

## Need more information?

If you would like more information about anything you have read in this leaflet, just **tick** the box below and return it FREE to the FIS at the following address:

FREEPOST WF458, Families Information Service, Room 201, County Hall, Wakefield WF1 2QL.

## What information would you like to receive?

- |  |   |
|--|---|
| <input type="checkbox"/> Childcare                     | <input type="checkbox"/> Choice Advice Service      |
| <input type="checkbox"/> School Years                  | <input type="checkbox"/> Money Matters              |
| <input type="checkbox"/> Parent Support                | <input type="checkbox"/> Parent Partnership Service |
| <input type="checkbox"/> Things to do and places to go |   |
| <input type="checkbox"/> Other                         |   |
- .....

## Please tell us:

Age of child/ren .....

Your Name .....

Your Email Address .....

Your Address .....

Your Postcode .....

Your Telephone .....

Finally, please tell us where you picked up our leaflet: .....

.....

.....



## How to contact us

### Call us

Freephone 0800 587 8042  
Typetalk calls are welcome

### Text us

07624 809247

### E-mail us

[fis@wakefield.gov.uk](mailto:fis@wakefield.gov.uk)

### Visit our website

[www.wakefieldfis.org.uk](http://www.wakefieldfis.org.uk)

### Search for Services online

[www.wakefieldfsd.org.uk](http://www.wakefieldfsd.org.uk)

### Write to us or call in at

Wakefield District  
Families Information Service  
County Hall, Bond Street  
Wakefield WF1 2QW

### Opening Hours

Monday to Thursday  
8.30am-5.00pm

Friday  
8.30am-4.30pm

Voicemail is available out of  
office hours

## Outreach

We are also out and about across the District at local Children's Centres and other venues. Call us if you want to know when we will next be in your area or if you would like to arrange a face to face meeting.

## Compliments and Complaints

We are committed to continuous improvement and feedback is welcomed from all service users. All comments, compliments and complaints will be used to evaluate and improve the service and inform future planning.

## Confidentiality

The support we provide is confidential and information will only be shared when parents or carers have given their permission. We have a confidentiality policy which means we safeguard your privacy. Please contact us if you would like a copy.

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# Wakefield District Families Information Service

Delivering Information to Families

Freephone: 0800 587 8042

Visit: [www.wakefieldfis.org.uk](http://www.wakefieldfis.org.uk)

If you want this information in another format or language contact 01924 305669

**wakefieldcouncil**  
working for you

## Wakefield District Families Information Service

We provide free information, advice and assistance on childcare and other services that support parents-to-be, mothers, fathers and other carers of children and young people up to the age of 20.

We also work with those organisations and professionals who support families.

## We provide information about

### Childcare including:

- Registered and non-registered childcare in the Wakefield District e.g. breakfast clubs, childminders, day nurseries, holiday clubs, pre-school playgroups and wraparound care.
- Details of opening times, costs, school pick-ups, full contact details as well as support on how to choose quality childcare.
- Information about help to pay for childcare including FREE part-time nursery places.
- Childcare settings suitable for disabled children or children with additional needs.
- Additional support through the Childcare Brokerage Service for families who are finding it difficult to access the childcare they need.

### Services and Support for Families including:

- Children's Centres
- Disabled children and young people
- Health matters
- Money matters
- Parenting and Family Support
- School Years
- Things to do and places to go
- Working with children or young people

As well as finding out about what is available locally, we can signpost to national services and facilities as well as relevant publications.

As an integrated service we also provide free, impartial, advice and support to parents and carers who:

- are applying for a school place for their child via the Choice Advice Service;
- have a child who has, or may have, special educational needs via the Parent Partnership Service.

To find out more about these, or any the services we provide, contact Wakefield District Families Information Service. Our details can be found on the back of this leaflet or visit our website at: [www.wakefieldfis.org.uk](http://www.wakefieldfis.org.uk)

### Search for services online

The Family Services Directory (FSD) is an online resource containing information about local services and activities for children, young people and families. It can be used by anyone involved in caring for, or supporting, a family with children or young people.

Search for services online at: [www.wakefieldfsd.org.uk](http://www.wakefieldfsd.org.uk)

If you do not have access to the internet at home you can access the directory at a number of locations across the District including Children's Centres and Libraries. If you can't find what you need, then ring the Families Information Service on **0800 587 8042**. We will be able to search for you, or if there are no records that match your request we may be able to information from other sources and get back to you.

