

“We will inspire, motivate and enable families to learn, develop and implement change enabling them to enjoy all aspects of family life and make a positive contribution to their local community”



**How to contact your local family support team:**

**Surrey Heath and Runnymede**

**Tel:** 01276 707333

**General email:**  
family.support@surreyheath.gov.uk

**Referrals email:**  
family.support@surreyheath.gcsx.gov.uk



**Great Place • Great Community • Great Future**



The Surrey Family Support Programme

**A leaflet for families**



## Information for families

The Family Support Programme in Surrey Heath and Runnymede is a small team of six people;

**Jacqueline Riddles** - Team Manager

**Laura Parrott** - Team Administrator

**David Edmunds, Julie Jarrakh, Gail Bushell and Sophia Morton** are our Family Coordinators.

Our aim is to work with you as a whole family including grandparents, parents, young people and children and any other significant member in your household. With your agreement we are able to offer you up to six hours a week of support. We will take the time to really get to know each member of your family. We will not judge you. We want to help you to make changes within your family - We will work with you, building on your families strengths supporting you to overcome some of the concerns, difficulties or blocks which are stopping you feeling as good as you can about your family.

## Our aims are to:

- Help support you to feel good about your family and your local community
- Help support each family member to gain new skills

## The Family Support Programme is for families whose children:

- Are having difficulty attending school
- Are having behavioural difficulties at school that have led or are leading towards school exclusion
- Have been in trouble with their local community with anti-social behaviour or offending

## And where the family:

- Has working age adults who are not in work, and don't have access to training, voluntary work or employment

## Families we have supported have also needed help with:

- Budgeting, benefits, managing debt, repairs to family home, and furniture.
- Health and well-being, stress, depression, drinking or drug use.
- Parenting, relationships, routines, managing conflict, children's behaviour

## How does it work?

A family coordinator will meet you either in your family home or at a place you feel comfortable with, in your local community.

They will listen to each of you and hear how you would like things to change from the way they are now.

Together you will plan what are priorities for each of you and how change can be achieved for each family member and your family as a whole.

The family coordinator can work with you any time between 7am and 7pm helping you to establish family routines and support you through the difficult times. We recognise it is hard to change - even for the better - and will provide hands on practical and emotional support over a 3 month period.

An agreement will be made between all your family members as to how we shall work together setting out where things are now, where you want to get to and how you want to get there.

They will set up a meeting with you and staff from other agencies, some of whom you may have been working with in the past or may be working with now.

Regular review meetings will take place, with your family and other agencies, to celebrate your successes and offer further help and support where needed.

