maximum of five or six people depending on the needs of the group.

“My Experience”

“I really enjoyed going to the Adult Art Class because it gave me the opportunity to socialise with people on the ASD spectrum, which in turn helps me gain confidence in social situations out with the One Stop Shop. Additionally I found that sitting doing a drawing in the class was a great relaxation method, which I will use as a strategy in the future. When I am feeling stressed and need chill out time I’ll bring out the drawing pad. Furthermore art class was on at the time of my grandfather’s death, it helped me by putting my emotions to good use because my grandfather loved cartoon characters like the Seven Dwarfs. Whilst at art class I drew a lot of cartoon characters – doing this helped me control my emotions by putting it into a drawing pad. Additionally I find Art is a good communication tool it helps me express my feelings on a drawing rather than saying it which is difficult for people with ASD”

Gary – Adult with ASD
Adult Drop-in

Within Lanarkshire there is a lack of services for high functioning adults with autism. To meet this need we run a two hour drop in on a Friday morning for adults (aged 16+) who are relatively independent. As there are difficulties obtaining a diagnosis as an adult in Lanarkshire it is not a requirement that you have a diagnosis. However, we ask that all new members meet with an advisor to assess suitability of the group for them. This group is well attended and has been accessed over 900 times since opening.

“My Experience”

“I like coming to the One Stop Shop as it is good and gets me out of the house and everyone is very friendly. It is good because it will help all of us to learn to socialise more outside of the safe environment of the One Stop Shop. I look forward to coming every week and meeting everyone.”

James – Adult with ASD

“I love coming to the group because I love hanging out with the guys and people like me.”

Kim – Adult with ASD

Family Social Drop-in

During appointments a number of parents raised the difficulty they experience accessing opportunities as a whole family. As a result we began a monthly Saturday drop-in. This runs for three hours on the first Saturday of each month. Parents are encouraged to get to know each other and the children play together. This group aims to provide a safe environment for whole families to socialise and to enable families to create networks of support for each other which they can then use outside of the One Stop Shop. This opportunity is often accessed by new families and serves as an opportunity to meet others and to familiarise with the One Stop Shop.

Advisory Drop-in

Advisory drop-in sessions are held for service users, parents and professionals. We reserve time on a Monday from 10am until 1pm, Tuesday from 2pm until 5pm and a Wednesday from 10am until 1pm each week for drop in contacts. However, we encourage people to make an appointment when possible to ensure that an advisor is available to meet with them. Parents/carers, individuals and professionals can drop in to the One Stop Shop to speak to a qualified advisor and access information and advice. Since opening we have carried out 1638 advice line calls and advisory appointments.
Parents Group

The One Stop Shop aims to build capacity by supporting families to create networks that they can access outside the One Stop Shop. Parent support groups are a great way of meeting this aim by bringing opportunities to families to meet others with similar experiences and to provide a platform to share ideas and strategies. Many of the parents who attend our support group maintain this network outside the One Stop Shop.

2014/2015 saw the development of a second parent group within the One Stop Shop. Both parent groups are well attended and meet independently during the school holidays.

The parents groups have been accessed over 1,160 times.

In January 2016 at the request of parents we introduced a closed Facebook group for parents and carers. This is monitored by One Stop Shop staff and provides a platform for parents and carers to continue to provide support to one another out with the hours of the one Stop Shop. This has been very successful and to date the group has 134 members.

Successes:

Following attendance at the Friday parent group a number of parents have branched off and formed an independent support group where they provide mutual support to each other and arrange whole family outings together.

A parent group which is run by parents of children who have autism with a PDA profile also utilise space in the One Stop Shop and meet on a monthly basis to share their experiences with each other.

“My Experience”

“I find the parent group a necessary part of life now, as the group seem to be the only people who understand. The helpers are fantastic and offer help and support.”

“I find the parent group very helpful. The workers at the One Stop Shop are very friendly and always ready and willing to help you when the need arises. This is a great help. It is really needed.”

“I find the parent group very helpful. Its been like a lifeline to me. It’s a great opportunity for meeting new people, offloading our problems and having a laugh.”

Siblings Support

Being the sibling of a young person with autism can be very challenging. Many people don’t realise that these siblings are actually young carers, taking on both practical tasks and providing emotional support for their families. In partnership with Action for Children’s Young Carers project we provided a three day workshop over the summer holidays in 2014, for 10 siblings of children with autism.

Following the success of this we ran two 6 session blocks of workshops for siblings.

Through fun games and activities we covered topics such as ‘what is autism?’ and discussed some of young person’s feelings around autism and their sibling, as well as who to turn to for help and support.

“My Experience”

“I really enjoyed the sibling group, particularly talking to other children who are in a similar situation to myself.”

Aimee – Sibling
Intensive Support Sessions

In circumstances where an individual’s needs cannot be met within scheduled workshops either due to the nature of the need or due to their ability to cope within a group setting then short blocks of one to one support or tailored small groups can be provided to work on development of a focussed area of skills.

These blocks generally include between 8 and 12 hours of support. However, this can vary depending on need. The service is tailored to the individuals needs and focuses on one particular issue.

We aim to link with other professionals who are involved with an individual to ensure that support is joined up and consistent.

To date this service has been provided to 54 families and is a service in high demand.

Examples of issues addressed in 1:1 sessions have included: emotion regulation; stress management; understanding of consequences and implementation of visuals and routines amongst other things. (see appendix B for example)

Due to the in-depth focus on autism and how it affects an individual we only offer this intensive service to children and adults who have a diagnosis. All other services are accessible pre diagnosis.

Our link with the Family Planning Association was valuable within this area of the service and enabled us to offer relationships and sexuality advice within the 1:1 setting as well as offering workshops to parents. The funding for this joint project has unfortunately now come to an end.

