

THE INDEX FOR CHILDREN 0-18 WITH A DISABILITY OR ADDITIONAL NEED LIVING IN THE VALE OF GLAMORGAN ANNUAL REPORT 2024-25

THIS INDEX REPORT WILL PROVIDE AN OVERVIEW OF INDEX ACTIVITY OVER THE LAST YEAR



MEET THE TEAM

The Index is funded by Welsh Government's Families First Grant and administered by the Family Information Service (FIS). The team demonstrate a wide remit specialising in their own areas but knowledgeable across the board enabling the team to answer varied and complex enquiries.



In 2024, The team were awarded a Families First Quality Award, a national accolade that acknowledges FIS teams that demonstrate excellence in providing advice and assistance to families. The team went through its first review over the last year and maintained its status. The team were the third Local Authority in Wales to secure this recognition.



KEY ACHIEVEMENTS

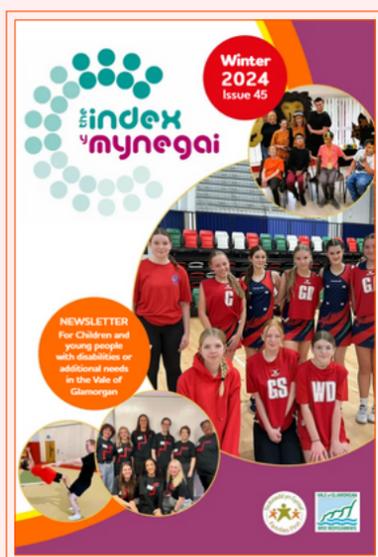
NEW REGISTRATIONS: HIGHEST IN Q4 JANUARY-MARCH 2025 (69). 175 ACROSS THE YEAR

NOMINATED FOR AN INCLUSIVE SERVICES AWARD

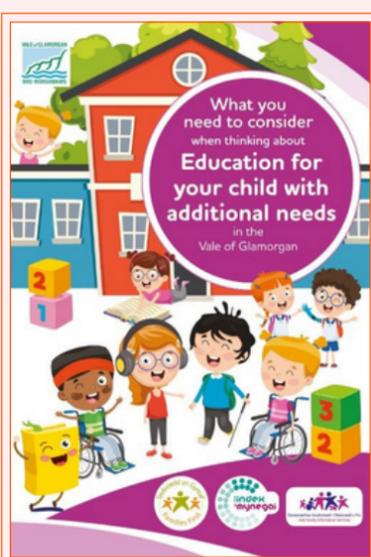


PRODUCED 2 NEWSLETTERS INTRODUCING NEW SERVICES & DEMONSTRATING LEVELS OF ENGAGEMENT

PUBLISHED A NEW EDUCATION GUIDE FOR CHILDREN WITH ADDITIONAL NEEDS



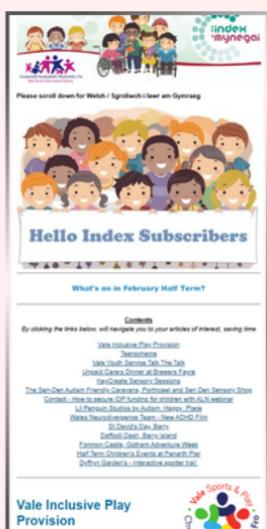
THE INDEX NEWSLETTER WINTER 2024 (594 VIEWS)



THE INDEX EDUCATION GUIDE (1.2K VIEWS)



THE INDEX NEWSLETTER SUMMER 2024 (563 VIEWS)



THE INDEX REGULAR BULLETINS



THE INDEX GROUNDING TECHNIQUE CARD FOR DISCREET ANXIETY AND REGULATION NEEDS



THE INDEX Q&A VIDEO MOVING TO THE ALN SYSTEM (ALNET) 2021-2025 (743 VIEWS)

SO WHAT DO PEOPLE THINK?

