

## Spelthorne Family Centre Request for Services Form

We are pleased to offer a range of services to families requiring support. Help to complete this form is available from an Outreach Worker, just ask at Reception. Requests can also be made on behalf of families by professionals. Please return forms to Spelthorne Family Centre, Hadrian Way, Stanwell, TW19 7HE or email to [Spelthornefamilycentres@surreycaretrust.org.uk](mailto:Spelthornefamilycentres@surreycaretrust.org.uk).

**Please note: This form can be used to request access services only** (see support required options). If a family require support from an Outreach Worker, please make a referral to Children's Services via Children's Single Point of Access (C-SPA) by email to [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk) or phone to 0300 470 9100. To discuss the support required contact the Family Centre on 01784 241407. Thank you!

Family contact details			
Family Address		Post Code	
Email		Mobile	

Family details - Parents/carers						
Name	Date of birth	Relationship to child	Ethnicity	English spoken	Disability (If yes, please describe)	Living at address

Family details - Children						
Name	Date of birth	M/F	Ethnicity	Setting attended (e.g. school/nursery)	SEND (If yes, please describe)	Living at address

**Reason for request** - Please give background information about what is going on/why you are asking for support

**Support required: what would you like the Family Centre to do?**

<input type="checkbox"/> Legal/Citizens Advice	<input type="checkbox"/> 123 Magic parenting Course
<input type="checkbox"/> Speech and Language support	<input type="checkbox"/> Breastfeeding support
<input type="checkbox"/> FEET Funding/Childcare Support	<input type="checkbox"/> Careers and employment advice
<input type="checkbox"/> Adult Mental Health	<input type="checkbox"/> Help to complete school applications/forms
<input type="checkbox"/> Parenting Puzzle Course	<input type="checkbox"/> Other (please specify below)

**Details of organisation (FOR PROFESSIONAL USE ONLY)**

Name			Date of request	
Job title and team				
Agency				
Address				
Landline		Mobile		
Email				

**Consent for support** *Please note we cannot accept the request without family consent*

The family understand that the Family Centre will use this information to contact them to offer support services and consent to this request and the associated sharing of information relating to it.			<input type="checkbox"/> Yes	<input type="checkbox"/> No
Family member's signature		Date		
Professional's signature		Date		

**General Data Protection Regulations 2018 – Privacy notice**

**Spelthorne Family Centre** (the 'Centre') respects your privacy rights and is committed to ensuring that it protects your details, the information about your dealings with the Centre and other information available to the Centre ('your information'). In accordance with the General Data Protection Regulations 2018, the Centre will use your information, for the purposes of providing support to children, to (a) deal with your requests and administer its functions, (b) meet its statutory obligations, and (c) prevent and detect fraud. The Centre may share your information (but only with the minimum amount of information necessary to do the above and only where it is lawful to do so) with appropriate departments and agencies in accordance with the Multi Agency Information Sharing Protocol (MAISP). Further details, including Surrey County Councils privacy statement <https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/children-schools-and-families> and a copy of the MAISP can be found at [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

Under the General Data Protection Regulations, Spelthorne Family Centre's have a legal duty to keep the information held about you and your family up to date. **Please inform us if any of your details change.** We will update the information we hold about you to ensure that we are able to offer the most appropriate services and assistance to you and your family.

If you are providing personal information for other people, we would suggest that you contact them directly to inform them of this. If you would like to apply for access to the information we hold about you please send a written request to the Family Centre Manager at the Family Centre where you are registered.