“My Experience”

“The One Stop Shop Motherwell became our family’s life line in 2014. Our son was diagnosed with high functioning autism Nov 2013. People had told us, “Once you have a diagnosis you will get help”. This is not true, because when you have a child who doesn’t tick the box enough to merit additional support at school or psychologist what then happens is you have a very confused, frustrated child and a very dysfunctional family trying their best.

I checked online for support and contacted The One Stop Shop. Since our first meeting they have provided endless support to our family and are always at the end of the phone. The One Stop Shop have provided our son with ‘social skills’ and ‘understanding your diagnosis’ workshops which have increased his self-esteem. He is a much happier child. Their support to us continues through one to one sessions with our son to discuss strategies to help reduce his anxieties to improve his general wellbeing.

The change in our son’s behaviour had been noticed by his school and they also contacted The One Stop Shop where they gained invaluable education and strategies, helping them to develop their teaching skills to ensure each child with ASD is understood by all professionals who support them.

Most importantly, The One Stop Shop support the whole family and they listen! Thanks to the One Stop Shop our son has gained invaluable support which contributes to the necessary optimal child development. The One Stop Shop has helped us move from a dysfunctional family to a family functioning with a child who has an ASD.”

Jennifer - Parent
Partnership projects

The One Stop Shop links with a number of community groups and organisations to share information, create opportunities, and build capacity. A few examples of some of this work are outlined below.

The Lanarkshire One Stop Shop has collaborated with PACT (paediatric autism consultancy team) and CAS (community autism service) in Lanarkshire to provide a central location for diagnostic assessments.

Rooms are available to be booked by practitioners within these teams. This enables families to link directly into the One Stop Shop for post diagnostic support.

In addition, all families who receive a diagnosis of ASD within Lanarkshire receive a copy of the One Stop Shop leaflet and are encouraged to self refer.

The team have provided a series of workshops focussing on ‘Routes to Diagnosis’ and ‘Demand Avoidant Behaviour’ and ASD” for parents and professionals within the One Stop Shop.

In January 2015 we were granted funding from the Scottish Government to work together to develop and deliver training and information to GPs in Lanarkshire.

By ensuring GPs are aware of the signs and symptoms of autism, the diagnostic process for children and adults, and the availability of post diagnostic support we aim to increase availability of easy access to accurate information and to reduce delays to diagnosis and implementation of appropriate support within Lanarkshire.

“My Experience”

“In addition to the CAS and a tertiary team, the PAC team has been created to provide ongoing training and support, service development and further assessments if second opinions are required in complex cases. The PAC team continue to work closely with the team at the One Stop Shop, providing training there to other agencies and parents around the new diagnostic pathway. Some diagnostic assessments are done at the OSS and closer links between diagnosis and access to post diagnostic support are being developed.”

Adrienne Shaw - Paediatric Autism(Consultancy (PAC) Team)
At the end of 2015 Scottish Autism and North Lanarkshire Education were awarded funding through the Innovation and Improvement Fund.

Scottish Autism - Autism Support Team, linked through the Lanarkshire One Stop Shop, will work in collaboration with Chair of school HART meetings, the child’s Network of Support and the Home School Partnership Officers (HSPO’s) to support those young people who have a diagnosis of ASD who are or at risk of school refusing or are recorded as a school refuser.

Support will be planned and actioned for the young person and the family, with parental support being provided through the One Stop Shop, Educational Psychology, Home School Partnership Officer or Social work as appropriate.

The collaboration aims to build capacity within North Lanarkshire by increasing HSPO knowledge and understanding of how to profile individual autism needs and identify appropriate strategies for the young person. It aims to support young people who are or at risk of school refusing to remain engaged in school by working with Community Learning and Development North Lanarkshire Learning and Leisure Services to ensure that strategies are effectively employed as early as possible.

“My Experience”

Partnership working with the One Stop Shop was essential to securing funding for the ‘Together Project, supporting access to school’

School staff and Community Learning and Development have a unique opportunity to work closely with Specialist Autism Practitioners to make a difference for those children and young people who are at risk of opting out of school due to high levels of anxiety linked to their autism.

Dawn Cunningham – Additional Support Manager
North Lanarkshire Education
The Lanarkshire One Stop Shop and the Lanarkshire Carers Centre (LCC) have collaborated on a number of projects over the past few years.

A representative from LCC attends the Friday morning carers group on a monthly basis. This provides parents with a direct link to further support and workshops from the LCC and helps to ensure that families are aware of the support and services available to them out with the One Stop Shop.

In addition to this we have collaborated to provide introduction to autism training to parents and carers across Lanarkshire. Prior to this collaboration both organisations were providing this training to a limited number of families. Through collaboration we are able to provide the training within a larger venue and are thereby able to provide the training to more people.

This collaboration also enables us to share feedback and information from parents and carers with the aim of working together to meet their training needs within Lanarkshire.

“My Experience”

“Lanarkshire Carers Centre works in partnership with Lanarkshire One Stop Shop with a remit of supporting carers of those living with ASD. We contribute through facilitation of the Friday Support Group once a month and by jointly offering ASD training for carers. We find that a collaborative approach to supporting carers brings many benefits but primarily in providing a joint up approach to signposting, access of services and emotional support to those in need.”

Colin Smith - Princess Royal Trust Lanarkshire Carers Centre
Fundraising

Throughout the year the One Stop Shop holds a number of fundraising events. These serve to raise funds, raise awareness and to bring families together. In addition to this a number of the staff and parents have raised money for the One Stop Shop. We are always grateful for any and all funds donated or raised. These help to support our library and resources and the blocks of workshops such as art and creative writing. The One Stop Shop has raised over £7,700 through fundraising since opening.