Parent Carer

“ FINDING IT VERY USEFUL, VERY INFORMATIVE, OFFERING GREAT SUPPORT ”

Parent Carer

“ THE RESPONSE WAS QUICK AND THE INFORMATION IS VERY HELPFUL ”

Professional

“ THE INDEX HELPED US DEVELOP A PARENT-CENTRED ALN GROUP ”

Professional

“ FANTASTIC RESOURCE, EXACTLY WHAT IS NEEDED ”

KEEP SCROLLING TO SEE HOW YOUR INFO MAKES A DIFFERENCE

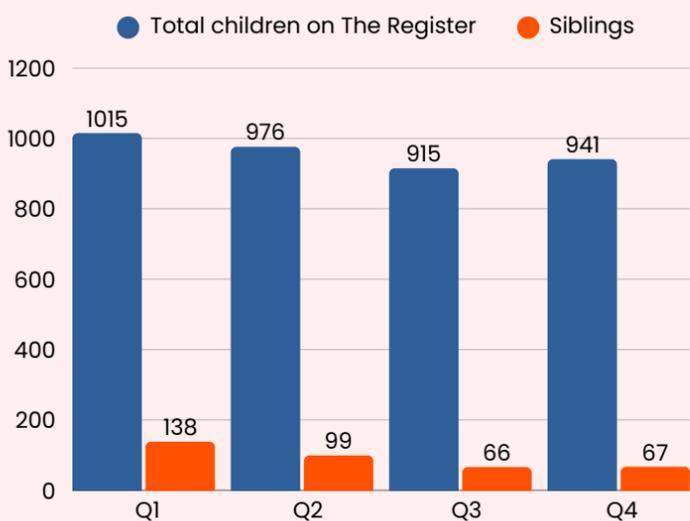


A CLOSER LOOK AT THE DATA AND WHAT IT TELLS US

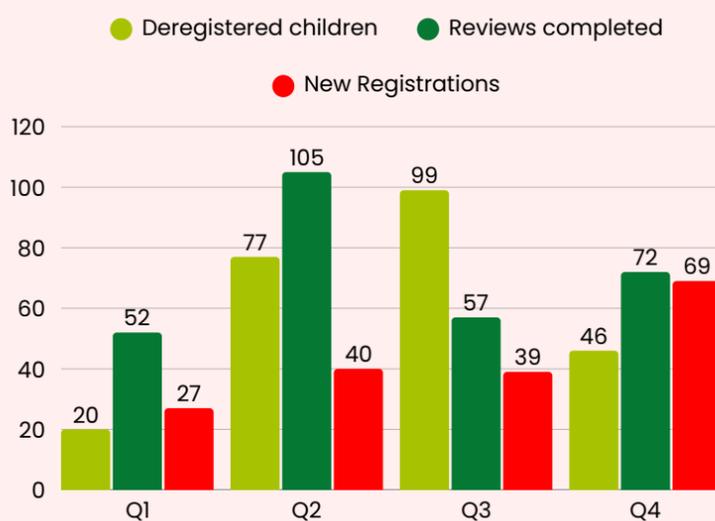
Q1: April–June 2024 Q2: July–September 2024
Q3: October–December 2024 Q4: January–March 2025



