

west  
sussex  
county  
council



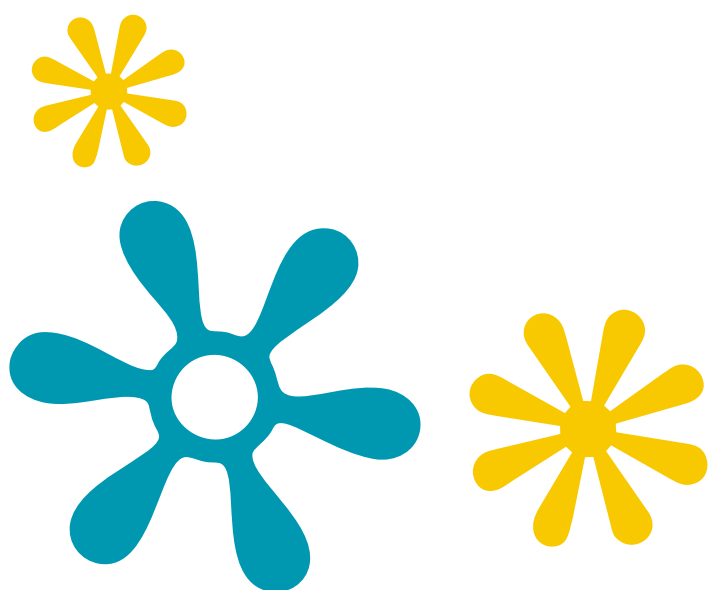
# Family Information Service



[westsussex.gov.uk/family](https://westsussex.gov.uk/family)

# **The Family Information Service (FIS)**

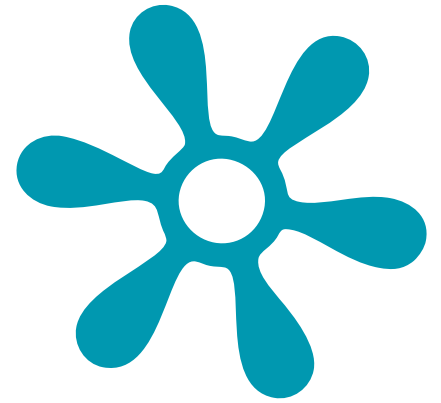
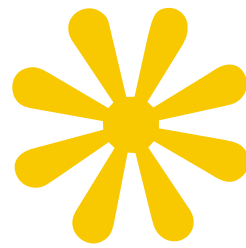
Run by West Sussex County Council (WSCC) the FIS provides free, up to date information for parents and carers of children and young people aged 0-25, so you can make informed choices for your child.



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



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. You can also complete our online form by visiting, [westsussex.gov.uk/HelpFindingChildcare](https://westsussex.gov.uk/HelpFindingChildcare).

# Paying for childcare



Information and guidance on eligibility for free childcare



Help to find suitable funded places



Support with Tax-Free Childcare



Universal Credit childcare payments



# Family support



Parenting



Family Hubs



Start for Life offer



Health and well-being



Cost of living



# Family activities



Parent and child groups



Sport and leisure



Dance, drama and music



Libraries



Days out





# Activities and support for young people



Mental health and well-being



Youth groups



Learning

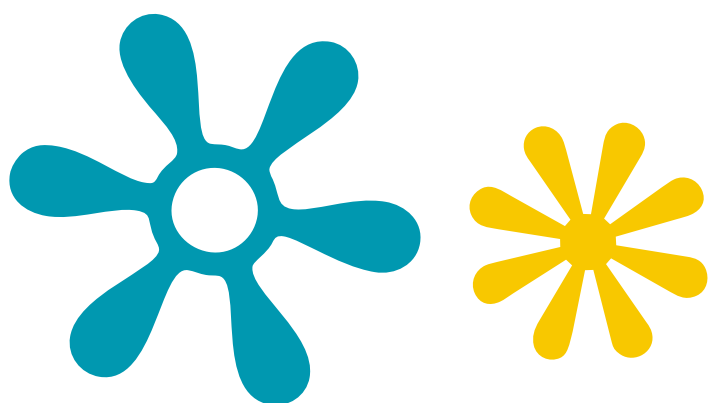


Working and volunteering



# Accessing the service

You can search for information yourself via our website, [westsussex.gov.uk/fis](https://westsussex.gov.uk/fis). When looking for childcare you can complete our online form, [westsussex.gov.uk/HelpFindingChildcare](https://westsussex.gov.uk/HelpFindingChildcare). This is so we can tailor our search to your specific needs. Alternatively, you can contact us by phone on **01243 777807**.



When contacting us we aim to 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 does not meet your needs, you can contact us as many times as you like and it is always free.





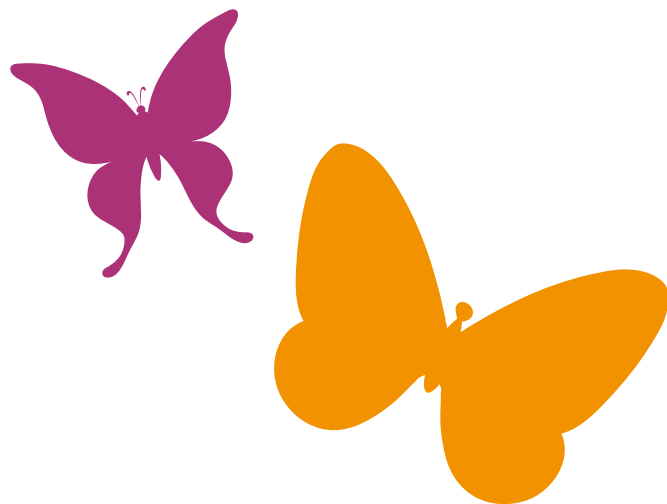
We encourage our customers to complete a short online survey so we can monitor the quality of the service we provide. We are always striving to improve what we do and welcome your comments and feedback. Should you have any complaints then we will either respond during your phone call or we will write to you to acknowledge your complaint within three working days of receiving it.

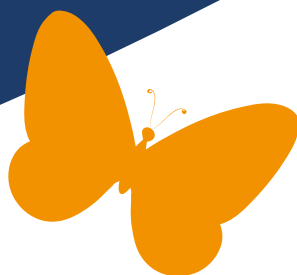
Whilst we hold customers information for statistical purposes, we do not give out customer's names and addresses to anyone. Lists are not sold and the information you give us is held in line with the Data Protection Act. We treat all enquiries in confidence unless an issue of child protection arises.



# Starting up and running a childcare business

If you have ever thought about a rewarding career in Early Years and Childcare or setting up your own childcare business, there is lots of useful information on our webpage, [westsussex.gov.uk/EarlyYearsAndChildcare](https://westsussex.gov.uk/EarlyYearsAndChildcare).





## **Internet**

[westsussex.gov.uk/fis](http://westsussex.gov.uk/fis)

## **Email**

[family.info.service@westsussex.gov.uk](mailto:family.info.service@westsussex.gov.uk)

## **Telephone**

01243 777807



## **Post**

Family Information Service,  
West Sussex County Council,  
County Hall, West Street, Chichester,  
West Sussex, PO19 1RQ

## **Opening hours**

Monday to Friday, 8am to 6pm

Follow us on Facebook @[FISWestSussex](https://www.facebook.com/FISWestSussex)