Fun day and 10K Run – Summer 2014

Christmas Fayre – Christmas 2015
Statistics

Total amount of visits to OSS
Total service hours per month
March 2013 - March 2016

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Service Hours</th>
<th>Total Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2172</td>
<td>1411</td>
</tr>
<tr>
<td>2</td>
<td>3870</td>
<td>2197</td>
</tr>
<tr>
<td>3</td>
<td>3934</td>
<td>2262</td>
</tr>
</tbody>
</table>

Total service hours: 10281.25
Total visits: 6071
Total no of individuals:

Parent/Carers: 945
Service Users: 333
Professionals: 332
Service Users accessing the service by Gender

- Male: 73%
- Female: 27%

Service Users accessing the service by age group

- 0-5: 3%
- 6-10: 13%
- 11-15: 35%
- 16-25: 37%
- 26-35: 6%
- 36-45: 3%
- 46-55: 2%
- 56-65: 1%
- 6-10: 3%
- 11-15: 35%
- 16-25: 37%
- 26-35: 6%
- 36-45: 3%
- 46-55: 2%
- 56-65: 1%
**Evaluations and Feedback**

Continuous evaluations are required to ensure high standards of practice are maintained and to ensure that the One Stop Shop meets the local needs of the people in Lanarkshire. We have a variety of methods of collecting feedback.Whilst visiting the One Stop Shop people can leave their comments in our comments box, they can fill out an evaluation form or they can talk to a member of staff. Outside of the One Stop Shop someone can email their feedback or message us via Facebook. We also invite feedback through an online survey.

The Scottish Government funded an external evaluation which included collecting self evaluations (see Appendix C) and site visits. This evaluation report is pending publication.

All evaluations and gathered evidence have been collated at the One Stop Shop and are available to be viewed.

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**Future Proposals**

Following the restructure of the diagnostic process in Lanarkshire we have seen an increase in post diagnostic referrals. We expect that this will be compounded by the change in NHS boundary to include Cambuslang and Rutherglen previously serviced by NHS Greater Glasgow.

In addition to this NHS Lanarkshire are in the process of identifying a pathway for adult diagnosis in Lanarkshire. As such we anticipate an increase in the number of adults diagnosed with an ASD.

As the service grows we anticipate a need for increased staffing in the future. We are currently running at our maximum capacity within our annual budget of £150,000.

![Budget vs Service Access](image_url)

<table>
<thead>
<tr>
<th>Month</th>
<th>Access Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 13 -</td>
<td></td>
</tr>
<tr>
<td>Sept 13</td>
<td>500</td>
</tr>
<tr>
<td>Oct 13 -</td>
<td></td>
</tr>
<tr>
<td>March 14</td>
<td>1,000</td>
</tr>
<tr>
<td>Apr 14 -</td>
<td></td>
</tr>
<tr>
<td>Sept 14</td>
<td>1,500</td>
</tr>
<tr>
<td>Oct 14 -</td>
<td></td>
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<tr>
<td>March 15</td>
<td>2,000</td>
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</tbody>
</table>

If we successfully secure funding we aim to develop the services provided by the One Stop Shop to better meet the needs of the community. This will include an increase in the provision of the services currently provided. An outline of the key areas for development are given below.
<table>
<thead>
<tr>
<th>Identified Gap</th>
<th>Menu for Interventions</th>
<th>N.Lan strategy/action plan</th>
<th>S.Lan strategy/action plan</th>
<th>Mapping report</th>
<th>Solution</th>
<th>Cost Implication</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Training</strong></td>
<td>1, 5, 6, 13</td>
<td>2, 4</td>
<td>2, 4</td>
<td>Education, Employment, Diagnosis Identified need for training and awareness raising especially within school, GPs and communities</td>
<td>The One Stop Shop applies for additional funding for a training coordinator to facilitate increased training and to coordinate a training calendar for Lanarkshire.</td>
<td>One Autism Advisor</td>
</tr>
<tr>
<td>A need for further community based training has been identified. A further need for coordination of a training calendar for Lanarkshire has been identified.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Intensive support Implementation</strong></td>
<td>2, 8, 9, 10, 11</td>
<td>8, 9</td>
<td>8, 9</td>
<td>Community Support Identified need for one to one programmes.</td>
<td>The One Stop Shop applies for additional funding for a member of staff to link into the home and school and support professionals and families to implement strategies appropriately.</td>
<td>One Autism Advisor</td>
</tr>
<tr>
<td>A need for 1:1 support to continue into the home has been identified. During 1:1 programmes appropriate strategies have been identified and developed. Support to implement these at home and school would be beneficial.</td>
<td></td>
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</tr>
</tbody>
</table>
Summary

The Lanarkshire One Stop Shop has been open for three years and the demand is continuing to increase. As a result there will be a need in the future to increase staffing resources.

During the past three years, we have developed the One Stop Shop to meet demand and reflect the needs of those accessing the service. As a result, our groups and workshops have changed to meet the needs of the people in Lanarkshire. Professionals continue to refer families to us. This evidences the positive reputation we have created in our first three years.

Through the evidence gathered we can conclude that the service is high in demand and that the Lanarkshire One Stop Shop is an invaluable resource to families and professionals.

We predict that changes locally will increase the demand on the One Stop Shop.

Following the restructure of the diagnostic process in Lanarkshire we have seen an increase in post diagnostic referrals.

As this process is refined we anticipate that these referrals will continue to increase. This will be compounded by the change in NHS boundary to include Cambuslang and Rutherglen previously serviced by NHS Greater Glasgow.

In addition to this, NHS Lanarkshire are in the process of identifying a pathway for adult diagnosis in Lanarkshire. We anticipate an increase in numbers of adults diagnosed with an ASD.

