



Family Advice and Community Connections Service

Billy Morrison

Assistant Service Manager





Family Advice and Community Connections Service

Supporting families in Perth and Kinross



About Us

Are you feeling a bit stuck as a family? Looking for advice or support? **The Family Advice and Community Connections Service (FACCS)** is here to help!

Delivered by Aberlour Children's Charity, FACCS offers early support and guidance to families in Perth and Kinross. We're a go-to resource for families seeking information, advice, and connections to other helpful services in their community. Any family with children under the age of 18 can contact our service directly for help.



How we help

- Personalised support for your family's needs
- Expert advice on family matters
- Assistance when you need it most
- Flexible meeting locations to suit your needs
- Connections to additional support services in the community



Scan for more information

Get in touch today

For more information on the support that we offer, please contact:

Tel: 0808 196 7292

Email: faccs@aberlour.org.uk

f AberlourCC x AberlourCCT i AberlourCC

www.aberlour.org.uk

Scottish Charity no: SC007991
Company Reg no: SC312912



What we do

- Whole Family Support
- Early Intervention and Prevention
- Person Centred Planning
- Advice, Guidance, Support and Signposting

Holistic Family Support Principles

- Non-stigmatising
- Needs Based
- Timely and Sustainable
- Being Heard
- Collaborative
- Whole Family
- Community Based
- Promoted
- Skilled and Supported
- Children's Rights

FACCS Team

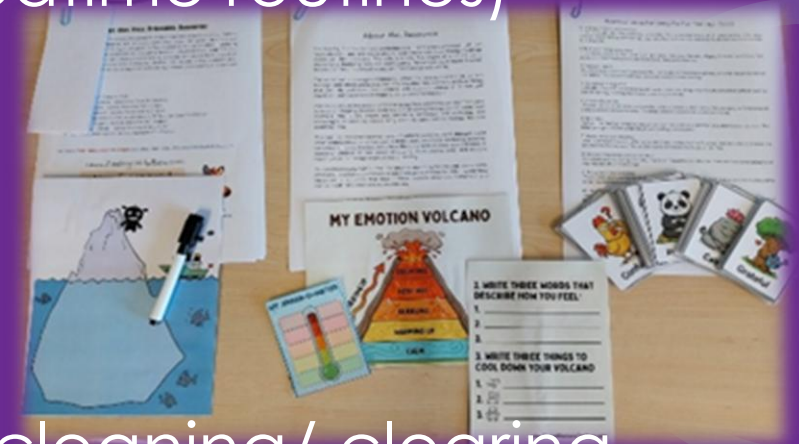
- Wellbeing Assessment Co-Ordinator (Denise Melloy) – First point of contact for families – initial conversations and planning
- 4 x Family and Community Support Workers: Clara Cromar (Eastern Perthshire), Delithea Denton (Perth City and surrounding areas), Daryl-Anne Miller (Western Perthshire) and Vicky Franks (Minority Groups) – linked to all areas and communities of Perth and Kinross, complete direct work with families
- Relief Family and Community Support Workers (vacancies available)
- Assistant Service Manager (Billy Morrison) – supports team and manages FACCS service day to day, with a focus on awareness raising, partnership working and collaborations..

FACCS Enquiries and Direct Support

- 720 enquiries received into service since launch in September 2024
(210 – 2026, 431 -2025, 79 -2024)
- 292 have gone on to receive direct support from the Team (0-14 weeks + of regular support)
- 428 have either been provided with support/ information and advice over the phone/ via email or been connected with a more specialised service which meets their needs

Family Supports

- Routines in the house (morning, daytime, bedtime routines)
- Provide resources to support families
- Financial Supports
- Mediation with schools (non-attendance)
- Support with batch cooking
- Household chores/ organising/ unpacking/ cleaning/ clearing
- Collection of items from previous tenancy
- Pick up and drops off to get children to medical appointments (that other wise would not have been attended)
- Support to attend other groups/ community initiatives



Case Sample

Parent contacted us advising she had no heating and insecure housing. Support worker visited the home and bled the radiators, and this reset the heating system. For the first time in several months the family home had heat. Support and guidance also provided to get the back door lock replaced which had been broken. Support Worker liaised with housing to sort long term housing for the family as the current house had been her Mum's and was up for sale due to only being part owned.

Parent feedback: "You've made my year, no more worry that I will get seriously ill. Thankyou".

Feedback from another professional: "She looks so much better now than she did before you started support. It's great to see her moving forward now. You did what we don't have the capacity to do"

Community Presence and Networking



Partnerships



Halloween Family Party – jointly with PKAVS Carers Hub (Parent Carers Support Worker). Attended by 8 families supported by FACCS.

Christmas Hampers and Gifts from Families



In partnership with Christine at Josephs – Mission Ministries 18 family Christmas food hampers with gifts for each family member were organised and delivered. 11 children received presents through Cash4kids and 4 children from Salvation Army– as families were not financially able to provide otherwise. 8 Hampers were provided to families through PKC Parenting and Family Learning Team. The Big Hoose were also involved in supporting us to provide items to families in the run up to Christmas.

Partnership with Mindspace – Emotion Explorers Group

Mindspace and FACCS hosted a 4 week Emotion Explorer Group offered to families being supported by FACCS. 4 children (all boys). The group was delivered on Monday's at 4pm between 10/11/25 – 01/12/25.

Feedback from the children who attended emotions explorers group:

"I liked it more than school cause I could talk and move about"

"I really wish I could stay here for more weeks"

"you're cool"

Visuals Workshop Delivered to Parent Carers Coffee and Chat

This was a 45 minute session that discussed how to best use visual routines and how to introduce them to children and young people.

4 parents attended 4 professionals. Feedback: "This was really helpful", "I can see how I would use these in my home now".

Feedback from Families



“The help I got was amazing, such a lot of stress was taken off of me. It was amazing”

“It’s working great (morning routine we setup) and he LOVES the stickers. Getting ready in the morning has been like night and day with the visual board! It’s working really well and making such a difference!! Thank you”.

“What a fantastic charity, you are the support network I needed”

“I called last minute looking for help, thought I’d left things too late, but you guy’s were happy to help and you did”.

“ In regards to the help you offered me when I was with you it was something I genuinely couldn't have done on my own from the first appointment, things just seemed too good to be true but with each visit another box got ticked off my to do list and as you know it was a big challenging list but the support and time I received from FACCS was brilliant and I can't remember an organisation that has made such an effort for (name of daughter) and I and crammed so much in to help us we're forever grateful so thank you very much”

“Thank you for all your help I will continue to use the strategies I appreciate your help so much.”

“Thank you for being there when I needed it most”

“I feel I now have the skills and confidence to be a stronger parent “



**Family Advice
and
Community Connections
Service**

(Perth and Kinross)

[aberlour.org.uk](https://www.aberlour.org.uk)

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