

Wakefield District Families Information Service Statement of Service

This statement is to explain the service provided by Wakefield District Families Information Service (FIS).

FIS is provided and delivered by Wakefield Council. It is an integrated service comprising:

- Choice Advice Service
- Families Information Service
- Parent Partnership Service

From a single point of contact, we provide free, impartial, advice and support to parents and carers who:

- are applying for a school place.
- would like to access childcare or other services and support for families
- have a child who has, or may have, special educational needs

Accessibility

The FIS opening hours are Monday to Thursday, 8.30am to 5.00pm and Friday, 8.30am to 4.30pm. Outside of these hours a voicemail service is available.

Service users can contact the FIS through the following:

Telephone	0800 587 8042 (freephone)
Text	07624 809247
Email	fis@wakefield.gov.uk
Over the internet	www.wakefieldfis.org.uk
In Writing	Wakefield District Families Information Service Room 201, County Hall Bond Street Wakefield WF1 2QW
Face to Face	Service users can drop in at the address above, we also employ dedicated outreach staff who are out and about across the District at local Children's Centres, Schools and other venues.

In addition FIS distributes leaflets and various publications at public access points likely to be accessed by families and through agencies and individuals likely to be in contact with potential service users.

Delivery

Information will be provided in a range of formats including written information sent through the post, via email, over the telephone or face to face.

Attendance at Meetings

Members of staff from the FIS team may be asked to provide support for parents at a variety of meetings. On receipt of a request, the meeting organiser will always be contacted either by email or telephone and informed that the request has been made and that an officer or appointed volunteer will be attending to provide support for the parent.

Accuracy

FIS has a written statement to ensure information about providers is regularly updated in line with national standards. All printed information about local services will provide the date the record was last updated.

Cost

The service the FIS offers is free.

Impartiality

The service provided by the FIS is impartial. Parents and carers who contact our service will be provided with the range of options available to them so they can make informed decisions. A written impartiality policy will be published on the FIS and PPS website and made available on request.

Confidentiality

The service provided by the FIS is confidential. All information obtained from, or about, families is to be regarded as confidential and will comply with Data Protection Act requirements, except where:

- there is concern that a child may be at risk,
- where provision fails to meet legal or quality requirements
- where the request is made in connection with crime and taxation

A written confidentiality policy will be published on the FIS and PPS website and made available on request.

Publicity and marketing

In order to raise awareness of and increase usage of the service, the FIS will have a written publicity and outreach strategy which will outline how we will publicise and promote the service, particularly targeting those groups who may typically find it hard to access the service.

Monitoring and Evaluation

The FIS is committed to continuous improvement and service users will be asked to provide feedback about the service they have received. The FIS will also seek the views of non-service users. All feedback will be used to evaluate and improve the service and inform future service development.

Complaints

We hope to settle any complaints quickly and informally. In the first instance any complaints should be made to the FIS Manager using any of the contact methods outlined on page 1. If service users are unhappy with their response, a complaint can be made to the Family Services Complaints Team by calling 01924 302840 or emailing familyservicescomplaints@wakefield.gov.uk. A complaint form can also be downloaded or completed online at <http://www.wakefield.gov.uk/CouncilAndDemocracy/Complaints/default.htm>

Quality

The FIS is committed to delivering a high quality service for Wakefield and works towards the framework for information, advice and guidance services as laid out in the NAFIS Families First Standard Quality Mark.

Date last update: 21st May 2010