

Commissioned Early Help Provision in Surrey

As noted in the Surrey Safeguarding Children Partnership [Effective Family Resilience Surrey, Every Child in Surrey Matters](#) document, “In Surrey the approach for helping families early is embedded within the ‘Family Resilience’ and the Social Work practice model ‘Family Safeguarding’. Within this model we have identified four levels of need: Universal, Early Help, Targeted Help, and Specialist”. Please see below image for a visual representation of the different levels of need.

The Early Help commissioned provision focuses on supporting children, young people and families that have been identified as having Level 2 or Level 3 areas of need as detailed below on The Surrey Effective Support Windscreen.

A simple model for meeting children and families’ needs

The Surrey Effective Support Windscreen



- **Interventions at Level 2 Early Help Community county-wide offer (0–19-year-olds) including:**
 - Two voluntary sector lead providers who work in partnership with two additional voluntary sector organisations. Collectively this partnership offers a county-wide family volunteer approach for children aged 0-10 years and a volunteer mentoring model for children aged 11-19 years to help families sustain healthy relationships and thrive.
- **Commissioned interventions at Level 3 incorporating both Family Centres (0-11 years old) and Family Support Programme (5-18 years old).**
 - Surrey’s 15 Family Centres and 9 satellite sites (with a least one centre in every District and Borough) support families to find solutions to the parenting and relationship challenges they face and to grow in confidence to manage future difficulties. The aim of the Family Centres is to help families build their own resilience and self-reliance. The Family Centres provide one-to-one family support where the family situation is having a significant impact on the health, development, or wellbeing of the child/children. The centres work in close association with health, community groups, and other commissioned services to ensure that families receive joined up support from key agencies.

- There are five Family Support Programme (FSP) of which three operate on a quadrant level and two work across the remaining quadrant. FSP supports families on a one-to-one basis to build on their strengths while helping them to overcome some of the concerns, difficulties, challenges or obstacles they may have in their lives. It uses a whole family approach involving everyone in the family including grandparents, parents, young people, and children.