CHILDREN AND SIBLINGS ON THE INDEX



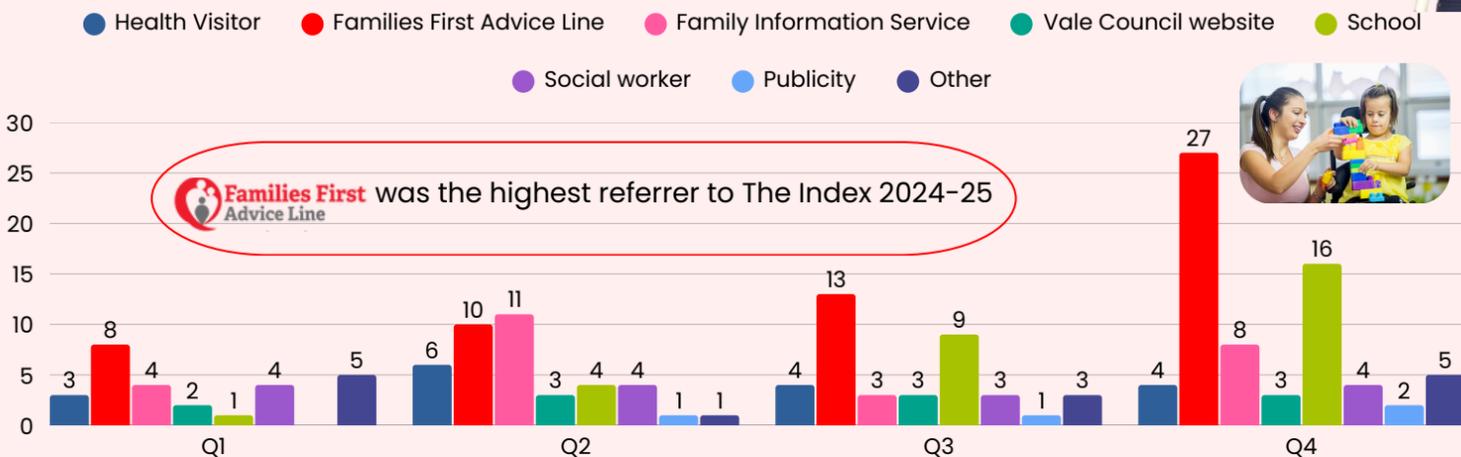
CHANGES TO THE INDEX REGISTER



941 children were registered on The Index as of March 2025. This is a decrease of 67 compared to March 2024. The 'Changes to The Index Register' graph shows how the registration numbers have changed over the last year.

175 new children were registered on The Index between 1 April 2024 and 31 March 2025. This is an increase of 22 registrations in comparison to the previous year 2023-24. 242 children were deregistered from The Index - most turned 18 or couldn't be reached for a review.

SOURCE OF REFERRALS

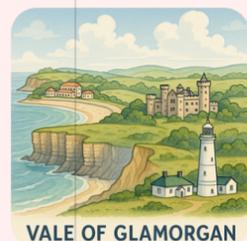
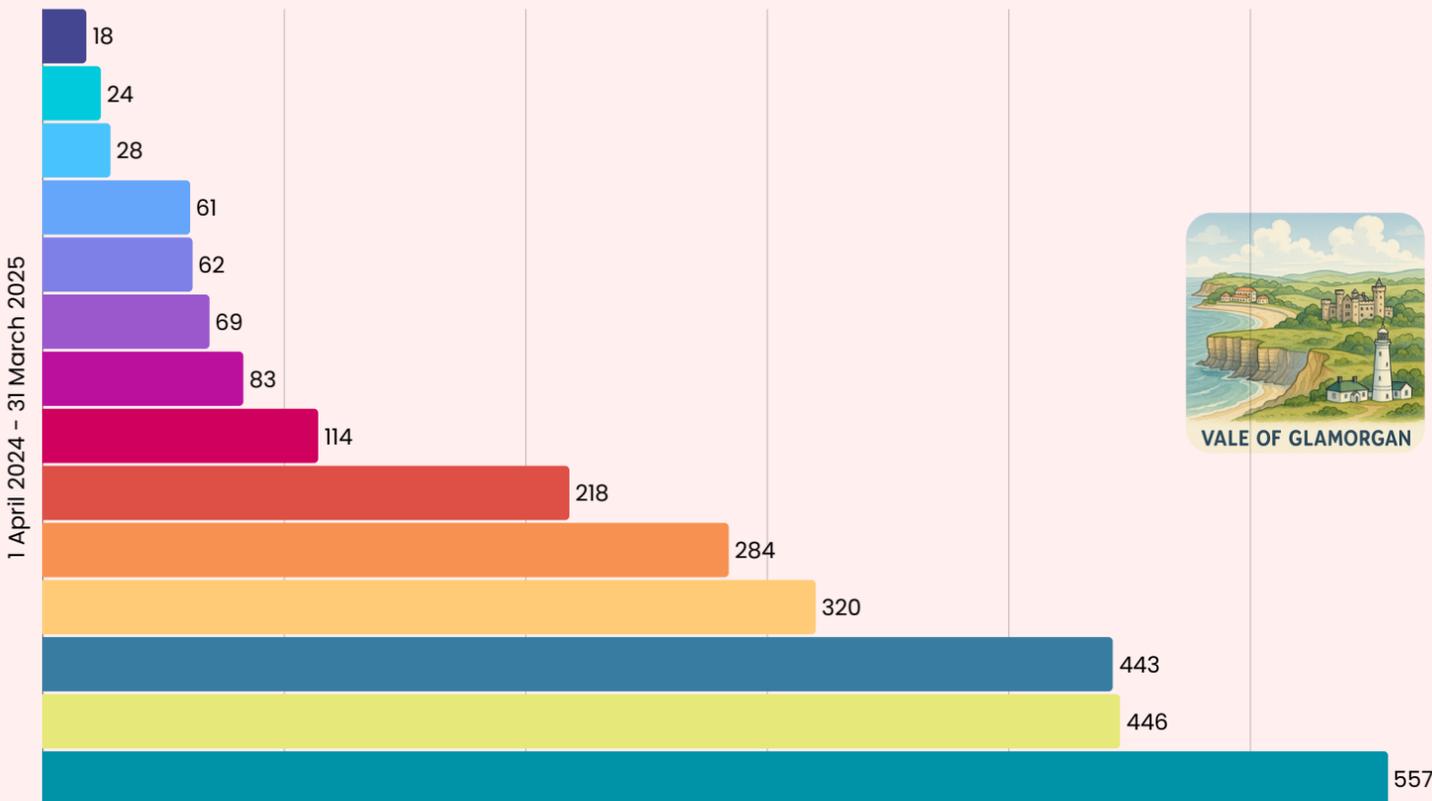