Through the range of services provided within the One Stop Shop we meet the needs identified within the Menu for Interventions and many of the National Health and Wellbeing Outcomes. We aim to continue to provide pre and post diagnostic support and specialist autism advice and information to a high standard within Lanarkshire.

The One Stop Shop is currently funded by the Scottish Government through the Scottish Strategy for Autism 2011. This funding will enable us to continue to provide support to families within Lanarkshire until June 2016. We hope that the service and future developments can be funded locally through Health and Social Care Partnerships to ensure that the needs of the local community continue to be met. This has been evidenced to work in Edinburgh and Glasgow where One Stop Shops have been established for 10 years. These were initially funded by the Local Government and are now funded through the Local Authority. Should we be unable to secure funding to continue to run services from the One Stop Shop then we will begin a process to close the One Stop Shop between April and June 2016.
## Appendices

### Appendix A

<table>
<thead>
<tr>
<th>What you asked for</th>
<th>What we did</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide training sessions after 5pm</td>
<td>Offering training twice per year from 5.00pm – 8pm</td>
</tr>
<tr>
<td>Provide trainings sessions about girls on the spectrum</td>
<td>Liaising with health professionals to set this up for the near future if funded.</td>
</tr>
<tr>
<td>Asked for more handouts</td>
<td>Handout of presentation and any other relevant information given at the training and emailed following the training.</td>
</tr>
<tr>
<td>Asked for more time for questions</td>
<td>Time is allocated at the end of the training. In addition we now give out our contact details for further questions/answers after the training.</td>
</tr>
<tr>
<td>Improved accommodation</td>
<td>We have linked with LCC for funding for accommodation and refreshments at Firpark stadium.</td>
</tr>
<tr>
<td>Parents have asked for professionals (esp. Teachers) to receive the training and</td>
<td>We have opened up 1/3rd of spaces to professionals. (Facilitated by increased availability through partnership with LCC). We facilitate group work and discussion within the training.</td>
</tr>
<tr>
<td>interact with parents at the training to increase awareness and understanding of</td>
<td></td>
</tr>
<tr>
<td>home situations. Professionals have also requested opportunities for parents and</td>
<td></td>
</tr>
<tr>
<td>professionals to share experiences</td>
<td></td>
</tr>
<tr>
<td>More strategies for home life</td>
<td>Introduction of profiling training for families to help identify appropriate strategies for their children.</td>
</tr>
<tr>
<td>Education staff requested more specific training for applying strategies in</td>
<td>Introduction of profiling training for professionals to help identify appropriate strategies.</td>
</tr>
<tr>
<td>mainstream school</td>
<td>Introduction of workshops focussed around skills teaching.</td>
</tr>
<tr>
<td>Information around where to source sensory tools/ equipment</td>
<td>Examples of sensory toys etc are available at the training with details of where to purchase them.</td>
</tr>
<tr>
<td>You requested Makaton, talking mats, PECS training for parents</td>
<td>Integrating basics into the Intro to Autism Training and following up with offer of appointment if needed for personalised system following profiling training. Development of workshop around communication strategies.</td>
</tr>
<tr>
<td>Requests for further workshops around demand avoidance, toileting, dietary and</td>
<td>Liaised with relevant professionals to offer workshops on all of these areas within the one stop shop.</td>
</tr>
<tr>
<td>eating problems</td>
<td></td>
</tr>
<tr>
<td>Opportunity for parents, professionals and service users to attend a talk shop</td>
<td>We are currently exploring options around this. We are unable to take ideas forward at this time due to funding constraints.</td>
</tr>
<tr>
<td>together</td>
<td></td>
</tr>
<tr>
<td>Provision of workshops focussing on Transition to adult services</td>
<td>This is currently provided on an individual basis. We are currently exploring options around the development of workshops or half day training We are unable to take ideas forward at this time due to funding constraints.</td>
</tr>
<tr>
<td>Provision of workshops around common co-morbidities</td>
<td>Liaised with relevant professionals to offer workshops on these areas within the one stop shop.</td>
</tr>
<tr>
<td>Workshops around puberty and adolescence</td>
<td>This is currently provided on a 1:1 basis.</td>
</tr>
<tr>
<td>List of Apps - communication</td>
<td>A handout has been created and is available from the One Stop Shop.</td>
</tr>
<tr>
<td>Workshops for siblings</td>
<td>We ran a Summer group in conjunction with action for children. We also ran a Fortnightly group within the One Stop Shop.</td>
</tr>
<tr>
<td>Support training with the use of exercises.</td>
<td>We have updated our training and integrated more exercises in it.</td>
</tr>
</tbody>
</table>
Appendix B

1:1 Programme – Stress and Anger Management – Case Study

HP initially attended a social skills group. However he struggled to cope within the group environment and became upset and agitated on numerous occasions. JR met with HP and his mum to discuss completing a programme of 1:1 work prior to completing this group. It was agreed that this would be more beneficial.

Prior to beginning 1:1

Meeting took place with JR and Mrs P to discuss HP’s needs and preferences. Based on the information gathered a basic autism profile was completed and a programme was agreed. The programme has been developed to incorporate HPs interests and included time at the beginning to get to know each other and to complete a basic assessment of HPs understanding of emotions and how they can affect him using the 5 point scale.

During the 1:1

HP had previously learned about the 5 point scale but did not understand how to apply it. He was unmotivated to learn about this as he felt that he already knew it. As a result we tried a range of techniques to help increase H’s understanding of his own emotions. These included working with mum to provide H with a table to map the physical signs of his emotions throughout the week.

<table>
<thead>
<tr>
<th>Physical indicators</th>
<th>Relaxed</th>
<th>Tight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muscle tension</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Breathing</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Stomach</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Head (thoughts)</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Head (ache)</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Speech</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Heartbeat</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Overall intensity</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
This was paired with the introduction of relaxation techniques and breathing exercises and guidelines were given. These were shared with home and school.

