

How to contact us

Elmbridge Family Centres


Walton Family Centre

Sandy Lane


Walton-on-Thames

Surrey

KT12 2EQ

 01932 229103

 elmbridge@spurgeons.org (*general enquiries*)

 elmbridgeallocations@spurgeons.org (*referral enquiries*)

 www.waltonfamilycentre.co.uk

 @ElmbridgeFamilyCentres



Elmbridge Family Centres

Family Support - *for professionals*

Walton Family Centre


Sandy Lane, Walton-on-Thames, Surrey, KT12 2EQ


Three Rivers Family Centre


High Street, West Molesey, KT8 2LX

Cobham Family Centre


Cobham Library, Cedar Road, Cobham, KT11 2AE

 01932 229103

 elmbridge@spurgeons.org (*general enquiries*)

 elmbridgeallocations@spurgeons.org (*allocations enquiries*)

 @ElmbridgeFamilyCentres

 <https://spurgeons.org/elmbridge-family-centre-services/>

Office opening hours

Monday to Friday (8.30 am – 5.00 pm) excluding Bank Holidays.



What are Elmbridge Family Centres?

Spurgeons children's charity provide the service of Elmbridge Family Centres on behalf of Surrey County Council. Spurgeons is a national charity with experience of providing targeted services for the most vulnerable children and young people. The team is based in the Elmbridge area and staff members move around our two main family centres in Walton, West Molesey and Cobham.

Family Support Team

We are a dedicated team of experienced Family Support Workers with a wide range of knowledge and experience. We will support families with children aged 0 – 11 years old and each family will have a named Family Support Worker who will carry out work agreed with them, this could be short or long term.

They will visit them in their home, meet them in the community, invite them to group sessions such as Parenting, DA and other support. They may also see the children in their school/nursery and attend meetings with them.

Elmbridge Family Centres work with level 3 need families that have been identified as requiring the benefit of specialist targeted support as assessed by the Early Help Hub, Children's Single Point of Access (C-SPA), and we offer level 2 groups and sessions such as Parenting Puzzle and Domestic Abuse Programmes.

Level 2 Need

To refer a client to attend one of our groups/sessions e.g. Parenting Puzzle, Freedom Programme, contact us and request/complete a 'Course Interest Form'.

Level 3 Need

To refer your client to receive specialist targeted support, contact Surrey Children's Single Point of Access (C-SPA) to make your referral.

Phone: 0300 470 9100

Email: cspa@surreycc.gov.uk

(Availability: 9am to 5pm, Monday to Friday)

How can I refer my client to the Family Centre

All allocations to the Family Centres for specialist targeted family support must be allocated by the Early Help Hub, as we are unable to accept any direct referrals from professionals/agencies.

If you're on the MAP team, contact your Children's Services Manager to discuss the stepdown.

MAKING A NEW REFERRAL

1. Have you referred to the Surrey Effective Family Resilience Windscreen?
2. Can you demonstrate a level of need for targeted help (Level 3)?



Yes

Contact Surrey Children's Single Point of Access (C-SPA) to make your referral;

Phone: 0300 470 9100

Email: cspa@surreycc.gov.uk

(Availability: 9am to 5pm, Mon to Fri)

No

Refer back to the Surrey Effective Family Resilience Windscreen for a full description of the levels of needs

If **Level 2 need**, contact

Surrey Family Information Service (FIS)

www.surreycc.gov.uk/people-and-community/families/contact

Phone: 0300 200 1004

Email: surrey.fis@surreycc.gov.uk

(Availability: Mon to Fri 9am to 5pm)

NEED EXTRA HELP ON HOW TO COMPLETE YOUR REFERRAL

Speak to your manager

Call the Helpline
0300 470 9100

Call Children's Services Manager at Elmbridge Family Centre (Sally Ruby) Tel: 01932 229103

ASSESSMENT BY C-SPA

Once the C-SPA receives your referral, and they have assessed your case to be a **Level 3** need then they will send it to;

Elmbridge Family Centre

OR

Family Support Programme

ALLOCATED TO ELMBRIDGE FAMILY CENTRES

Once we receive an allocation from the Early Help Hub, we will then make an initial contact with the family within 5 working days and an initial home visit within 10 working days.