

**Plain text version of the West Sussex County Council leaflet:
What is the Family Information Service (FIS)**

The Family Information Service (FIS):

- Run by West Sussex County Council (WSCC)
- provides free, up to date information for parents and carers of children and young people aged 0-25, so you can make informed choices for your child.
- FIS is the only authorised service to receive daily updates from Ofsted, who are responsible for childcare registration. This means our childcare information is as up to date as it can possibly be. FIS also has its own Facebook page full of useful information for all the family.

Childcare – we provide information about:

- Childminders
- Day Nurseries
- Pre-schools
- Out of School clubs
- Holiday Playschemes
- School pick-up services
- Things to consider when choosing childcare

Extra help to find childcare

Sometimes parents can find it difficult to find suitable childcare that meets their child's (or their own) needs. Extra help is available for a wide range of circumstances, including finding new provision if you are having difficulties with your current childcare arrangements. Please ask for extra help, if you need it, when you contact us.

Free Childcare – we provide information about:

- Funding for eligible 2 year old children
- Funding for all 3 and 4 year old children
- Help to find suitable funded places
- Family Support
- Parenting programmes
- Parent volunteer programme
- Breastfeeding
- Family Support workers
- And more

Family Activities – we provide information about:

- Parent and Toddler Groups
- Leisure activities
- Toy Libraries
- What's on at your local
- Children and Family Centre
- And more

Starting up and running a childcare business – we provide information about:

- Information on registering with Ofsted

- Access to training

Accessing the Service

You can search for information yourself via our website, www.westsussex.gov.uk/fis or telephone our helpline on 01243 777807.

Internet www.westsussex.gov.uk/family

Email family.info.service@westsussex.gov.uk

Telephone 01243 777807

Post West Sussex Family Information Service, 1st Floor, The Grange County Hall, Chichester, West Sussex, PO19 1RG

Facebook @FISWestSussex

Opening hours Monday – Friday 8.00am to 6.00pm

If phoning, we will ask you a number of questions so we can tailor our search to meet your specific needs. When contacting us by phone we will respond to your enquiry within three working days. However, if your request is particularly urgent we will do our best to meet it. If the information sent doesn't meet your needs you can contact us as many times as you like and it's always free.

We encourage our customers to complete a short online survey so we can monitor the quality of the service we provide. We are always striving to improve what we do and welcome your comments and feedback. Should you have any complaints then we will either respond during your phone call or we will write to you to acknowledge your complaint within three working days of receiving it. Whilst we may hold customer's information for statistical purposes we do not give our customer's names and addresses to anyone. Lists are not sold and the information you give us is held in line with the Data Protection Act. We treat all enquiries in confidence unless an issue of child protection arises.