Guidelines

- Check physical indicators every 30 minutes.
- If you tick any orange circles you should take a break and go to a separate quiet space.
- It doesn’t matter if you are on the anger scale or the happiness scale.
- You should check again before returning to the group or activity and check that only green or blue circles are ticked.

Things you can do to calm down

- Read a book
- Listen to relaxing music
- Play with the clicker
- Do breathing exercises

Following six sessions HP demonstrated a good understanding of the need to identify his emotions in the early stage and employ relaxation strategies to reduce these. He also demonstrated motivation to employ the strategies identified.

Following the 1:1

An evaluation of the 1:1 programme was completed by mum. Six weeks later JR met with HP and mum to review the service. It was agreed that HP was still applying the strategies identified and that his understanding is continuing to increase.

One year later JR attended a meeting at school to discuss application of strategies. Further work was completed to support school. JR was invited to provide training to school team, however was unable to commit to this at this stage due to funding constraints.

“My Experience”

“When our primary age son was diagnosed with Asperger’s Syndrome we felt quite lost in a world of very fragmented support and advice sources. The best advice we had was to speak to the staff at the Lanarkshire One Stop Shop.

We are incredibly grateful for the advice and support we have received from the One Stop Shop. My son has been able to attend a one-to-one support sessions specifically tailored to him. The staff at the OSS are amazing and engaged him so well in the sessions. They have helped enormously. He has gained new confidence and is more balanced and calmer. He has gained skills he can (and does) use in his daily life and the improvement is significant.”
## Appendix C
### External LEAP framework

<table>
<thead>
<tr>
<th>Step 1 - Outcomes</th>
<th>Step 2 – Outcome Indicators</th>
<th>Step 3 – Action Planning</th>
<th>Step 4 – Output Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>• People are aware/better informed about where to go for advice about autism</td>
<td>• People will contact and access the One Stop Shop.</td>
<td>• Provide an accessible central hub for information, signposting and advice.</td>
<td>• Identify appropriate property in Lanarkshire.</td>
</tr>
<tr>
<td>• The needs of people with autism are met and people experience a friendly, confidential and accessible service.</td>
<td>• People will signpost to the One Stop Shop.</td>
<td>• Respond to the needs of the local autism community.</td>
<td>• Link with solicitor to secure property.</td>
</tr>
<tr>
<td>• Parents and professionals have opportunities to access and share information.</td>
<td>• People will access activities within the One Stop Shop.</td>
<td>• Provide a library of leaflets and books.</td>
<td>• Hold initial meetings with other local agencies, schools and parent groups.</td>
</tr>
<tr>
<td>• People have access to free information and resources about autism and other local services.</td>
<td>• People will give positive feedback about the One Stop Shop.</td>
<td>• Make rooms available for local professionals and families.</td>
<td>• Provide information and advice through: appointments drop ins, via telephone/email, training, profiling, workshops, and resource library.</td>
</tr>
<tr>
<td>• People with an interest in autism have the opportunity to connect or work well together in partnership.</td>
<td>• Local authorities, the NHS and the Scottish Government will be interested in the continuation of the One Stop Shop.</td>
<td>• Create a brand for the One Stop Shop.</td>
<td>• Provide feedback opportunities within the One Stop Shop e.g. annual survey, video, post it wall etc.</td>
</tr>
<tr>
<td>• Volunteers are effectively engaged to support the work of the One Stop Shop.</td>
<td>• Other agencies will work in partnership with the One Stop Shop.</td>
<td>• Evaluate the One Stop Shop.</td>
<td>• Monitor enquiries and respond by developing activities to meet needs.</td>
</tr>
</tbody>
</table>

### Inputs
- Staff/volunteers
- Money
- IT Equipment
- Property
- Scottish Autism
- Professionals
- Resources for everyday running e.g. furniture, stationary etc.
- Leaflets/Books
- Stakeholders
- Utilities

### Processes
- Provide an appropriate central hub for information, signposting and advice.
- Respond to the needs of the local autism community.
- Provide a library of leaflets and books.
- Make rooms available for local professionals and families.
- Create a brand for the One Stop Shop.
- Evaluate the One Stop Shop.

### Outputs
- Identify appropriate property in Lanarkshire.
- Link with solicitor to secure property.
- Hold initial meetings with other local agencies, schools and parent groups.
- Provide information and advice through: appointments drop ins, via telephone/email, training, profiling, workshops, and resource library.
- Provide feedback opportunities within the One Stop Shop e.g. annual survey, video, post it wall etc.

### Quantitative
- Monthly Statistics:
  - Number of times accessed
  - Number of hours accessed
  - Age groups
  - North/South Lanarkshire split
- Professional/Parent/Service User split
- Diagnosis (Yes/No)
- Annual Survey results (survey monkey)
- Budget

