



Family

support programme

A leaflet for practitioners



The Surrey Family Support Programme (SFSP) is a countywide programme that supports families within their local communities. There are six local teams across the county which coordinate help for families who might be experiencing a range of difficult interwoven issues. The service is delivered from the local district and borough council office, which acts as a gateway for appropriate support.

Families receive a single offer of help and resources which is inclusive of the skills and expertise of a range of different services such as health, education, social care, housing and money management.

The programme offers an opportunity for all statutory and voluntary agencies working with families in a given locality to work together in a collaborative way around a family's needs until those needs are met.

It allows families to build on their strengths while helping them to overcome some of the concerns and challenges they are experiencing.



Eligibility

Families eligible for the programme are those who have two or more of the following issues:

- 1. children who need help**
- 2. children who have not been attending school regularly**
- 3. parents and children involved in crime or anti-social behaviour**
- 4. parents and children with a range of health problems**
- 5. families affected by domestic violence and abuse**
- 6. adults out of work or at risk of financial exclusion and young people at risk of worklessness.**

You can find more guidance on the eligibility criteria at www.surreycc.gov.uk/familysupportprogramme

Referrals

Referrals should be sent to your local SFSP team. It is important the form is completed as fully as possible to ensure a family has the best possible chance of a place on the programme. Please note capacity is limited and entry to the programme is through a multi-agency panel that meets regularly in the local district and borough council. It is important that you use



the SFSP referral form and attach any assessment (e.g. early help or child and family assessments) that may have already taken place on the family or an individual within the family. You must have obtained consent from the family to:

- a) join the programme
- b) share information with other agencies.

The SFSP team will check programme eligibility and do an initial risk assessment. The team will get back to you if more information is needed.

Lead agency and lead professional

The SFSP team will seek out a lead agency and lead professional to work with the family post intensive support. This is not always the referrer but will be a practitioner either chosen by the family or in alignment with the presenting priorities in the family's life. The lead agency and lead professional can change within in the life of an intervention.

Engagement

Once a case has been allocated, a SFSP family coordinator will accompany the referrer (whenever possible) to meet with the whole family in their home. They will begin to build a relationship and rapport with the family before commencing a whole family early help assessment.



Family early help assessment

A holistic, strengths-based, inter-agency early help assessment will be carried out within a six week period of allocation. The SFSP family coordinator will gain the views of the family on “where they are now” and assess family function including relationships, routines, communication and behaviour management. They will draw on the knowledge and expertise of the wider multi-agency forum so as to

build an in-depth picture of the family strengths and needs, hopes and aspirations.

Practitioners in other agencies need to be prepared to share their perspectives on family strengths and difficulties.

First team around the family (TAF) meeting

All agencies that are either working with the family already, or might usefully provide further resources or insight, will be invited to a TAF meeting within the local community. A SMART family action plan is drawn up in discussion with the family and multi-agency practitioners. Resources, interventions, roles and responsibilities are decided upon and allocated to all members of the TAF including the family.

Intensive support for up to 18 weeks

The family coordinator will work intensively with the family during this period. Their main task will be to stabilise family function by initiating positive routines, improving parenting capacity, behaviour management and improving family communication and relationships.

The family finances and budgeting will be put on a more solid foundation if appropriate and the family coordinator will also embed other agency support and intervention into the life of the family. They will help them plan and attend appointments on time and other agencies will input the agreed interventions and resources as part of their delivery of the family action plan.



Second TAF meeting

This is the first review of the family support plan, progress will be discussed and monitored and alterations will be made as appropriate.

The family coordinator will hand over to an appropriate lead professional within the TAF as they will cease to work intensively with the family any time between 12 and 18 weeks of intervention. A planned handover will take place.

TAF meetings

The TAF will meet with the family after each six week period to help and support their progress until the outcomes on the family action plan have been realised and the family can be integrated back into support from universal services. The lead professional will continue to act as a single point of contact for the family and other practitioners during this time.

Families will exit the programme when TAF members are agreed that the family has made sufficient progress to be returned to support within their local community and universal services. This will be no longer than one year from the intervention. Some families may need to be monitored longer than this by one or more agencies.

Information sharing between agencies

To ensure families receive the best possible coordinated service it is essential for all multi-agency statutory and voluntary partners to share appropriate information. This helps to identify families that might benefit from support, evaluate the effectiveness of the programme in meeting family needs and continually improve the quality of our service.

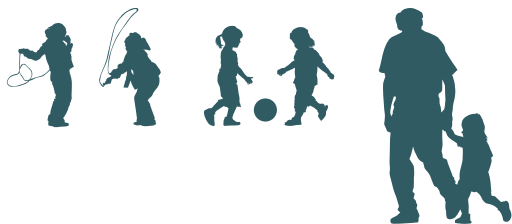
All information will be processed in accordance with the Data Protection Act 1998, the Human Rights Act 1998, and the common law duty of confidentiality. Personal information will only ever be shared with people who have a genuine need to access it, and only the minimum necessary information should be shared.

If you would like further information on data sharing please visit www.surreycc.gov.uk/familysupportprogramme

Or write to the Corporate Information Governance Team at **Surrey County Council, Legal Services, County Hall, Penrhyn Road, Kingston-upon-Thames, KT1 2DN**



Please contact one of the local Surrey Family Support Programme teams for further information or guidance.



Elmbridge, Spelthorne, Epsom & Ewell

- **General email:**
elmbridgeFSPreferral@elmbridge.gov.uk
- **Referral email:**
elmbridgeFSPreferral@elmbridge.gcsx.gov.uk
- **Tel:** 01372 474 382

Guildford

- **General email:**
guildfordFSP@guildford.gov.uk
- **Referral email:**
guildfordFSPreferral@guildford.gcsx.gov.uk
- **Tel:** 01483 444 089

Reigate & Banstead, Mole Valley and Tandridge (South-East Surrey Family Support Team)

- **General email:**
familysupport@reigate-banstead.gov.uk
- **Referral email:**
familysupport@reigate-banstead.gcsx.gov.uk
- **Tel:** 01737 276 089

Surrey Heath and Runnymede

- **General email:**
family.support@surreyheath.gov.uk
- **Referral email:**
family.support@surreyheath.gcsx.gov.uk
- **Tel:** 01276 707 333

Waverley

- **Email:**
fsupport@waverley.gcsx.gov.uk
- **Tel:** 01483 523 245

Woking

- **Email:**
familysupport@woking.gcsx.gov.uk
- **Tel:** 01483 743 812