Families First Advice Line was the highest referrer to The Index 2024-25

The Index receives more referrals than shown above, but sometimes we're unable to reach parent carers to complete the registration process. We work closely with the Families First Advice Line, and that strong partnership helped achieve this positive result.

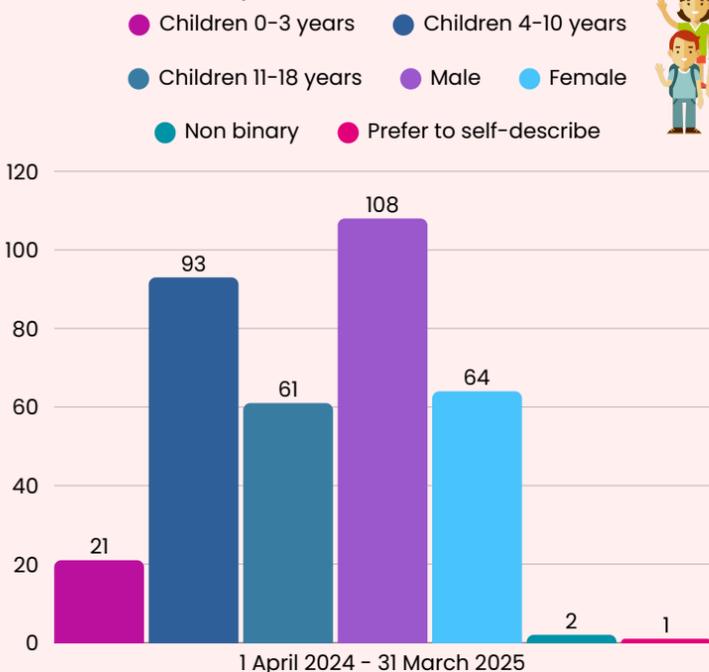
PRESENTING NEED OF ALL CHILDREN ON THE INDEX

- Other
- Neurological Condition
- Chromosomal Abnormality
- Visual Impairment
- Hearing Loss
- Chronic Health Condition
- Learning Need
- Physical Disability
- Learning Disability
- Significant delays such as Global Developmental Delay
- Speech, Language & Communication Difficulty
- Behavioural/Emotional Difficulty
- Social, Interaction & Engagement Difficulty
- Neurodiverse Condition