### Qualitative
- Calendars
- Thank You cards
- Feedback Video
- Photographs
- Post it wall
- Volunteer supervision minutes
- Comments on Facebook
- Newsletter
- Steering group minutes
- Service user advocacy group minutes
- Professional Information Share minutes
- Email feedback
- Appointment/contact log sheets.
- Initial One Stop Shop survey
- Minutes of initial meetings with other agencies
- Website
- Bi annual reports
- Case studies
<table>
<thead>
<tr>
<th>Step 1 - Outcomes</th>
<th>Step 2 – Outcome Indicators</th>
<th>Step 3 – Action Planning</th>
<th>Step 4 – Output Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiagency professionals are involved in ensuring continuation of the project.</td>
<td>One Stop Shop staff will be invited to attend local Autism Network/Scottish Autism Strategy meetings.</td>
<td>Inputs</td>
<td>Outputs</td>
</tr>
<tr>
<td>The One Stop Shop outcomes are clearly linked to the Scottish Autism Strategy remit, mapping report and menu for interventions.</td>
<td>• Keep library up to date with current publications.</td>
<td>Processes</td>
<td>• Link to strategy table</td>
</tr>
<tr>
<td></td>
<td>• Create a book borrowing system.</td>
<td></td>
<td>• Risk assessments</td>
</tr>
<tr>
<td></td>
<td>• Ensure availability of rooms for booking.</td>
<td></td>
<td>• Weekly progress summaries</td>
</tr>
<tr>
<td></td>
<td>• Create a room booking system.</td>
<td></td>
<td>• 8 week progress update</td>
</tr>
<tr>
<td></td>
<td>• Organise and advertise One Stop Shop launch.</td>
<td></td>
<td>• Evaluation forms</td>
</tr>
<tr>
<td></td>
<td>• Promote the One Stop Shop through attendance at events, facebook, email, newsletter, and website.</td>
<td></td>
<td>• Team meeting minutes</td>
</tr>
<tr>
<td></td>
<td>• Have posters and leaflets printed.</td>
<td></td>
<td>• Leaflet and book inventory/spreadsheet</td>
</tr>
<tr>
<td></td>
<td>• Create and distribute calendar of activities.</td>
<td></td>
<td>• Event invitations</td>
</tr>
<tr>
<td></td>
<td>• Risk assess all activities within the One Stop Shop.</td>
<td></td>
<td>• One Stop Shop leaflet</td>
</tr>
<tr>
<td></td>
<td>• Purchase resources.</td>
<td></td>
<td>• One Stop Shop poster</td>
</tr>
<tr>
<td></td>
<td>• Process monthly statistics.</td>
<td></td>
<td>• Training/workshop handouts</td>
</tr>
<tr>
<td></td>
<td>• Provide evidence for the worth of the One Stop Shop e.g. bi-annual reports, statistics, feedback, link table etc.</td>
<td></td>
<td>• FPA parent workshop handout</td>
</tr>
<tr>
<td></td>
<td>• Provide training for volunteers.</td>
<td></td>
<td>• FPA Case study</td>
</tr>
<tr>
<td></td>
<td>• Work in partnership with the FPA to provide sexual health workshops for parents, and 1:1 work with young people.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Appendix D
### Where do we fit in

