

South East Surrey
Family
support team



MoleValley
District Council

Reigate & Banstead
BOROUGH COUNCIL
Banstead | Horley | Redhill | Reigate



Tandridge
District Council

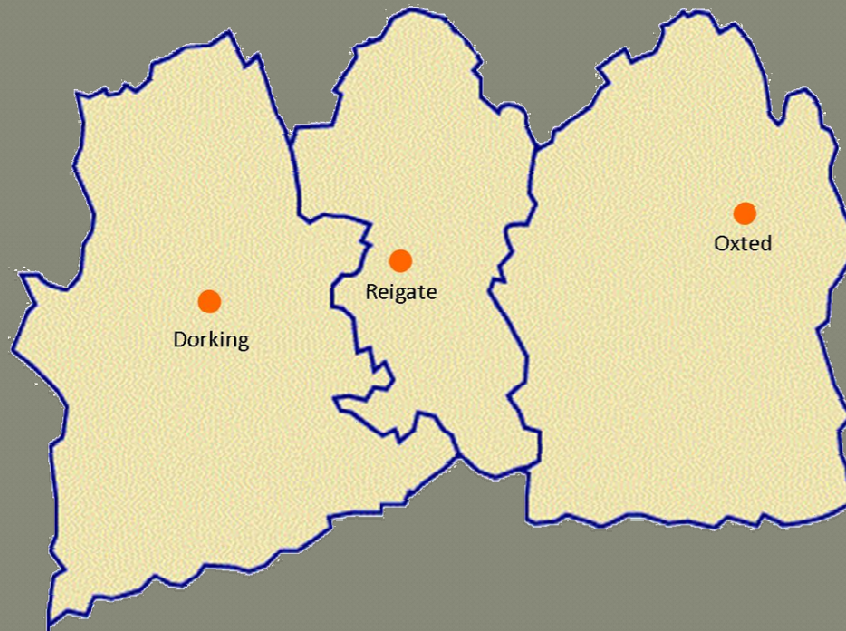
Introduction

- Part of a Surrey-wide programme, as outlined by the Government's 'Troubled Families' agenda.
- Support to families with multiple and complex needs to reduce dependence on, and interventions from, individual agencies.
- Success will be reliant on multi-agency partners working together in a coherent and comprehensive way.

The Surrey Programme

- Strategic responsibility – SCC Family Services
- Operational responsibility – Districts and Boroughs
- Partner agencies preferred this approach
- Endorsed by DCLG

South East Surrey Programme



- Dorking
 - 2 x Family Support Co-ordinators
- Reigate
 - Manager
 - Admin team
 - 4 x Family Support Co-ordinators
- Oxted
 - 2 x Family Support Co-ordinators

What we offer families...

- Holistic assessment
- Intensive Outreach
- Strength-based, solution focused approach
- Familycentric model of support
- Multi-agency process – a team around the family

Referrals

Families must:

- live inside one of our Boroughs or Districts, and
- meet at least two criteria from 3 of the categories:
 - Education
 - Work
 - Crime & Anti-social behaviour
 - Discretionary

Multi Agency Panels

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The next 12 weeks...

