Regular meetings
Your TAF will meet with you every six weeks to help and support your progress for up to one year. Your family will have a unique family support and review plan so everyone can check your progress across the year and encourage you. Your family co-ordinator will work with you, within your home, for a three month period to help you make the initial changes at home that will allow you to meet your goals.

You will see them for a few hours a week and they will coach, mentor and support you through the difficult times. We recognise it is hard to change – even for the better! They will help your family to keep a support diary and attend appointments.

What commitment will the team give me and my family?
Our commitment is to work with your whole family, actively involving you all in the decisions that will affect your life.

What’s expected from me and my family?
By working with us we would like you to agree to:
• Make and sign a family agreement
  This will be an agreement between all your family members to work with the Family Support Programme. It will set out where you are now, what you are aiming for, what support you will be offered and how you will get to where you want to be.
• Make and sign a support plan
  The support plan will be written and agreed with you and your TAF. We will need your permission to share information we may have about you with other organisations to create your dedicated team.
• Choose change
  We know that you want the best for your family and look forward to you joining the Family Support Programme.

Please contact your local family support team to find out more.

Elbridge, Spelthorne, Epsom & Ewell
Email: elbridgeFSPreferral@elbridge.gov.uk
Referral email: elbridgeFSPreferral@elbridge.gov.uk
Tel: 01372 474382

Guildford
Email: guildfordFSP@guildford.gov.uk
Referral email: guildfordFSPreferral@guildford.gov.uk
Tel: 01483 444089

Reigate & Banstead, Mole Valley and Tandridge (South-East Surrey Family Support Team)
Email: familysupport@reigate-banstead.gov.uk
Referral email: familysupport@reigate-banstead.gov.uk
Tel: 01737 276480
Tel: 01737 276337

Surrey Heath and Runnymede
Email: family.support@surreyheath.gov.uk
Referral email: family.support@surreyheath.gov.uk
Tel: 01276 707333

Waverley
Email: fasupport@waverley.gov.uk
Tel: 01483 523245

Woking
Email: familysupport@woking.gov.uk
Tel: 01483 743812

A leaflet for families
The Surrey Family Support Programme works in partnership with families in every borough and district across Surrey.

Surrey believes all families:
• are important
• are individual, different and diverse
• have values, hopes and aspirations
• have strengths and skills
• have knowledge, strategies and practical resources
• face difficulties and challenges
• seek out help and support
• learn, grow and change.

The programme uses a whole family approach involving everyone in the family including grandparents, parents, young people and children. It allows families to build on their strengths while helping them to overcome some of the concerns, difficulties, challenges or obstacles they may have in their lives.

Our aim is to:
• enable you to feel good about your family and your local community
• empower all family members to build new skills
• help your family to have the confidence to go forward in life with the support it needs.

The programme particularly helps families whose children or young people:
• have school attendance issues
• have behavioural difficulties at school that have led to exclusions
• have been in trouble in their local community with anti-social behaviour or offending
• are working age adults or young people who do not have access to training, voluntary work or employment
• have been in trouble in their local community with anti-social behaviour or offending.

Some of the areas of life we also help families with are:

Couple relationships
• co-parenting
• managing conflict.

Parenting
• relationships
• communication
• routines
• children’s behaviour at home.

School
• children and young people failing to make good progress at school.

Difficult life events
• managing relationship breakdown
• bereavement
• trauma and loss
• abuse.

Moving towards employment
• training
• CV and interview preparation
• voluntary work experience
• work experience
• preparation for employment.

Creating new opportunities
• helping you get involved in community activities
  • helping you network with others
  • helping your children to have access to activities.

How does it work?

Meeting your family co-ordinator
A family co-ordinator will meet with your whole family in your home. They will listen and hear how you would like things to change from the way they are now. They will help you to identify your strengths and help you to think about how you might build on these to make your family stronger and your life better. They will listen to your concerns and worries and help you think about when they started and how they might be overcome in the future.

Meeting your team around the family
Your family co-ordinator will set up a meeting between you and staff from other agencies. You may have been working with some of these services in the past and new ones may also be invited. These people will form a team around the family (TAF) providing different expertise and resources so we can work together to meet your goals. Meetings will happen in your child’s school or a community centre.

Family profile
Your TAF will profile your family health and wellbeing in many different areas so they can find out the most constructive ways to help and support you. Your whole family profile will tell us about the areas different family members feel positive about as well as their issues and concerns.

Keeping your family safe
• your health and wellbeing
• stress and depression
• managing disabilities
• eating and exercise
• drinking or drugs.