

Family Information Service



We hope you have all had a lovely summer!
As you enter a new school year, we wanted to remind you of the FREE services we can offer to support you, and the families that attend your school.

What we do...

We provide free information and guidance to parents, carers and professionals on childcare, help with childcare costs, The Index, family support and children's activities and clubs. We can attend any sessions you may be running or we can run one for you. For example, the last academic year we attended 24 of your Reception and Nursery intake sessions, answering 17 direct enquiries from parent/carers!



The Index



The Index is for families of children with disabilities or additional needs. It lets you know about services, activities and events happening within the local area.

We have run coffee mornings in a number of your schools, to give information and support as well as an opportunity for parent/carers to sign up to receive the free Index newsletter.

30 Hour Childcare Offer

We have attended lots of your Nursery intake sessions, informing, supporting and answering questions about the new 30 hour childcare offer. We also provide information on other financial support options for those paying for childcare and options for childcare, including those providers that offer a wraparound service to your school.



Family Fun



Each year we run free family events. Picnic and Play in the summer and our Christmas Party. Both events are free to attend and open to all families across the Vale.

We also provide information on other events and activities taking place in and around the Vale.

Our social media pages are kept up to date daily with what's on in the area.



Feedback

Some feedback we have received from parent/carers who we have supported at your school sessions include:

- This is extremely useful and will help us to make better informed choices when the time comes for us to apply for our son's childcare provision
- FIS staff were fantastic at responding and helping to solve an issue we had
- I wish I'd known about The Index a lot earlier when my son was originally diagnosed but finding information is difficult if you don't know what you're looking for
- I want to thank you all for your help and quick response to our issue. A huge relief that it is finally sorted. Many thanks
- I was really in crisis regarding childcare I had nowhere to turn thinking leaving employment was my only option from being turned away from so many childminders and settings. I went to my son's school for help, they put us in contact with Vale Family Information Service which has worked so hard on our behalf with constant updates all the way

Get in touch

If you would like us to attend any events or open days, or if you would like us to run an information session in your school, please get in touch.

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