

What is the Sunderland Families Information Service?

Sunderland
Families info service

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Sunderland Families Information Service

Children's Services
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Email: fis@sunderland.gov.uk
www.familiesinfoservice.com

This information can be made available in large print, Braille, audio and other languages. Please contact the Sunderland Families Information Service on 0191 520 5505 or email fis@sunderland.gov.uk for help.

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Sunderland
City Council



What is the Sunderland Families Information Service?

The Families Information Service (FIS) is for mams, dads, and carers. It provides information about all aspects of family life. It's for all families; whether you are expecting your first child or a parent of a teenager.

The service can offer help, advice or signposting to other organisations.

The range of information includes:

- Childcare and help available to pay for it
- Schools and education
- Health Services
- Sport and leisure activities
- Family support

Whatever you need to know, the FIS can find the information or services that meet your needs and will provide you with details either by telephone, email or post.

What else does the Families Information Service do?

If you are thinking of setting up a childcare facility or are looking for a career in childcare; help and guidance is available.

Information and advice is also available to employers about supporting staff with childcare costs.

Choice Advice

FIS can also offer advice, support, help and information relating to making a preference for a place in primary or secondary school.

Brokerage Service

If you are struggling to find childcare we can offer a Brokerage Service. This involves providing a little extra support to parents, who are unable to find the childcare they need.

Families Services Directory

We also have available a website providing details of organisations and services that you may find useful for your family. This includes specialist organisations who can provide information and advice as well as local services such as schools, health and leisure.

Support for children with additional needs

A range of support is available to help children with additional needs to access the right childcare. This can include (for example), funding for specialist equipment, additional staffing and training.

How do I contact the Families Information Service?

- Phone: Monday to Friday
8am - 6pm or leave a message and we will ring you back
Tel: 0191 520 5505
- Email: fis@sunderland.gov.uk
- Face to face – ring to arrange an appointment
- Website:
www.familiesinfoservice.com
- Drop in at your local children's centre and ask to speak with a FIS member of staff

The information provided by the service is impartial. All calls and correspondence are confidential unless information that is received raises concerns about the health or well-being of a child. We will not pass on your details to anyone else unless you request it.

Customer Service Statement

The Families Information Service is a free service for parents, children, employers, professionals and others.

When you contact the Families Information Service you can expect:

- to receive accurate, detailed and up-to-date information;
- to receive advice, guidance and support to identify the services and information you need;
- to be signposted to the relevant organisation if we are unable to help you;

- that enquiries and personal details will be treated with the strictest confidence;
- to receive a service that will be impartial, objective and accessible to all enquirers regardless of race, gender, age or creed;
- to receive the information you requested within three working days of your enquiry;
- that staff will work to the policies and procedures of Sunderland City Council;
- to have the opportunity to make comments or complaints about the service.