

Families First Award



What is the Families First Award?

The Families First Award is a quality assurance process for Family Information Services (FIS). It was developed by the National Association of Family Information Services in conjunction with FIS practitioners and the Department for Education (DfE) as a tool to measure the effectiveness of a FIS agency's delivery of its statutory obligation to meet the Information Duty of Section 12 of the 2006 Childcare Act.



Families First Quality Standards

The Award is comprised of a set of 10 standards against which a FIS is assessed in its delivery of its statutory obligation.



Standard 1

Clients know how local authority services can help them.

Richmond Family Information Service offer a free to use telephone and Internet service, dedicated to providing up to date information for parents, parents to be, carers and professionals to help support children up to their 20th birthday or 25th birthday if the child has a disability. FIS staff also run free, regular information and advice sessions at all the borough's Children's Centres. The FIS offers impartial information, advice and guidance on:

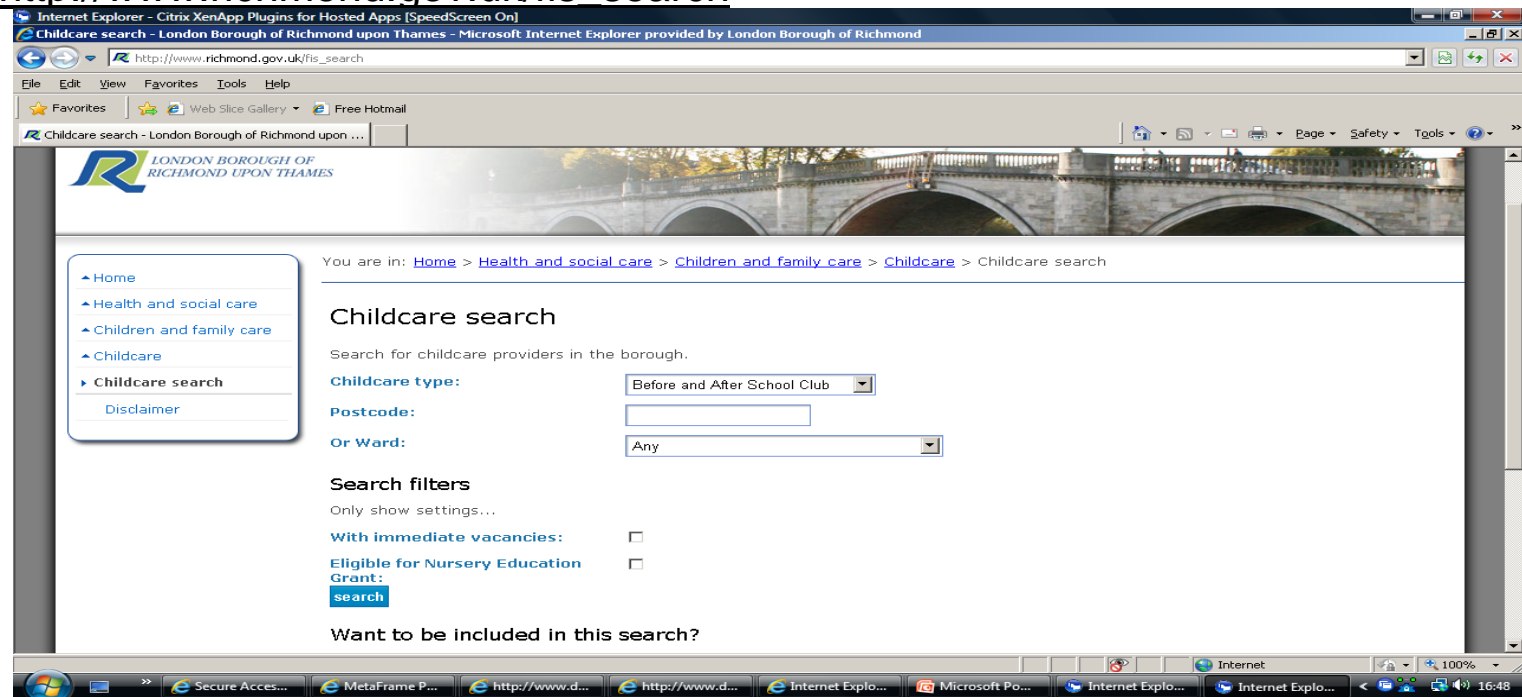
- Registered childcare options such as childminders, full day care nurseries and sessional care.
- Brokerage service for parents looking for childcare places.
- Funding information and advice for parents and carers.
- Out of school and holiday care for children.
- Activities for children from 0 to 20 years including toddler groups and sports activities.
- Support groups and parenting information.
- Career opportunities in childcare and play work.



