



# One-minute guide

## Family Centres (Targeted Help at Level 3)

### What is a Family Centre?

Family Centres support parents and/or carer givers to provide stable, consistent and appropriate care so that children are supported to grow and achieve within their own family. Family Centres provide 1-1 family support where family circumstances are having a significant impact on the health, development or wellbeing of the child/children. Practitioners working with families for example GPs, health visitors, schools or early years settings can request support for families that meet level 3 threshold on the Effective Family Resilience windscreen through [Surrey Children's Single Point of Access \(CSPA\)](#). The family will be contacted by the Family Centre when parents have agreed that they would welcome the extra help. Families who need targeted help can contact the CSPA directly to ask for help from the family centre. Once a family has been allocated to a family centre a family support worker will meet the family in their home, the centre or another venue convenient to them. They will talk with the family about how they would like things to change from the way they are now. They help families to identify strengths and think about how they might build on these to make the family stronger and life better. This information will inform an Early Help Assessment to identify what support is needed. There are 21 family centres in Surrey, with a least one in every Borough or District. The family centre bus is available to support those who are more isolated or where there are limited local facilities.

### The type of services available at Family Centres are:

- parenting courses, workshops and signposting to online parenting resources
- support for parents to have healthy relationships
- advice and support on keeping your children safe
- family learning sessions to help support children's learning at home
- advice and support on mental health and wellbeing
- advice and information about helping families eat better and move more
- signposting to organisations that can help with financial advice
- help for families to find clothes, equipment, books and toys for their children
- Healthy Start vitamin collection points for families who have vouchers
- support for families to access food vouchers, food parcels and hygiene packs

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 to make sure that families get the support they need.



**SURREY**



# One-minute guide

## Family Centres (Targeted Help at Level 3)

### How do I find my local family centre?

Details of your local family centre can be found at [family-centres locations](#)



**SURREY**