



One-minute guide

Home-Start in Surrey



Home-Start Surrey

Home-Start are local charities passionate about supporting a society in which every parent or carer has the help they need to give their children the best possible start in life. With 8 local offices, all affiliated to Home Start UK, we provide support across the county. We are committed to promoting the welfare of local families who are struggling and who have at least one young child. Together with families we aim to increase their confidence and independence. We work with Surrey County Council and many local charities to help provide early help to Surrey families providing support where we can, and making referrals to additional support where appropriate.

What do Home-Start offer?

Many of our families are supported by our home visiting service where volunteers bring friendship, a listening ear, emotional support, encouragement and practical help. Our volunteers are trained to offer emotional and practical help that is free, confidential, and non-judgemental. In addition to the mandatory volunteer preparation course, volunteers often have additional specialist training to be able to respond to some very specific and complex needs such as substance misuse, domestic violence, mental health difficulties, SEND and other issues.

Volunteers visit weekly for 2-3 hours per week. Given our collective core service knowledge and with extensive local experience, we have been able to expand and adapt our services to meet the changing needs of Surrey families. This means for example that in addition to home visiting, all 8 Home-Starts offer a variety of support activities including parenting groups and classes, crisis support where a family has short term intensive needs, groups for new mums and pregnant mums, support for new dads, and counselling. In general, we support families where there is a child under five, but increasingly we support families who only have older children where our services are appropriate.

How are referrals made to Home-Start?

Anyone can make a referral to Home-Start Surrey. This includes parents or carers and expectant parents who recognise they need support, who can self-refer. Practitioners working with a family must seek the parents' consent before making a referral. To make a referral, people should phone the appropriate Home-Start or visit their website (details below). A Family Co-ordinator will assess the referral, then complete an initial home visit to assess need and match a suitable volunteer. Regular reviews are carried out. Support on average is for 6-9 months but may be longer.

How can people become volunteers with Home-Start?

Home-Start Surrey is always looking for people to become volunteers. Anyone interested should telephone, email or visit their closest Home-Start (see below). The recruitment process includes a



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face to face informal interview and completion of an application form that requires names and contact details for two-character references. Suitable applicants are invited to attend a mandatory volunteer preparation course and an enhanced Disclosure and Barring Service check is undertaken. Volunteers are usually parents themselves. All volunteers have regular support and supervision with a Family Co-ordinator and are expected to take full advantage of the comprehensive continual learning and development programme. Home-Start Surrey also need volunteers to help with other things such as being a Trustee, helping at groups and fundraising.

Key Contact Information:

Home-Start East Surrey

Telephone: 01737 770 220.

Home-Start Elmbridge

Telephone: 0203 757 7220

Home-Start Epsom, Ewell & Banstead

Telephone: 01737 379 902.

Home-Start Guildford

Telephone: 01483 511181.

Home-Start Runnymede & Woking

Telephone: 01483 740 367

Home-Start Spelthorne

Telephone: 01784 463200

Home-Start Surrey Heath

Telephone: 01276 681121

Home-Start Waverley

Telephone: 01252 737 453.



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