

I. The Children and Families Information Service

The Children and Families Information Service provides information, advice and guidance about a wide range of services, activities and entitlements for families with 0-19 year olds.

Call us on 08457 125 737 to find out about:

- local childcare providers
- free early years provision
- support and advice groups
- parent and toddler groups
- activities for children and young people
- services, helplines, publications and websites
- financial help
- maternity and paternity rights and benefits
- parental rights

The enquiry line is open 9am-5pm, Monday to Friday. When the office is closed, you can leave a message on the answerphone and we will get back to you as soon as we can, or you can send an email to childrens.information@cumbriacc.gov.uk

Brokerage Service

Have you been unable to find the childcare you need? Our 'brokerage service' may be able to help. We will contact providers on your behalf and do our best to help you find suitable childcare.

What can you expect from the Children and Families Information Service?

We will provide you with free information, advice and guidance which is up-to-date and impartial.

Information will be given immediately over the telephone or sent out by post within one working day. In some cases we may need to carry out research and call you back. If we don't know the answer to a family related enquiry we will find someone who does. If required, we will signpost you to a different agency. The information service abides by the Data Protection Act and enquiries are dealt with confidentially.



How is the information kept up-to-date?

- We contact childcare providers four times a year to check details.
- Providers can contact us themselves at any time to make immediate changes.
- The Office for Standards in Education (Ofsted) tell us about new and closed providers.
- We carry out an annual review of all information.

The Children and Families Information Service also:

- Produces a range of information leaflets and newsletters.
- Provides audit and research statistics about provision for children in Cumbria.
- Provides a telephone helpline for existing and potential early years providers.
- Develops and maintains the Cumbria Children's Services on-line Directory (cumbria.help4me.info) and a website for 13–19 year olds (wotson4u.com)
- Co-ordinates the Early Years Census for Cumbria

Comments and complaints

We will listen to comments and deal with complaints through Cumbria County Council's complaints procedure. Complaints about childcare settings should be referred to The Office for Standards in Education (Ofsted) – give us a call for Ofsted's telephone number or address.

Equal opportunities

The Children and Families Information Service is committed to equal opportunities and a consistent level of service is provided to every customer. Staff will not be biased towards a particular type of provision or any individual provider.



For more information please contact:

The Children and Families Information Service • Children's Services • 80 Warwick Road • Carlisle • Cumbria • CA1 1DU
tel: 08457 125 737 email: childrens.information@cumbriacc.gov.uk cumbria.gov.uk/childrensservices/cfis

Contact us if you would like this leaflet in large print, braille, spoken word or in a different language.