

NAGC's Information and Advice Service

Our information, advice and support work nationally provides NAGC's front-line service to parents and carers, teachers and young people. It offers a range of services including:

- Answering telephone and email queries
- Providing in depth consultancy appointments with one of our Education Consultants
- Coordinating our network of Parent School Partnership volunteers to provide in depth support to parents in schools
- Coordinating our small team of volunteer mentors to provide specialist advice in music and the arts to families
- Producing Fact Sheets on a range of issues
- Running the parents' forum on our website

This service is provided by a small team of part-time Education Consultants supported by a network of volunteers.

How this service delivers public benefit

NAGC's Information and Advice Service delivers public benefit in a number of ways:

- By helping to educate parents on a range of issues relating to the social and emotional wellbeing of their child
- By providing support and guidance to parents, many of whom are desperate for help when they come to us
- By helping to reduce, prevent or remove the escalation of issues at home and at school, which could be damaging to the gifted child and his or her family – bullying, mental health issues, self harming or even suicide

In 2008-2009, the achievements of this service included:

- A growth in the number of people supported over the telephone by 141% to 4274
- Introducing specialist Education Consultants to support parents of children in early years, primary and secondary schools and post 16 as well as carers of gifted children
- Producing 30 Fact Sheets to support our post 16 initiative
- Running a monthly poll on our website to evaluate parents' views on a variety of issues related to their gifted child
- Integrating technology needed to run the Information and Advice Service with NAGC's general database to pull together a wealth of information and advice about the families of gifted children
- Our involvement in the Government's City GATES project in the Black Country to look at ways to support and encourage parents to look at university as an option for their gifted child



What we would like to have done better

- Despite making applications to a variety of different organisations, we were unsuccessful in securing funding to expand and extend the Information and Advice Service. This meant that our work with twice exceptional children who are home educated, travellers and young offenders had to be put on hold as did our pilot for evening opening hours



- Due to lack of resources, we only carried out one training course for our Parent School Partnership volunteers and we were not able to implement an active recruitment programme this year
- We recognised the urgent need to review and renew the information and advice areas on our website but we had to postpone its implementation because of lack of resources

In 2009-2010, we would like to:

- Relaunch our schools' support package to offer practical information and advice to teachers particularly on working with parents
- Obtain funding to extend the service and employ two further Education Consultants
- Carry out research on the needs of the carers of gifted and talented children
- Extend our network of specialist consultants to include people able to give advice in areas such as engineering and maths
- Review and refresh the information and advice sections of our website

“Thank you so much for all your help this morning. You gave me some really good ideas, which I am going to put in place. The factsheets you recommended on your website are really informative and I am going to pass on the ones on handwriting to my son’s teacher as I think she will find them interesting too. Hopefully things will move forward now.”

Parent

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