



One-minute guide

What is the Family Support Programme?

What is the Surrey Family Support Programme?

The Family Support Programme (FSP) enables families to find solutions to the parenting and relationships challenges they face and to grow in confidence to manage future difficulties. The aim of the family support programme is to help families build their own resilience and self-reliance. The FSP is a countywide programme that supports families within their local communities. There are five local teams across the county who coordinate help for families when they are experiencing a range of interwoven problems that are impacting on their family wellbeing. The service is delivered from our local district and borough council offices. FSP provide one-to-one family support where family circumstances are having a significant impact on the health, development or wellbeing of the child/ children. Families and practitioners working with families, for example, GPs, health visitors, schools, early years settings can request support for families who need targeted help.

How can the programme help?

The programme supports families in areas that they have identified for themselves as being in need of support. Each family reflects on what might help them overcome their concerns and difficulties. A tailor-made package is created to support them in the best and most helpful way possible.

Areas in which the programme has helped families include:

- **Housing** - budgeting, benefits, managing debts, essential furnishings and repairs, hygiene and cleanliness and community relationships.
- **Keeping families safe** - looking after health and wellbeing, overcoming stress and depression, managing disability, eating and exercise and drink and drug use.
- **Couple relationships** - co-parenting and managing conflict.
- **Parenting** - building good relationships, communicating, developing routines and helping children to behave better.
- **School** - helping children to get into school regularly and do well.
- **Difficult life events** - managing relationship breakdown, supporting bereavement, trauma, loss, abuse and building a more positive future.
- **Moving towards employment** - providing training, CV and interview preparation, voluntary work experience and preparation for work.
- **Creating new opportunities** - helping families take up community activities and make friends.

How can I get FSP involved?

To find out if a family would meet the criteria for support from the Family Support programme, please use the [Effective Family Resilience level of need document](#). This document sets out a number of indicators to identify if a family may require targeted help at level 3. You can make a request for support through [Surrey Children's Single Point of Access \(C-SPA\)](#), using the [request for support form](#). A completed [Early Help Assessment](#) may also be attached to the request.



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The C-SPA will triage the request and allocate the family to the most appropriate service. Parents should have agreed that they would welcome the extra help and given consent to share their information.

What can families expect from one-to-one family support?

Family support workers will offer support in the family home as well as at local community venues, whichever best suits the needs of the family at that time. The family support workers will not be operating on their own, they will work closely with other services that support families, for example, health, housing, schools, local charities and other local services to make sure that families get the support they need.

Meeting your family support worker?

A family support worker will meet you in your home or another venue convenient to you. 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. This information will inform an [Early Help Assessment](#) to find out what support you need.

Meeting your team around the family?

If the support you need requires a number of agencies to work together, your family support worker may 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. Working with you the people in the TAF will identify someone who can be champion for your child and be the point of contact for you, this person is called [child's champion](#).

Regular meetings?

You can work with your family support worker to agree the frequency of meetings and the amount of time you will put aside to meet, your worker will help you set goals for you and your family and create a unique action plan to help you along the way.

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.

Whats expected from me and my family?

We need to understand what's important for you and your family, we would like you to agree to make a family action plan. It will set out where you are now, what you are aiming for and the support you will be offered to help you and your family.



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