

## What do we need to know when you make a request to the Family Support Service?

### Presenting needs

- What are you concerned about?
- What would you like help with?
- What actions have already been taken to address these issues and concerns?

### Consent

- Are you and your family open to making changes?
- For youth work requests, is your child (11+) aware of the request you are making and do they give their permission for this.

### Background information

- Any historical information should be relevant to the current request for support.

### Others involved

- Which other professionals are involved with your family and what support is already in place?

## The Family Support Service at a glance

### Online, by phone or email

Latest information for families and a directory of organisations, activities and childcare through our Family Information Service: [familyinfo.buckinghamshire.gov.uk](http://familyinfo.buckinghamshire.gov.uk)

### Family Centres

Open access sessions, community-led programmes, drop-ins for advice and one to one support across Buckinghamshire: [familyinfo.buckinghamshire.gov.uk/familycentres](http://familyinfo.buckinghamshire.gov.uk/familycentres)

### Additional support

Dedicated Family Workers and courses providing support to children, young people and families with complex challenges or multiple issues.

If you're unsure what help would be suitable for you or your family, or just want to know more about what we do, speak to a member of our supportive team.

Phone:  
01296 383 293

Email:  
[familyinfo@buckinghamshire.gov.uk](mailto:familyinfo@buckinghamshire.gov.uk)

Website:  
[familyinfo.buckinghamshire.gov.uk/familysupport](http://familyinfo.buckinghamshire.gov.uk/familysupport)



## Family Support Service

A guide to Buckinghamshire's Family Support Service covering the support available to children, young people and families and how it's accessed

## The Family Support Service

We provide a range of support for parents and children aged up to 19 years (or up to 25 years for young people with special educational needs and disabilities). This leaflet will guide you through the levels of support we offer and how to access them.

### Level 1 support

Our first level of support includes:

- Online information, a local support directory and advice line from the Family Information Service
- Sessions, courses and drop-ins at Family Centres across Buckinghamshire

Using our website, you'll find advice from our knowledgeable team and practitioners from across the council.

[familyinfo.buckinghamshire.gov.uk](http://familyinfo.buckinghamshire.gov.uk)

Family Centre sessions and groups are run regularly by the Family Support Service and our partners for parents and children to attend.

Families and young people can drop in anytime during the week at our three Family Centre Plus sites (FC+).

These are:

**Mapledean** FC+ in High Wycombe

**Newtown** FC+ in Chesham

**Southcourt** FC+ in Aylesbury

### Level 2 support

Short term, small groups and, where needed, individual targeted support for parents and young people. We offer a range of groups reflecting the emerging needs of our communities.

More information about these can be found on our website.

Groups for parents cover a range of ages and themes, while our groups for young people help with issues such as:

- confidence and self-esteem
- positive relationships
- stress, anxiety and low mood
- moving up to secondary school

### Level 3 support

If your family is experiencing multiple or complex issues, we can offer more focused support for up to 6 months. We'll work with you and other relevant agencies to support your family through a coordinated, agreed family plan.

We can work with families and young people who are:

- Excluded from school or having difficulties engaging with education
- Affected by domestic abuse or parental conflict
- Demonstrating risk-taking behaviour
- Impacted by financial problems and debt
- Having difficulty maintaining boundaries and expectations
- Vulnerable to exploitation
- Impacted by health-related difficulties

We cannot provide whole-family level 3 support if your family is open to Social Care.

You can make a request for support from the Family Support Service using our online form  
[familyinfo.buckinghamshire.gov.uk/familysupport/get-help](http://familyinfo.buckinghamshire.gov.uk/familysupport/get-help)