Standard 2

Clients have the information they need to make informed and realistic decisions about available services.

http://www.richmond.gov.uk/fis_search



Standard 3

Clients are enabled to access the service.



Standard 4

Local authorities collect, monitor and review equalities data as well as promote equality of opportunity, celebrate diversity and challenge stereotypes in the delivery of the service.



Standard 5

Information professionals within a local authority understand their individual roles and responsibilities under the information duty.



Standard 6

Staff providing information, advice and assistance services are appropriately trained and qualified and participate in continual professional development.



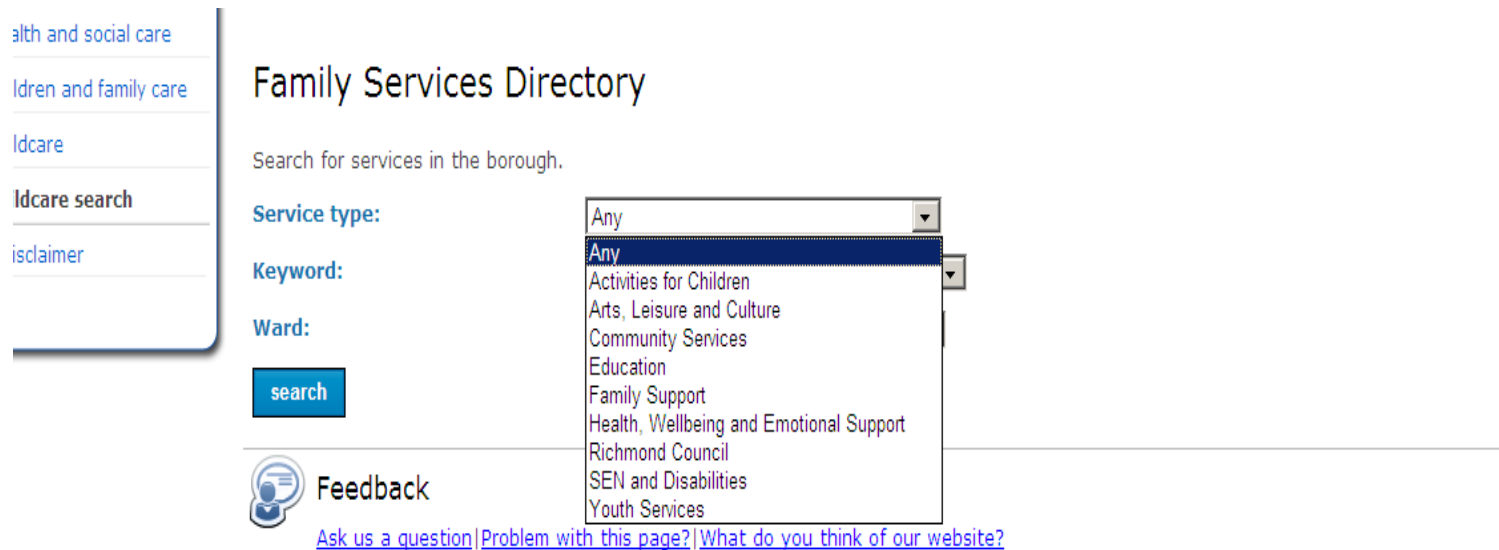
Standard 7

Services are planned, monitored, reviewed and evaluated. Prompt action is taken to improve services for clients.



Standard 8

Information is effectively managed and quality assured.



The screenshot shows a web interface for the 'Family Services Directory'. On the left, there is a vertical navigation menu with links: 'Health and social care', 'Children and family care', 'Childcare', 'Childcare search', and 'Disclaimer'. The main content area is titled 'Family Services Directory' and includes the text 'Search for services in the borough.' Below this are three search criteria: 'Service type:', 'Keyword:', and 'Ward:'. The 'Service type:' dropdown menu is open, showing a list of categories: 'Any', 'Activities for Children', 'Arts, Leisure and Culture', 'Community Services', 'Education', 'Family Support', 'Health, Wellbeing and Emotional Support', 'Richmond Council', 'SEN and Disabilities', and 'Youth Services'. A blue 'search' button is positioned below the search criteria. At the bottom of the search area, there is a 'Feedback' section with a speech bubble icon and the text 'Feedback'. Below the feedback section, there are three links: 'Ask us a question', 'Problem with this page?', and 'What do you think of our website?'.

Standard 9

LA information services encourage and guide clients in locating and navigating the information available to them. They also support those who may otherwise not access services on their own (hereafter referred to as a ‘brokerage service’).



Standard 10

Partnership, procurement and resourcing arrangements for the delivery of information advice and assistance improves the support of clients.



The End



Richmond upon Thames
Children and Young People's Trust