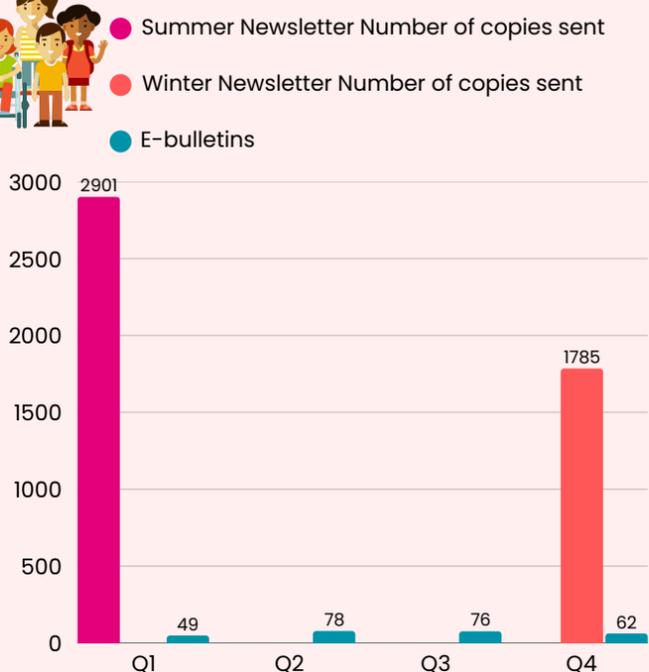


This is a tick-box category on The Index Registration Form, and more than one can be selected. Neurodiverse conditions—like Autism or ADHD—are the most common. Over half of these children are undiagnosed and awaiting assessment, similar to last year.

AGE RANGE, GENDER AND ETHNICITY



INFORMATION DISTRIBUTED

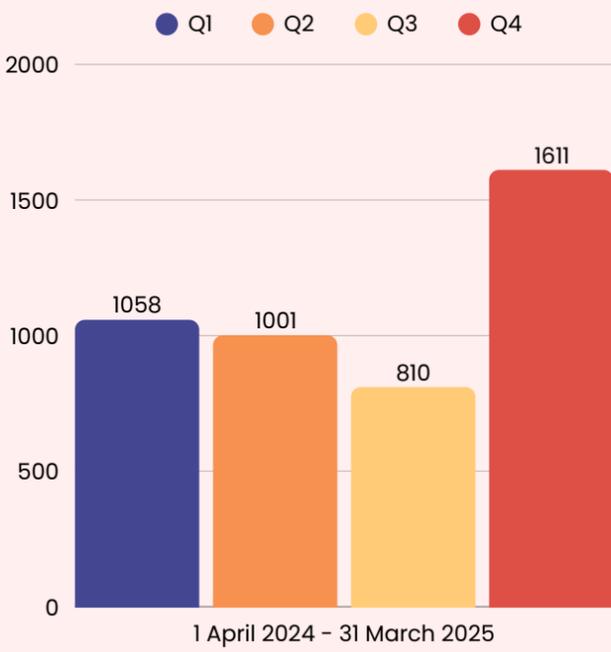


As in previous years, most children on The Index identify as male. Most new registrations this year were aged 4-10, the same as the previous year 2023-24. Most children on The Index are White British, followed by those from mixed backgrounds.

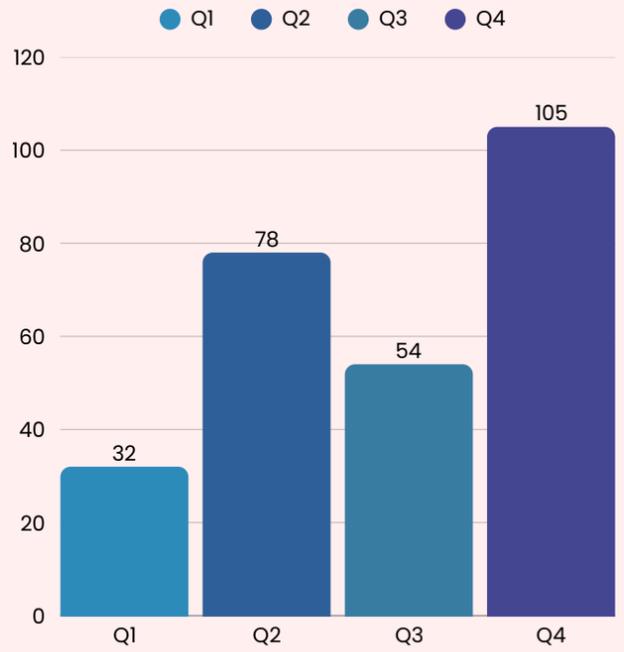
Two newsletters a year are sent digitally, with hard copies for those who need them. The graph shows the total sent. We sent out 265 articles over the year and tracked delivery and clicks to find the top-performing articles. More sessions were co-hosted by C&V Community Connectors and partners for parents of children awaiting a Neurodevelopmental assessment.

