





# The Family Support Programme referral pathway


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1 All Surrey partner, statutory and voluntary agencies/practitioners reflect on families they are working with.
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2 An individual family that is thought to meet the criteria is identified.
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3 Agency/practitioner uses the Surrey Family Support Programme referral form to ensure the correct criteria is met by the family.
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4 Agency/practitioner explains the benefits of the Surrey Family Support Programme and gives or sends the family a copy of the 'leaflet for families'.

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5 The family is then asked to agree to joining the Surrey Family Support Programme.
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6 Agency/practitioner then fills in the Surrey Family Support programme referral form and sends it to the appropriate district & borough family support team through secure email.
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7 The family is then added to the local Surrey Family Support Programme referral list.
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8 The local family support team visits the family.

For more information visit:  
[www.surreycc.gov.uk/familysupportprogramme](http://www.surreycc.gov.uk/familysupportprogramme)



Join Surrey's Family Support Programme

and help a family you work with get the support they need



Designed and produced by The Communication Design Team  
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The Surrey Family Support Programme provides multi-agency support to families around a range of issues including school attendance and attainment, crime, anti-social behaviour, moving towards employment, housing, keeping safe, couple relationships, parenting capacity, routines and behaviour management, overcoming difficult life events and creating new opportunities.

Please use this leaflet to check if a family you work with meets the criteria to be a part of the programme.

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

**Elmbridge, Spelthorne, Epsom & Ewell**  
 Email: elmbridgeFSPreferral@elmbridge.gov.uk  
 Referral email: elmbridgeFSPreferral@elmbridge.gcsx.gov.uk  
 Tel: 01372 474382

**Guildford**  
 Email: guildfordFSP@guildford.gov.uk  
 Referral email: guildfordFSPreferral@guildford.gcsx.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.gcsx.gov.uk  
 Tel: 01737 276480  
 Tel: 01737 276337

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

**Waverley**  
 Email: fsupport@waverley.gcsx.gov.uk  
 Tel: 01483 523245

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

# Should a family you work with be referred to the Family Support Programme?



If a family you are working with has these three issues:  
 • poor school attendance and/or exclusions  
 • crime and anti-social behaviour  
 • unemployment  
 then the family should be referred.



If a family you are working with has any two of these issues:  
 • poor school attendance and/or exclusions  
 • crime and anti-social behaviour  
 • unemployment  
 in any combination, **and** any one or more of these issues:  
 • child in need  
 • not in employment, education or training (NEET) or at risk of being NEET  
 • mental health issues  
 • drug and/or alcohol problems  
 • domestic abuse  
 • multi generational unemployment  
 • ex-prisoner in family  
 then the family should be referred.

