Family Support Centres (CAFs)		
Organisation(s):	Madrid City Council – Department of Families, Equality and Social Welfare	
Country:	Spain	
Contact:	policy@esn-eu.org	
Theme:	☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☒ Support for Children & Families ☒ Community Care ☐ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☐ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☐ Person-Centred Care ☐ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
Principles of the European Pillar of Social Rights:	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☒ 8. Social dialogue ☒ 9. Work-life balance ☐ 10. Healthy, safe work environment	☒ 11. Childcare and child support ☒ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☐ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services
Current status of the practice:	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☒ Scaling Up and Transformation Phase ☐ Other (please specify):	
Summary:	*Centros de Apoyo a las Familias – CAFs* (Family Support Centres) are a municipal public service providing free psychological, social, and legal support to families residing in Madrid. They promote positive parenting, family wellbeing, and the prevention and management of conflicts and family crises through guidance, mediation, early childhood support, and community activities. CAFs offer a comprehensive, multidisciplinary approach to strengthening family relationships and family resilience.	
Context/social issues addressed:	Families face a wide variety of challenges throughout their life cycle, including parenting difficulties, family conflicts, separation processes, communication problems, caregiving	

	responsibilities, and crisis situations. Many families need accessible, preventive support before these difficulties escalate.
Objectives:	1. Provide comprehensive support to families through psychological, social, legal, and educational services to prevent and address challenges arising throughout their life cycle. 2. Promote positive parenting, family wellbeing, and the development of personal and relational skills through guidance, mediation, and training initiatives aimed at families and professionals. 3. Foster community participation and coordination with local resources to facilitate preventive, comprehensive care centred on family needs.
Activities:	CAFs provide comprehensive support through multidisciplinary teams of psychologists, social workers, and legal professionals. The service includes: • Social guidance, assessment, and referral to the most appropriate resources. • Legal advice on family-related matters, such as separations, parental responsibilities, inheritance, and family rights. • Psychological guidance and therapeutic intervention for family, relationship, or parenting difficulties. • Family mediation to facilitate conflict management and reach consensual agreements. • A specialised positive parenting programme known as *Servicio de Apoyo a la Crianza "Casa Grande"* (Parenting Support Service "Big House"), aimed at families with children aged 0 to 6, designed to foster child development, secure attachment, and parenting skills. • Interventions for the prevention of and response to family violence, excluding cases handled by specialised gender-based violence services. • Training workshops and educational activities for families. • Information sessions and training activities for professionals from other services. • Community engagement initiatives and networking with local organisations and public services.
Outcomes:	2025 annual report data: • 47,645 beneficiaries. • 8,934 families served. • 15,828 people assisted. • 9,430 people participating in training programmes. • 16,748 participants in community engagement activities. • 5,639 people requesting information and guidance. Families served by type of service: • Psychological support: 4,443 families. • Social guidance: 2,909 families. • Legal advice: 2,158 families. • Support regarding domestic violence: 757 families. • Family mediation: 750 families. • Parenting support (universal prevention): 1,144 families. • Parenting support (indicated prevention): 228 families. The primary reason for seeking assistance is couple relationships (2,917 families), followed by relationships with children aged 0 to 6 (1,796 families). User profile: • Approximately 80% are women (9,910 women vs. 2,304 men). • The predominant age group is 35 to 54 years.

	• 81.6% are of Spanish nationality, and 18.4% are of foreign nationality. • A significant proportion have higher education or university degrees. The evaluation of the Service Charter reflects a high level of family satisfaction: • Quality of service/treatment received: 9.59/10. • Professional support received: 9.31/10. • Timetable: 9.19/10. • Facilities and equipment: 9.04/10. • Usefulness of training activities: 9.25/10. Results six months after the intervention: • 84.23% of families receiving psychological support reported an improvement or resolution of their situation following the intervention. • 80.65% of families assisted regarding family violence perceived an improvement in their situation. • 82.78% of families who reached mediation agreements maintained them six months later.
Funding source:	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☒ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
Links to supporting documents:	• CAF Definition • CAF Service Charter • CAF Traininig Activities • Parenting Support Service “Big House”
Comments and tips:	The key elements for transferring this practice to other contexts are institutional and political commitment, the existence of specialised multidisciplinary teams, free and universal access to services, and a preventive approach focused on family strengths. Coordination with the social, education, health, and judicial systems is essential to ensure comprehensive care. Furthermore, community participation and the principles of positive parenting must be integrated across all interventions to maximise long-term impact.