



# One-minute guide

## Family Centres (Level 2)

### What is a Family Centre?

Family centres work with children aged 0 to 11 years and their families. If a professional or practitioner working with a family assess the family need level 2 support using the Surrey Levels of Need document, 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 level 2 services.

There are 20 family centres in Surrey located in communities where there are more families needing extra help to support their children to thrive. Every Borough or District has at least one family centre.

There is also a mobile family centre which can provide outreach support to families who are more isolated or where there are limited local facilities.

### Family centre offer to families needing additional help (Level 2)

Family centres offer group activities and courses to families assessed as needing level 2 support. These services are delivered in the centre or in community venues. Families can self-refer to some level 2 services for example parenting courses.

Level 2 services can include:

- Parenting groups/ courses
- Supporting parental relationships, reducing parental conflict
- Support for families experiencing domestic abuse, including the Freedom programme
- Support groups for mothers with Post-natal depression
- Support to access food banks and baby banks
- Groups for children and their parents with SEND
- Groups for children and their parents with speech and language delay
- Groups to support healthy lifestyles/improving nutrition/cooking on a budget

Families or professionals working with families can refer families directly to the family centres for these services.

Family centres can also provide advice and guidance and encourage families to use the FIS directory and signpost to other local community activities.

### How do I find my local Family Centre?

Details of your local family centre can be found at:

<https://www.surreycc.gov.uk/people-and-community/families/support-and-advice/family-centres/locations>

If the professional or practitioner working with the family assess the need as level 3 using the Surrey Levels of need document and require one to one support for the family a Request for support form **must** be completed <https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services> and returned to the CSPA: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)

For more details on the level 3 offer at a Family centres please see the One-Minute Guide: **Family Centres level 3.**