

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

## Where are we located?

Family Action East Birmingham  
213 Yardley Road  
Acocks Green  
Birmingham B27 6LZ

Tel : 0121 772 4217  
Fax: 0121 753 2375  
Email : [east.birmingham@family-action.org.uk](mailto:east.birmingham@family-action.org.uk)

Our office opening times are :  
Monday – Thursday 9.00 a.m. – 5.00 p.m.  
Friday 9.00 a.m – 4.00 p.m.

Family Action welcomes everyone to our service whatever their race, age, disability, gender or sexual orientation.



501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251  
Fax 020 7249 5443 [info@family-action.org.uk](mailto:info@family-action.org.uk) [www.family-action.org.uk](http://www.family-action.org.uk)  
Registered charity n°264713.



## Family Action East Birmingham Advice Surgery

**A friendly and efficient service that supports, guides and advises service users.**

**supporting families since 1869**

## The Service

Family Action East Birmingham offers a team of outreach advice workers who will come to your centre to run a drop-in advice surgery.

Advice teams have been operating successfully in several Children's Centres locally for at least two years. Previous to this, they ran advice surgeries in-house.

Teams are made up of experienced member of staff and volunteers, some who have already gained qualifications, others who have the opportunity of gaining qualifications.

## Volunteers

Family Action has always recognised the role for volunteers. Volunteering can give people a great sense of wellbeing! And are vital in enabling Family Action to support families in their communities. They are highly valued for their contribution to the organisation.

## Process

The advice service can be tailor-made and delivered on the day and time to suit your needs.

Service users are registered at the Children's Centre on arrival and once this has happened see an advice worker on a one:one basis. We work on a first come basis and go the extra mile to make sure everyone is seen.

Our advice workers are fully trained by Family Action with policies and procedures around Child protection, confidentiality and data protection.

## Partnership working

We work and liaise closely with family support workers and nursery staff to ensure that all service users can gain access to the advice surgery; with the case worker, if needed.

We provide feedback to family support workers who have referred a client to us and can refer client's to other services available in the centre.

We also have a senior worker who can support staff; available for the more complex family support issues.

## Reports and Evaluations

We present a report every quarter for your records. This gives postcode information, the type of advice and the outcome. Examples can be produced for you to see.

We evaluate our service through the service user feedback.

We have regular review meetings with management to ensure the service is running smoothly and efficiently.

## What do we do?

Give clients the opportunity to drop in and ask questions or seek information about anything.

- Filling in forms
- Utility bills
- Benefits
- Housing
- Finding a solicitor/appeals
- Immigration
- Childcare options
- Health services available
- Family support

**Many of our advice workers are fluent in other languages, allowing more accessibility for service users.**