<table>
<thead>
<tr>
<th>OSS Service</th>
<th>Menu for Interventions</th>
<th>N.Lan strategy/ action plan</th>
<th>S.Lan strategy/ action plan</th>
<th>Mapping Report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sign posting</strong></td>
<td>1, 4, 5, 6, 14</td>
<td>Indicators 3, 6, 8</td>
<td>Indicators 3, 6, 8</td>
<td>Care and Support; Community Places. Identified need for improved signposting</td>
</tr>
<tr>
<td>The One Stop Shop provides a library of books and leaflets. A signposting service is provided through an advice line, drop in sessions and appointments.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>General advice</strong></td>
<td>1, 8,</td>
<td>Indicators 3, 6, 8</td>
<td>Indicators 3, 6, 8</td>
<td>Care and Support, Diagnosis Identified need for practical advice, post diagnostic advice and information.</td>
</tr>
<tr>
<td>Autism Advisors at the One Stop Shop are available for drop ins and appointments. They have a wealth of autism specific knowledge and experience to share with people who have an ASD, professionals and families.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Intro to Autism Training</strong></td>
<td>1, 5, 6, 8, 9, 12</td>
<td>Indicators 2, 2, 3, 4</td>
<td>Indicators 2, 3, 4</td>
<td>Education, Employment, community places, care and support Identified need for training and awareness raising for professionals and as post diagnostic support</td>
</tr>
<tr>
<td>Two three hour training sessions are provided free of charge in collaboration with the LCC. This training is available to professionals, parents/ carers, and adults who have AS or HFA. Attendees must attend both sessions. There is also an optional profiling training session available.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Workshops - external providers</strong></td>
<td>1, 2, 9, 12, 14</td>
<td>Indicators 2, 3, 4</td>
<td>Indicators 2, 3, 4</td>
<td>Education, Employment, community places, care and support Identified need for training and awareness raising for professionals and as post diagnostic support</td>
</tr>
<tr>
<td>The One Stop Shop facilitates workshops focussing on a wide range of topics. These are provided by a range of specialist professionals working within Lanarkshire. Topics have included Fragile X syndrome, Legal Guardianship, Visual issues and Autism for example. These can be accessed by professionals, people with ASD and their families.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Social skills group</strong></td>
<td>2, 3, 4, 5, 7,</td>
<td>2, 3, 4, 5, 7,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>A social skills programme is provided to 8 – 12 year olds over four sessions. This group aims to enable children to develop social communication skills. A report is provided at the end to highlight each child’s strengths and development needs and includes suggested activities for each child. A further programme has been developed for 16 – 25 year olds and includes conversation skills and internet safety.</td>
<td></td>
<td>Care and Support, Community Places, education Identified need for opportunities for socialising and need for people to feel accepted. Identified need for assessments.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Understanding your diagnosis</strong></th>
<th>1, 5,</th>
<th>1, 5,</th>
</tr>
</thead>
<tbody>
<tr>
<td>These groups provide an opportunity for children and young adults to improve their understanding of their diagnosis and how it affects them. It is also an opportunity to meet other people of the same age group who experience similar difficulties.</td>
<td></td>
<td>Diagnosis, Identifies need for understanding of self linked with diagnosis. Link to mental wellbeing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Art Group/ Creative Writing Group</strong></th>
<th>4, 10, 11</th>
<th>4, 10, 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child and adult art groups and adult creative writing group are led by tutors. These groups have helped to build confidence, reduce stress and anxiety and encourage social interaction with others in the group. These activities can also be used to address sensory issues and motivation issues. Participants are encouraged to try new things and to step outside of their comfort zones.</td>
<td></td>
<td>Care and Support, Community Places Identified need for opportunity to socialise, opportunity to feel accepted.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>siblings group</strong></th>
<th>1, 6,</th>
<th>1, 6,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provided in collaboration with Action for Children this group aims to increase knowledge and understanding of autism and how it affects the individual and those supporting them. It aims to bring siblings together to create a support network.</td>
<td></td>
<td>Community Places Identified need for parent/ carer support</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Intensive support programmes</strong></th>
<th>1,2,3, 4, 8, 9, 12, 13</th>
<th>1,2,3, 4, 8, 9, 12, 13</th>
</tr>
</thead>
<tbody>
<tr>
<td>A personalised programme is developed in collaboration with the individual, their family and other professionals involved. Issues addressed through these programmes have included anger management, introduction of communication tools and transition tools, social skills, and independent living skills. Topics and style of work vary from person to person.</td>
<td>Indicators 8</td>
<td>Indicators 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Support Identified need for one to one programmes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Joint project - FPA</strong></th>
<th>4, 9, 12, 13,</th>
<th>4, 9, 12, 13,</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scottish Autism and the Family</td>
<td>Indicators 8,</td>
<td>Indicators 8,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Support</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Identified need</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Work placement/ volunteers</td>
<td>Two work placements were provided within the One Stop Shop in collaboration with Routes to Work. Two work placements provided through Brannock High School. The One Stop Shop works with volunteers to meet the needs of the service.</td>
<td>Employment Identified need for work experience and mentoring opportunities.</td>
</tr>
<tr>
<td>Parent/ Carer groups</td>
<td>A Parent/ Carer group runs from the One Stop Shop in conjunction with the LCC. A second parent carer group has been developed to meet the growing demand. A Parent/ Carer facebook group is facilitated by the One Stop Shop.</td>
<td>Community Places Identified need for parent/ carer support</td>
</tr>
<tr>
<td>18+ drop-in</td>
<td>A drop-in service is provided on a Friday morning for adults with autism to encourage social interaction and to increase motivation and confidence to begin volunteer work, college or paid work. We encourage attendees to maintain friendships outside of the One Stop Shop.</td>
<td>Community Places, Care and Support Identified need for opportunities to socialise and to feel accepted. Identified need for drop-in facility for adults.</td>
</tr>
<tr>
<td>Family drop-in</td>
<td>Once a month a family drop-in is provided on a Saturday morning. This is an opportunity to enable parents to meet each other, children to socialise and siblings to socialise in a supportive environment.</td>
<td>Community Places, Care and Support Identified need for opportunities for socialising and feeling accepted. Identified need for practical advice and post diagnostic advice and information.</td>
</tr>
<tr>
<td>Multi-Professional Information Share</td>
<td>Once every two months an opportunity is provided for professionals to share information and strategies. Each session focuses on a different topic. These have included training, transitions, autism and mental health, social opportunities and family support. These aim to ensure that services are linked up and to raise awareness of the breadth of services available to signpost effectively.</td>
<td>Education, Employment, Diagnosis Identified need for training and awareness raising.</td>
</tr>
</tbody>
</table>
| **SMHFA training**  
Scottish Mental Health First Aid training is provided for adults with AS, their families and professionals. | 14 | Diagnosis  
Identified need for linked awareness of ASD and Mental Health |
|---|---|---|
| **Profiling**  
Profiles can be completed for children and adults to ensure that skills and areas of need are identified. These can be used to enable professionals and families to identify the correct services for individuals, for example at times of transition. These are used within the One Stop Shop to identify areas to address in 1:1 sessions. Training is also provided to parents/carers and professionals to build capacity in the community around profiling and understanding of autism. | 1, 4, 7, 10, 12, 13 | Indicator 8  
Indicator 8 | Employment, Housing, Identified need for assessments to enable training skills training. |
| **Stress Awareness and Relaxation**  
A Stress Awareness workshop is provided at the One Stop Shop. Relaxation Skills Workshops are also provided. These aim to raise individual awareness of personal stress and strategies to reduce stress. | 9, 14 | Care and Support  
Community Places  
Identified need for parent/carer support and post diagnostic support |
| **Involvement in local strategy**  
The One Stop Shop has been involved in the creation of the North Lanarkshire Autism Action Plan and is involved in the creation of the South Lanarkshire Strategy and the NHS Lanarkshire strategy. | 1 | 1 |
## Appendix D
Where do we fit in: National Health and Wellbeing Outcomes

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<tr>
<th>National Health and Wellbeing Outcomes</th>
<th>Lanarkshire One Stop Shop</th>
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<tr>
<td>The National Health and Wellbeing Outcomes are high-level statements of what health and social care partners are attempting to achieve through integration and ultimately through the pursuit of quality improvement across health and social care. By working with individuals and local communities, Integration Authorities will support people to achieve the following outcomes:</td>
<td>Scottish Government funded service providing information, advice and signposting services to parents, carers, professionals and people living with autism. Currently accessed over 2000 times since opening two years ago. Funding is due to end March 2016. A range of individual and group opportunities are available. Through these the National Health and Wellbeing Outcomes are achieved:</td>
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**Outcome 1:** People are able to look after and improve their own health and wellbeing and live in good health for longer | Provision of skills based workshops such as social skills, understanding your diagnosis and stress management for children and adults enables individuals to identify strategies to look after and improve their own health and wellbeing. |

**Outcome 2:** People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community | Provision of skills based workshops such as social skills, understanding your diagnosis and stress management for children and adults enables individuals to identify strategies to live independently in their community. Free training is provided to parents and professionals to improve support for people with autism in the community. |

