

What is the Sunderland Families Information Service?

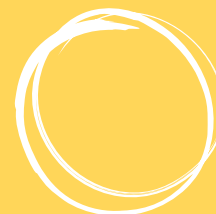
Sunderland Families Information Service

Children's Services
1st Floor
City Library and Arts Centre
Fawcett Street
Sunderland SR1 1RE
Tel: 0191 520 5505
Minicom: 0191 525 0075
Email: fis@sunderland.gov.uk
www.familiesinfoservice.com

As part of Sunderland's commitment to a sustainable future, this leaflet is printed on recycled paper made from 75% post-consumer waste. When you have finished with it, please recycle it in your kerb-it box.

All information correct at time of going to press.
Published November 2008.

To obtain a copy of this leaflet in large text, audio format or in an alternative language please call 0191 520 5505 or email fis@sunderland.gov.uk



What is the Sunderland Families Information Service?

The Families Information Service (FIS) is a new and improved service for parents and carers that provides information about all aspects of family life.

The service can offer help, advice or signposting to other organisations. It's for all families; whether you are expecting your first child or a parent of a teenager.

The range of information includes:

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

Please contact the service by telephone: 0191 520 5505, email: fis@sunderland.gov.uk or by calling into your local Children's Centre.

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.

If your child needs additional support and you would like to discuss their childcare requirements, please ring 0191 520 5505 and ask to speak to the Inclusion and Development Officer.

How do I contact the Families Information Service?

You can contact the FIS by phone from Monday to Friday (8am to 6pm) or leave an answerphone message and we will return your call as soon as possible. You can also contact the FIS by email or browse our website. Outreach services and appointments are available where you can speak to staff in person. Please phone for details.

The information provided is impartial and 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 your details to anyone else unless you request it.

You can also call into one of the children's centres in your area and speak to the dedicated FIS member of staff in person.

**Contact 0191 520 5505.
FIS@sunderland.gov.uk
www.familiesinfoservice.com**

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.