WHAT THE DATA TELLS US AND WHAT'S NEXT FOR THE INDEX?

HITS TO THE DISABILITY WEBPAGES



DISABILITY ENQUIRIES



Disability page visits saw the highest peak in Q4, partly due to new resources like our education guide being published on the page. A website link is also shared with each new Index registration, which may explain the high traffic.

The highest number of enquiries were received in Q4. The Index was present at an increased amount of outreach over Q4 and associated enquiries have been recorded as a result.

IDENTIFIED GAPS

Using registration data, The Index builds a picture of need for children with disabilities or emerging needs in the Vale of Glamorgan. Through this work, the following gaps have been identified:

- **Childcare Offer Additional Support Grant Ends:** Limited funding is available to continue support at a childcare setting.
- **Families First Holiday Club:** Continues to be oversubscribed and operates on strict criteria, limiting access for children who may benefit.
- **Closure of Vale People First:** Services such as Teenscheme, Youth Speak Up and Clwb Hwb have ended, leaving a gap. The Council is exploring alternatives.
- **Neurodevelopmental Service Funding Ending:** From September 2025, funding for Community Connectors will cease. Their work included strong engagement, non-diagnosis-based support, and resource creation for families on the waiting list.
- **Support for Hearing and Sight Loss:** Potential lack of services identified. Key relationships have been established to understand needs and promote available support.
- **Childcare for Children with Complex Needs (1:1, personal care, peg feeding, flight risk etc):** Financial and staffing challenges make it difficult for providers to offer care. In some cases, parents are asked to fund 1:1 support themselves.
- **Over half of the children registered on The Index—both in the past year and overall—live in Barry.** This shows we still need to improve our reach to families in rural areas across the Vale.



PROMOTION OF THE INDEX ACROSS THE VALE

Social media remains a valuable tool for both marketing and communication. Our Facebook following has grown to over 4,700, reflecting a positive increase from last year. Among our most successful Index posts were:

- A heartfelt post for Carers Week, reaching 1.6k users
- Promotion of the Winter 2024 Index Newsletter, reaching 1.8k
- Launch of our brand-new Education Guide, which achieved an impressive 2.7k reach

These figures highlight the continued impact of authentic, informative content in engaging our audience.



Our **animated video** continues to offer a clear, engaging way to introduce The Index to parent carers. With over 650 views and rising, it's proving to be an effective tool for raising awareness and understanding.

We've had a strong presence at a range of **outreach events**, including:

- Community Connectors sessions
- Cardiff & Vale Parents Federation Understanding Disability Awards
- Thinkedi Awards
- Families First Networking Event
- Flying Start Family Fun Day
- National Play Day
- FIS Christmas Party

These events have helped us connect directly with families, professionals, and partners across the Vale.



PRIORITIES 2025-26

Referral Pathways

- Continue to establish a referral pathway to The Index for partners in **Education and Health** to ensure consistent and effective signposting.

Education Guide

- Review and develop the Education Guide:
- Lead regular review meetings with partners.
- Incorporate feedback and updates to keep the guide relevant and user-friendly.

Family Engagement

- Continue sharing suitable content with families:
- Ensure relevance, accessibility, and value.
- Use multiple channels (email, social media, Padlet, Podcast etc).

Consultation and Collaboration

- Drive more consultation through The Index Consultation Group:
- Gather feedback.
- Co-produce improvements and new initiatives.

Inclusive Services Padlet

- Launch The Index Inclusive Services Padlet:
- Host a partner session to identify service gaps.
- Encourage collaborative working and resource sharing.

Newsletters

- Produce seasonal newsletters: Winter and Summer 2026 editions to keep families informed and engaged.

Integrated Front Door

- The Index will be included in the new Integrated Front Door for Children's Services, Early Help and Family Information Service. This will enable our families to receive the right information at the right time and provide them with a more accessible service.

Addressing the identified gaps

- Inform key partners and explore if anything can be done to close them.



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