

Family Support Agreement

- We agree to complete the work planned as discussed in our first meeting.
- We will let each other know if there is a change of arrangements or the need to cancel. This includes if a member of your household is unwell. We will also expect you to cancel if you have a visitor in your home who has no involvement in the plan we are working on together.
- Rebooking of cancelled appointments will be as soon as we can agree.
- You understand if you have decided that you no longer wish to work with us, that you let us know, so we may offer our support to someone else. If we do not hear from you despite our best attempt we will close your file.
- We have discussed with you that we believe there are positive ways to discipline children that are more effective and does not include smacking. You understand that we are obliged to share information if there are safeguarding and domestic abuse concerns.
- Any other agreements discussed

Spurgeons is committed to providing the best possible services for children, families and the community. If you are unhappy about something we are doing or have done, or feel there is something we should have done, but failed to, please tell us. Only with your help do we have the opportunity to put things right.

Please refer to the provided **'How Do I Complain'** leaflet.

Data Protection - Privacy Notice

As per the Privacy notice you have been given, if you wish to have information on the data we collect, store and use regarding you and your family or if you want to ask a question, please contact the Children's Services Manager (Sally Ruby) at Elmbridge Family Centres.



Working with Elmbridge Family Centres

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



@ElmbridgeFamilyCentres



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

Office opening hours

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



Why are Elmbridge Family Centres working with me and my family?

Your family has been identified as one that would benefit from specialist support of a Family Centre. This leaflet will be shared with you at your first home visit, we leave it with you so that you can understand our role.

What are Elmbridge Family Centres?

Your Family Support Worker is based in the Elmbridge team. Staff members move around three family centres in Walton, West Molesey and Cobham.

Spurgeons children's charity provide this service 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.

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 to get the best start in life. Working together we will support you to build on your strengths as a family.

Our values

We are... I am.... Compassionate, Fair and Committed

- **Put children and young people first in everything**
- Respect and value every individual
- Listen to understand, without judging
- Be open and honest, with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

Family Support Team - What we do

We want to build on your resilience as a family and empower you to be self-reliant. You will have a named Family Support Worker who will carry out work we agree with you, which could be short or long term. This could involve visiting you in your home, meeting you in the community, inviting you to group sessions such as Parenting, DA and other support. They may also see your children in their school/nursery and attend meetings with you.

The things we do:

- Support you to provide basic care, ensuring safety for your children
- Child behavioural development advice and support
- Supporting you with emotional, mental health and well-being
- Help you to build better family relationships
- Support you accessing financial assistance or employment advice
- Support you and your family with meetings
- Signpost you to other specialist services in the community

Whilst we are working with you, we will have an electronic file where we will record the work we carry out with you and the information you provide us.

Recording and data handling will comply with the requirements of GDPR legislation.

As you will have seen on the **Fair processing consent form** that you have signed we work closely with other services such as schools, nurseries, Health visitors, Social Services etc. and we will share your information with them with your consent.

However if we feel that you or your children are at risk of harm, we do not require consent.

Policies

For more information on our policies, visit the Spurgeon's website on www.spurgeons.org