



Cheshire West & Chester Council

Cheshire West and Chester's Family Information Service

Factsheet **1**

Series 5
Information for Parents

What is Cheshire West and Chester's Family Information Service?

The Family Information Service (FIS) is a free, impartial service for parents/carers and young people providing accurate and detailed information on available childcare in Cheshire. We also offer a signposting service to organisations offering help and advice to families. We have a range of information sheets and leaflets that can help you.

You can phone our hotline on 0800 0852863. We are open Monday - Friday 8.30am - 4.30pm. We will also be offering a face to face service at main Libraries and Children's Centres in the near future. You can contact us by email at fis.west@cheshirewestandchester.gov.uk. Have a look at our websites.

www.help4me.info/cheshire
www.cheshirewestandchester.gov.uk
www.stuff2doincheshire.co.uk

Childcare

Information is available on:

- Childminders
- Crèches
- Day Nurseries
- Nursery Schools and Classes
- Out of School Clubs
- Pre-school Playgroups
- Schools
- Registered Holiday Playschemes

FIS can provide you with contact details on available childcare in your area to match your needs and advise you on the most suitable type of childcare. You will receive a sheet of information on each childcare setting, giving you information such as opening hours, fees and what facilities they have.

We also have a mapping facility that can plot childcare providers nearest to your home or work and print out a map which displays these.

Activity Groups

Information is available on:

- Activity Groups
 - Parent and Toddler Groups
 - Swimming Classes
 - Music and Movement Classes
- and many more ...

Leaflets and factsheets

We have a wide range of leaflets and factsheets on a variety of subjects. Listed below is our range of factsheets.

Series 1	Choosing Childcare
Factsheet 1	Choosing Childcare and Childcare Options
Factsheet 2	Registered and Informal Childcare
Factsheet 3	Interviewing a Childcare Provider
Factsheet 4	Your contract with your Childcare Provider
Series 2	Working Parents
Factsheet 1	Flexible Working
Factsheet 2	Maternity and Paternity Leave
Factsheet 3	Parental Leave
Series 3	Financial Assistance
Factsheet 1	Childcare Vouchers
Factsheet 2	Tax Credits
Factsheet 3	Early Years Foundation Stage Grant
Factsheet 4	Maternity and Paternity Pay

Series 4 Information for Childcare Providers

- Factsheet 1 Childcare Vouchers
Factsheet 2 Cheshire West and Chester's Family Information Service

Series 5 Information for Parents

- Factsheet 1 Cheshire West and Chester's Family Information Service
Factsheet 2 How to become an Ofsted registered childminder

We also hold information sheets and leaflets on other subjects such as Child Safety, Child Development and much more ...

Other Services for families

FIS can signpost you to other organisations in Cheshire and nationally that offer support, help and advice to families and young people aged 0 - 19 years. Organisations covering subjects such as:

- Family support
 - Staying Healthy
 - Drug and Alcohol Abuse
 - The law and your family
 - Additional needs and disabilities
- and much more.....

You can search for organisations yourself by logging on to www.help4me.info/cheshire

Help4me is Cheshire West and Chester's Family Services Directory which holds details of organisations and services for parents and young people in Cheshire.

All articles in this factsheet are correct at the time of printing.

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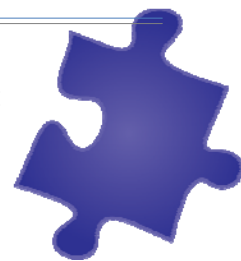
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Council information is also available in Audio, Braille and Large Print formats. If you would like a copy in any of these formats or in another language, please email us at equalities@cheshirewestandchester.gov.uk We are also able to provide a British Sign Language (BSL) interpreter to support customers with accessing Council services.

Tel: 0300 123 8 123

email: equalities@cheshirewestandchester.gov.uk

web: www.cheshirewestandchester.gov.uk

FIS gets lots of enquiries from parents and carers, here are some examples

I am concerned about my son's behaviour. Do you know about a local group that can help?

My child is three. I have heard that I can get a free place for my child at a playgroup. Is this true?

I need some help paying for my childcare. What are my options?

I would like to become a childminder. How do I get started?

I'm new to the area. What childcare is available while I am at work?