

Six week TAF meeting

In the light of the assessment other agencies may be invited to attend the meeting and become part of the long-term TAF. The full assessment picture is looked at by the TAF members. Resources and interventions are decided upon and allocated. A family support plan is drawn up.

Six to twelve weeks

The family co-ordinator will continue to work intensively with the family during this additional six week period. Their main function will be to stabilise family function initiating positive routines, improving parenting capacity and behaviour management and improving family communication and relationship.

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

Twelve week 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 co-ordinator will hand over to an appropriate lead professional within the TAF as they will cease to work intensively with the family after the twelve weeks.

Six-weekly TAF meetings

The TAF will meet with the family every six weeks to help and support their progress for up to one year. The SFSP will continue to monitor TAF attendance, resourcing and family progress.

TAF exit and closure

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 intervention commencement.

For more information visit:
www.surreycc.gov.uk/familysupportprogramme

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



The Surrey Family Support Programme

A leaflet for practitioners



A whole family approach

The programme uses a holistic, 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 in their lives.

For the first twelve weeks of the programme families will have an intensive support worker called a family co-ordinator who will work within the family home for a few hours a week. They will coach and mentor the family through a cycle of change.

Some of the areas of life families will be supported on through the programme are housing, finance, hygiene, health, nutrition, substance misuse, couple relationships, parenting, school attainment, bereavement and loss, past and present abuse, training and preparation for work.

The aim will be to return families into being self-supporting within a community network and universal services within one year.

Working together

The Surrey Family Support Programme (SFSP) will work in partnership with families with complex and multiple needs in every borough and district across Surrey from March or October 2013.

The programme will focus in particular on families whose children or young people:

- have very poor school attendance
 - have behavioural difficulties at school that have led to exclusions
 - have been involved in anti-social behaviour or offending
- And**
- are working age adults or young people who are in receipt of unemployment benefits
 - have been involved in anti-social behaviour or offending.

Local areas will have additional referral criteria to be taken into consideration, which include parental or child mental health, domestic abuse or substance misuse.

The success of the programme in turning around the lives of distressed families **relies** on multi-agency partners in public services working together in a coherent and comprehensive way.

Effective multi-agency working is symbolised through the use of a **team around the family (TAF)** that works in partnership with the family to identify concerns and issues and plans together to deliver resources and interventions within the family for up to one year. **All** meetings relating to family members will be split into six weekly timetabled TAF meetings, which all professionals working with the family will be expected to organise. TAF members have an obligation to attend these meetings or supply a report of their work and resourcing of the family during this period.

The team around the family will have an allocated chair and lead professional and will be co-ordinated and supported by a local intensive support team. This service consists of a team manager, a small number of family co-ordinators, a TAF co-ordinator and a few key multi-agency professionals who are deployed to work with SFSP families.

Local intensive support teams are managed through district and borough councils with clear structures of clinical governance and supervision. Multi-agency professionals attending TAFs are managed by their own home organisations in the normal way.

Surrey County Council will provide practice and workforce development, project oversight and the auditing and monitoring of TAFs and family progress.

How does it work?

Referral

Families that meet the criteria will come through local referral systems – all Surrey partnership, statutory and voluntary agencies and local community referral systems such as community incident action groups (CIAGs). Surrey County Council has also collected referral criteria data and has a list of named Surrey families that will be approached to join the programme over a two year period.

Engagement

A family co-ordinator will meet with the whole family in their home.

They will carry out an initial risk assessment and family profile to ensure the criteria are met and the family wishes to engage in partnership with the Family Support Programme.

Initial TAF meeting

The TAF co-ordinator will set up a meeting between all services working with the family at the time of referral. These practitioners will form an initial Team Around the Family providing differing expertise and resources. A chair and a lead professional will be allocated. The TAF will decide the areas of assessment that will be required for a holistic whole family profile. Services will be invited to carry out these assessments and this will be recorded in an initial assessment plan agreed by all.

Family Profile

A holistic strengths-based assessment will be carried out within a six week period. The Family Support Programme family co-ordinator will assess family function including relationships, routines, communication and behaviour management.

Other services will assess family members in alignment with their own expertise. All practitioners and the family co-ordinator will help the family to gain a clear picture of their strengths, big vision and small step goals to bring to the TAF.