**Outcome 3.** People who use health and social care services have positive experiences of those services, and have their dignity respected | Services are regularly evaluated and feedback is regularly gathered through evaluation forms, post it walls, comments box, Facebook and emails. Suggestions are followed up and where possible requests are met. The One Stop Shop is a needs led service. |

**Outcome 4.** Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services | The One Stop Shop responds to needs identified in evaluations and comments. Support is provided for the whole family through parent groups, sibling groups, and a range of groups for people who have autism. A range of training and workshops are also provided for professionals and parents/ carers to ensure that the correct strategies are implemented in a personalised manner. |

**Outcome 5.** Health and social care services contribute to reducing health inequalities | The Lanarkshire One Stop Shop provides training for professionals in the local community. This helps to raise awareness of autism and ensures that people with autism have the same opportunities as everyone else accessing services in the community. This includes training for GPs. |
<table>
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<th><strong>Outcome 6.</strong> People who provide unpaid care are supported to look after their own health and wellbeing</th>
<th>The Lanarkshire One Stop Shop provides a range of information and support to parents and carers. These include two parent/ carer groups led by volunteers and linked to LCC. Stress awareness workshops are also provided to parent/ carers.</th>
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<tr>
<td><strong>Outcome 7.</strong> People using health and social care services are safe from harm</td>
<td>All staff are PVG checked and risk assessments are completed to ensure that everyone accessing the service is protected as far as possible from harm whilst in the One Stop Shop. In addition to this, workshops and 1:1 support are available in the form of internet safety workshops; social skills workshops; intensive support is available; consequences; emotion management and recognising danger.</td>
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<td><strong>Outcome 8.</strong> People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide</td>
<td>All staff members receive regular supervisions and have an annual review. During these staff are encouraged to reflect on their skills and development areas and to identify training needs. A training budget is identifies to ensure that staff can attend training and to continue to build their skills.</td>
</tr>
<tr>
<td><strong>Outcome 9.</strong> Resources are used effectively and efficiently in the provision of health and social care services</td>
<td>The One Stop Shop ensures that they continue to meet the needs of the local community on a limited budget through collaborative work – for example: LCC; Workshops by local professionals; NHS childrens diagnostic service. The service also aims to provide preventative support through identification of appropriate strategies and support networks. This can eliminate the risk of the need for crisis support in the future.</td>
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Appendix D
Specialist ASD Support

**Specialist ASD Support**
The One Stop Shop have a team of qualified and experienced specialist ASD Advisors and staff.

**Intensive Support**
Intensive support is provided by qualified, experienced staff. This is tailored to the individual and usually consists of 6-8 sessions on a 1:1 basis or in a small bespoke group.

**Social Skills Workshop**
Provided by autism advisors for small groups of 8-12 year olds and 16-21 year olds. Focussing on activities designed to highlight gaps in awareness and developing understanding.

**Creative Writing Workshop**
Provided by a qualified and experienced tutor. Funded and facilitated by the one stop shop. Available to adults. Aims to facilitate social interaction and develop communication skills.

**Art Workshops**
Provided by a qualified and experienced art tutor, funded by the one stop shop. Available to children and adults. Aims to facilitate social interaction while developing sensory thresholds and communication skills.

**Adult Social Drop In**
Provided every Friday morning by qualified, experienced staff and volunteers. Aims to provide a safe environment for adults with ASD to socialise and access support.

**Specialist ASD Advisors**
All services provided at the OSS are staffed by specialist ASD Advisors who are educated to degree level.
Appendix D

Post Diagnostic Support

Post Diagnostic Support

Following diagnosis all families in Lanarkshire are referred to the One Stop Shop.

Parent Groups
2 Parent groups are available. Aiming to create a wider support network and further learning opportunities.

Advice Line
Information, advice and signposting service provided by experienced trained staff.

Initial 1:1 Appointment with specialist advisor
An appointment is scheduled for all new families to discuss their needs and steps forward.

Sibling Support
A sibling group is provided for siblings aged 8-12. Siblings are encouraged to share experiences and to learn more about autism. A Facebook group has recently been created for older siblings.

Training
3 hour training sessions are provided free in conjunction with PRTLCC. These cover a basic overview of autism & strategies. 1x3 hour free profiling session is also available.

Social Drop-in
Facilitated by staff and volunteers. Families are invited to attend. Aims to support families to build their support network, and to provide advice and information in a informal setting.

Information Workshops
Professionals are invited to speak on a specific topic. These workshops are free to attend. The topic of these workshops have varied from toileting issues to legal guardianship to Fragile X Syndrome.

Understanding Your Diagnosis
Workshops are provided for young people who have a diagnosis of ASD. Individualised profiling is also available for those unable to access workshops.
Appendix D
Professional Support

Appointment with Specialist Advisors 1:1
Appointments with a specialist ASD advisor are available to professionals seeking information and advice.

Training
3 hour training sessions are provided free in conjunction with PRPILCC. These cover a basic overview of autism & strategies. 1x8 hour free profiling session is also available.

Professional Support
The One Stop Shop provides information advice and signposting services to professionals and has been accessed by professionals from all sectors.

Information Workshops
Professionals are invited to speak on a specific topic. These workshops are free for all to attend. The topic of these workshops have varied from toileting issues to legal guardianship to Fragile X Syndrome.

Involvement in Events
Advisors are available to share information at events and to present to groups, e.g., at team meetings etc.

Advice Line
Information, advice and signposting service provided by experienced trained staff.

Professional Information Sharing
Professionals from a range of backgrounds are invited to come together on a bi-monthly basis to share information and discuss gaps.

Involvement in Local ASD Strategies
The Service Manager is involved in the creation and implementation of the North and South Lanarkshire ASD Strategy and Action Plan as well as the Pan-Lanarkshire strategy group.