



One-minute guide

What is a Family Centre?

(Early Help - Targeted Support and Emerging needs)

What is a Family Centre?

Family centres provide targeted and early help whole family support for families with children aged 0-18 years (up to 25yrs for people with additional needs and disabilities) where family circumstances are having a significant impact on the health, development, or wellbeing of the child/children.

Targeted Help

Families that meet the threshold for targeted help on the [4.2 Continuum of Support for children and families living in Surrey | Surrey Safeguarding Children Partnership \(procedures.org.uk\)](https://procedures.org.uk)

can access targeted one to one support through a request to the Children's Surrey Point of Access (CSPA). Practitioners working with families for example GPs, health visitors, schools, or early years settings, will need to gain consent for one-to-one family support and complete a request support form. Surrey Childrens Services Request for Support Form - [Surrey Childrens Services Request for Support Form - Surrey Safeguarding Children Partnership \(surreyscp.org.uk\)](https://surreyscp.org.uk)

Once a family has been allocated to a Family Centre a family support worker will contact the family within 5 days and meet the family in their home, at the centre, or another venue convenient to the family within 10 days. They will talk with the family about what's going well and what they would like to be different.

An Early Help Assessment will be completed and a Team Around the Family held to support families to identify their strengths and areas where they need additional help. An action plan is developed for each family which is regularly reviewed. At the end of the intervention the Family Centre will support families to engage with Early Help services in their community.

Family Centres do not operate on their own, they work closely with other services that support families for example health, schools, early years settings, local charities, and other local services



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to make sure that families get the support they need.

Early Help – Emerging needs

If a professional or practitioner working with a family assess that families has emerging needs they do not need to complete a Request for Support form or contact the CSPA. They can make a referral or signpost directly to a Family Centre for Early Help services. Families can self-refer to Early Help services provided by the Family Centre.

The types of targeted and emerging needs support available at Family Centres are:

- 1-to-1 parenting support with family routines and setting boundaries
- Support for families experiencing domestic abuse, including delivering the Freedom programme
- Supporting parental relationships, Families in Harmony
- Advice and support on keeping children safe
- Family Learning sessions to help support children's learning at home
- Groups or one to one support for children with SEND and their parents
- Groups or one to one support for children with speech and language delay and their parents
- Groups or one to one support with healthy lifestyles/improving nutrition/cooking on a budget
- Support to access food banks, baby banks and resources for the home through local charities/ organisations

How do I find my local family centre?

There is Family Centres in every borough or district in Surrey.

Details of your local Family Centre can be found at [Family centres - Surrey County Council \(surreycc.gov.uk\)](http://surreycc.gov.uk)