

Family Information Service update

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Richmond upon Thames
Children and Young People's Trust



The challenge

- Workless, low income families are less likely to use formal childcare than working higher income families;
- Fewer children from ethnic minority groups participate in pre school;
- Most disadvantaged families are less informed and less likely to use it, even when it is free;
- They are less likely to have access to recent information about childcare;
- More likely to say they were unsure about the availability, quality and affordability of local childcare;
- When asked, lower income families in Richmond who do use childcare are less likely to view it as expensive.

The Family Information Service will

- Continue to offer impartial information, advice and guidance to families;
- Continue to manage local information about Ofsted registered childcare;
- Continue to make provider information available through online search, telephone helpline and email service.



What will change? FIS on the web

- Direct Gov childcare search service – funding withdrawn from 31 March 2011;
- Don't know yet whether it will continue after this date;
- If necessary, FIS childcare provider lists will be made available to download on the Council web site on 1 April 2011;
- A new online search tool will be available on 1 April 2011 or soon after;
- Quicker access to information for families via the Council web site;
- More detailed information on our most 'frequently asked questions' available on the FIS web pages.

What will change? FIS in the community

- Focus on families most in need of information, advice and guidance;
- FIS will work closely with Children's Centres;
- Targeted work with the most vulnerable families.



Integrated working

- FIS will become part of the integrated Children's Centre staff teams & use Children's Centres as a working base;
- Close working relationships (avoiding duplication) will develop with Children's Centre outreach workers;
- FIS officers will be one part of the Children's Centres multi agency teams, that include health visitors, PVI providers, Primary Mental Health workers, support services, Family Support workers, Early Years Consultants and midwives .

FIS brokerage service

- This is a service for families who might need extra help.
For example, we help families who are:
 - Looking after a disabled child;
 - Feeling overwhelmed or struggling to cope;
 - Have just moved to the area or country.
- We work on a one-to-one basis with families, referring them to other family support services, as appropriate
- Know a family who might benefit? FIS welcome referrals.



Get in touch

- FIS: 020 8831 6298
- FIS: fis@richmond.gov.uk

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Update your FIS provider record at any time on the Early Years web site:

http://www.richmond.gov.uk/home/education_and_learning/early_years_education_and_childcare/ey_info_for_practitioners.htm