

# Information and support for families

## Family Information Service

The Family Information Service (FIS) can help you with:

Offering free, impartial, up-to-date information on activities, services and childcare to all families; finding Ofsted registered childcare, including childminders, nurseries, preschools and out-of-school clubs; free Childcare places for 2, 3 and 4 year olds and help with the cost of childcare; extra help for parents and carers with bespoke childcare needs including school pick-up services and for children with SEND; advice and support with starting school, early education and learning; support groups and services; youth services. If you have concerns about childcare provision, we would encourage you to discuss this with them in the first instance but the FIS is available to offer support if needed.

FIS can also provide information about activities and support services for you and your children (0-25 years), including: parent and child groups, toy libraries, leisure activities, days out, youth clubs and support, parenting classes, counselling, addiction and wellbeing, learning, working and volunteering.

Search for childcare, local activities and support services by scanning the QR code.

Contact us:

Web: [www.westsussex.gov.uk/fis](http://www.westsussex.gov.uk/fis)

Email: [family.info.service@westsussex.gov.uk](mailto:family.info.service@westsussex.gov.uk)

Tel: 01243 777807



## Family Hubs

Family hubs offer a range of support, information and guidance to parents, carers and young people. Hubs are open for you to drop in and speak to their staff Monday to Friday during opening times on a whole range of issues affecting you and your family. They also have public access computers to use free of charge.

Web: [www.westsussex.gov.uk/familyhubs](http://www.westsussex.gov.uk/familyhubs)

Email: [WSChildrenservices@westsussex.gov.uk](mailto:WSChildrenservices@westsussex.gov.uk)

Tel: 01403 229900

Scan the QR code to find your local hub:



## Integrated Front Door (IFD)

If you are needing a higher level of service, a single point of access is available if you have concerns about a child or young person's welfare, regardless of risk and complexity. The process is designed to ensure that children and young people always come first in everything we do.

Web: <https://www.westsussex.gov.uk/education-children-and-families/keeping-children-safe>

Email: [WSChildrenservices@westsussex.gov.uk](mailto:WSChildrenservices@westsussex.gov.uk)

Tel: 01403 229900

Scan the QR code to complete the IFD e-form:



If you require an Emergency Duty Team outside of office hours (5.00pm-9.00am weekdays) or at weekends and bank holidays, please call 03302 226664.