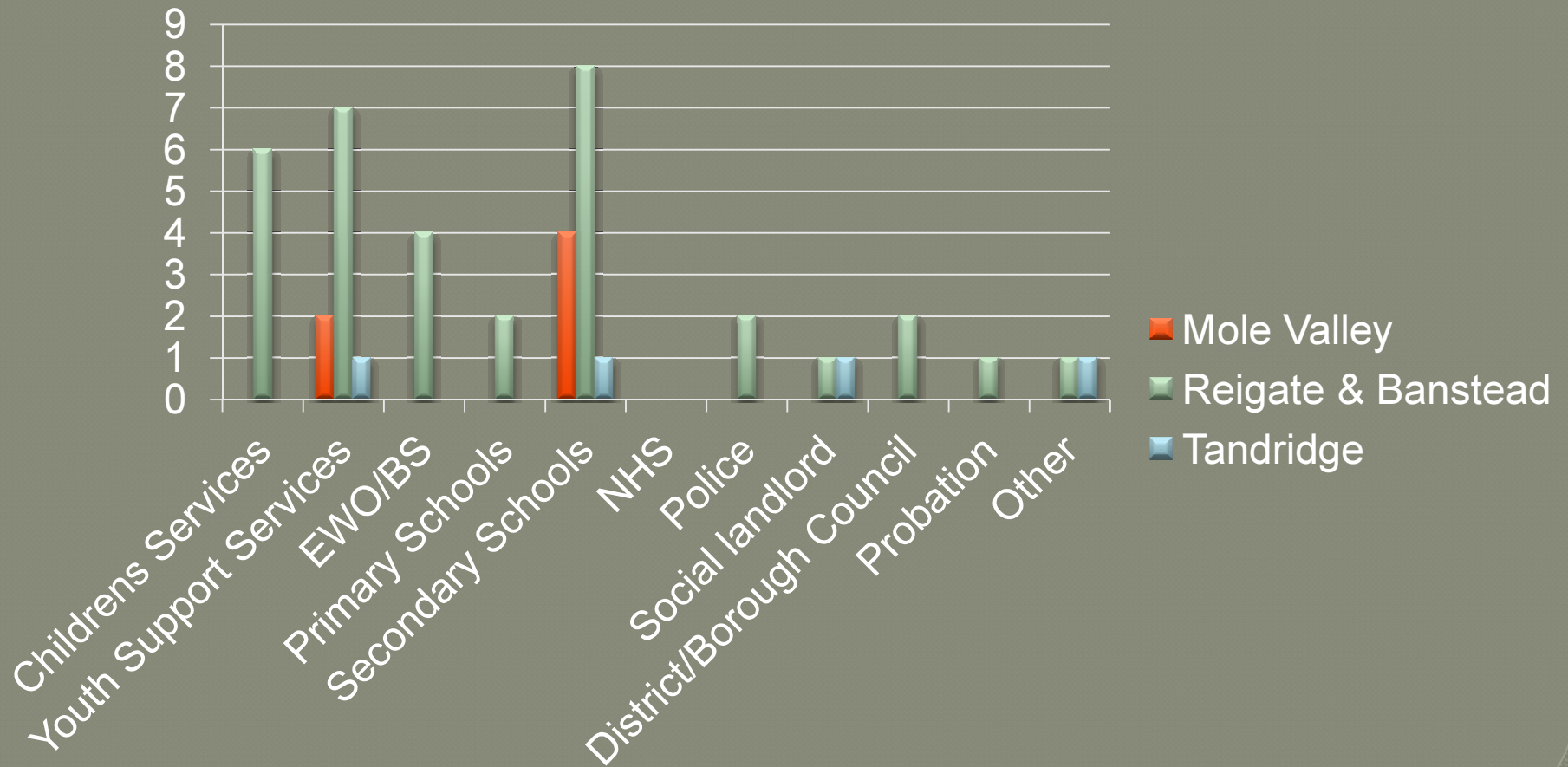
- Home visit
 - Beginning of 6 week holistic assessment
- Team around the Family
 - Multi-agency meeting with the family
- Intervention
 - Ends with second TAF
- Action plan
- Ongoing TAF
 - Supported by FSP

The Lead Agency

- Family should already be part of your case load / known to you
- Ensure you delegate a lead professional who will chair the TAF meetings post the FST intervention stage
- Co-ordinate the TAF meetings and other agencies to meet the objectives of the previous action plans
- Set new goals and targets / actions as required

Referrals by agency

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So... Does it work?

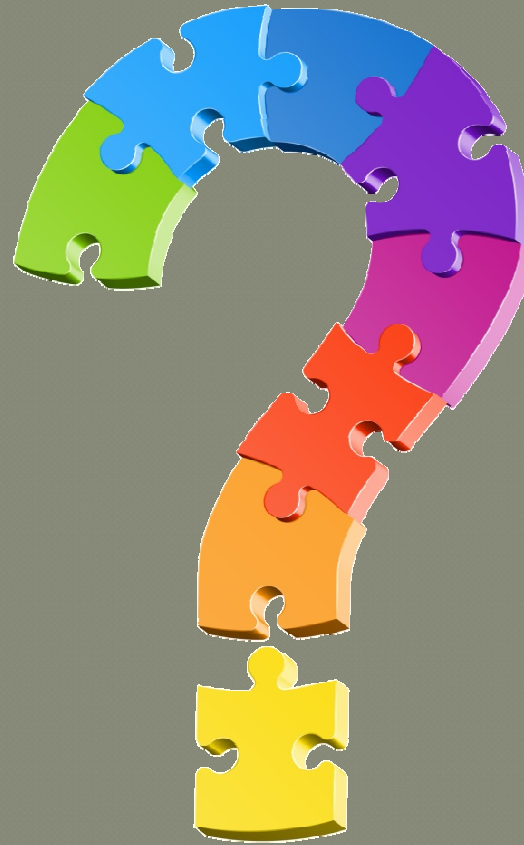
“I feel I am going to get somewhere now,
I’ve got the right people in with me to help
me get my goals and help me get forward”

Service User, September 2013

Patchwork

- Supercharged contact directory
- Connects multi-agency partners around clients
- No 'case information' is contained
- Conforms to Data Protection Act – enables service providers to meet their 'duty to cooperate'
- All MAISP signatories can join and use it for free in Surrey

Any questions



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