



Provider Fact Sheet

Firefly FDN LTD

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Outreach

Who we are

Firefly Foundation is a specialist alternative education and pastoral support provider dedicated to helping children and young people overcome barriers to learning, engagement and wellbeing. We believe that every child deserves the opportunity to succeed, regardless of the challenges they face. Our bespoke, relationship-led approach places the young person at the centre of everything we do. We work collaboratively with schools, families and professionals to understand each child's individual needs and develop personalised programmes that build confidence, resilience and a pathway back into education, learning and positive life outcomes. Our team brings together extensive experience across education, social work, youth justice, youth work, safeguarding, therapeutic practice, SEND, child exploitation, emotional wellbeing and family support. This breadth of expertise enables us to understand the complexities affecting vulnerable children and respond with flexible, practical and compassionate support.

Our Approach At Firefly, we know that meaningful change begins with trust. We prioritise building safe, consistent relationships that enable young people to feel heard, valued and understood. Our programmes are individually designed and may include:

- One-to-one mentoring and pastoral support.
- Emotional wellbeing and resilience development.
- Support for young people with SEND and neurodiverse profiles.
- School avoidance and attendance support.
- Behaviour support through understanding underlying need.
- Confidence, self-esteem and emotional regulation.
- Preparation for reintegration into education.
- Life skills and independence.
- Community-based learning experiences.
- Family engagement and parental support.
- Multi-agency working and professional advocacy.

We recognise that behaviours are often forms of communication. Rather than focusing solely on behaviour itself, we seek to understand what lies beneath it, helping young people develop the skills and confidence needed to succeed.

Who We Support We work with children and young people who may be:

- At risk of exclusion.
- Permanently excluded.
- Experiencing emotionally based school avoidance (EBSA).
- Struggling with anxiety or emotional wellbeing.
- Presenting with social, emotional and mental health needs.
- Neurodivergent or awaiting assessment.
- Care experienced or previously looked after.
- Vulnerable to exploitation or involvement in youth violence.
- Requiring alternative provision or bespoke educational support.
- Finding mainstream education difficult to access for a range of reasons.

Working in Partnership Strong partnerships are central to our work. We collaborate closely with schools, local authorities, families and external professionals to ensure a coordinated approach around each young person. Regular reviews, progress monitoring and clear communication ensure that interventions remain responsive and outcome focused. **Safeguarding** Safeguarding is embedded throughout our practice.

All staff are appropriately trained in safeguarding and child protection and work in line with statutory guidance, including Keeping Children Safe in Education. Robust safeguarding procedures, safer recruitment processes, risk assessments and information-sharing protocols ensure that children's safety and wellbeing remain our highest priority. **Our Team** Firefly Foundation is led by experienced professionals with extensive backgrounds across children's services. Our leadership team includes expertise in:

- Social work.
- Alternative education.
- Youth work.
- Youth justice.
- Safeguarding.
- Child exploitation.
- Therapeutic and relationship-based practice.
- SEND and neurodiversity.
- Family support.
- Multi-agency leadership.

Collectively, our team has decades of experience supporting some of the most vulnerable children and young people, enabling us to provide interventions that are informed, compassionate and evidence-based.



What we offer

At Firefly, we recognise that every young person's journey is unique. Our pastoral support is built around developing trusting, consistent relationships that help children and young people feel safe, understood and able to re-engage with education, their community and their future. Rather than applying a one-size-fits-all approach, we provide bespoke support tailored to each young person's individual strengths, needs and aspirations. We understand that barriers to education often stem from a complex combination of emotional wellbeing, neurodiversity, family circumstances, trauma, anxiety, social challenges or adverse life experiences. Our role is to understand the whole child and work alongside them to overcome these barriers. Our experienced practitioners work on a one-to-one basis, providing a consistent trusted adult who offers emotional support, mentoring, advocacy and practical guidance. Sessions focus on developing emotional regulation, confidence, resilience, self-esteem, communication skills and positive relationships. Young people are supported to identify their strengths, explore their interests and build realistic aspirations for the future. Alongside direct work with the young person, we work collaboratively with families, schools and other professionals to ensure a joined-up approach. We help improve communication between home and school, contribute to planning meetings where appropriate, and support the implementation of strategies that enable young people to succeed across all environments. Our pastoral support can include:

- One-to-one mentoring and relationship-based support.
- Emotional wellbeing and resilience development.
- Confidence and self-esteem building.
- Support with anxiety, school avoidance and re-engagement.
- Attendance and transition support.
- Behaviour support through understanding underlying needs.
- Social skills and friendship development.
- Goal setting and future aspirations planning.
- Positive risk-taking and independence skills.
- Family liaison and parental support.
- Multi-agency working and professional advocacy.
- Signposting to specialist services where appropriate.

Where appropriate, support may take place within school, in the community or through carefully planned off-site activities that promote confidence, independence, emotional wellbeing and engagement. Progress is regularly reviewed with schools and families through clear outcome measures, ensuring interventions remain responsive to the young person's changing needs. Our ultimate aim is to help every child build the confidence, skills and resilience needed to successfully engage in education, develop positive relationships and achieve their full potential. At the heart of everything we do is the belief that when children feel safe, valued, understood and genuinely connected to a trusted adult, they are far more likely to thrive both in education and in life.

Student Outcomes

Our work has resulted in a wide range of meaningful outcomes for young people with complex needs. One young person who had become completely disengaged from education due to overwhelming anxiety gradually rebuilt trust through consistent one-to-one sessions. Over time, they developed the confidence to re-engage with learning, began attending school more regularly and reported feeling hopeful about their future for the first time in many months. Another young person who was at significant risk of permanent exclusion developed a trusting relationship with their practitioner, enabling them to better understand and manage their emotions. Through collaborative work with the school and family, behavioural incidents reduced significantly, relationships improved and the young person remained successfully engaged in education. We have also supported young people with complex neurodiverse profiles who had struggled to access education due to unmet needs. By working closely with schools, families and professionals, we have helped implement strategies that allowed these young people to participate more successfully in learning while also supporting referrals for longer-term specialist provision where appropriate.

For one particularly creative young person who had lost confidence in education, our mentoring focused on recognising strengths rather than difficulties. By encouraging their entrepreneurial interests, they successfully launched an online magazine showcasing young people's artwork, rebuilding confidence, purpose and aspirations while developing valuable life and employability skills. We have supported young people experiencing emotionally based school avoidance to gradually rebuild confidence through community-based learning, structured routines and carefully planned reintegration. For several families, this has resulted in children returning to education after lengthy periods of absence. **Measuring Success** We monitor outcomes through:

- Individual goal-based outcome measures.
- Attendance and engagement data.
- Young person feedback.
- Parent and carer feedback.
- School feedback.
- Review meetings with professionals.
- Observation of emotional, behavioural and social development.

Every outcome is centred around helping children and young people become more confident, resilient and engaged, enabling them to participate positively in education, their communities and future opportunities. At Firefly Foundation, we believe that when young people experience genuine relationships, feel understood and are supported to recognise their own strengths, positive outcomes naturally follow.

Safeguarding

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Enhanced DBS Staff

Safeguarding policy

Insurance Documents - Feb 2027

Health and Safety

Delivery site is Ongoing

Risk Assessment - 02/2027



FSM



Can be
organised



Quality Assured by CAP
Documents on Sharepoint

Specialisms

Vocational
SEND
Mental Well-being
Mentoring
Secondary
Primary

Mode of delivery

In-home
In-School
Online

