

Family Information Service

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Aim

To improve the life chances of children in Buckinghamshire by providing families and practitioners with information and advice about all aspects of parenting.

This is achievable by providing information and advice to families and practitioners on all family-related services and activities, through the development of a Family Information Service.



Background

From 1 April 2008, the requirements of section 12 of the Childcare Act 2006 and the Education & Inspection Act (S6) now specify that all Local Authorities have a duty to:

- Provide information, advice and assistance to parents and prospective parents
- Provide information, advice and training to childcare providers and prospective providers (including recruitment and workforce development).
- Provide information about childcare, services, facilities or publications of benefit to parents and children (up to 20).
- Provide a signposting function to Children and Young People and families with regard to Extended Services across their communities.
- Promote positive leisure time activities for young people.



Family Information Service

- Via telephone (telephone helpline)
- Via Internet (Family Services Directory & web-pages)
- Via outreach work (eg: Children's Centres, schools, BCIS etc)
- Via social media tools (eg: text message etc)
- In person at recognised locations (e.g. The Friary)



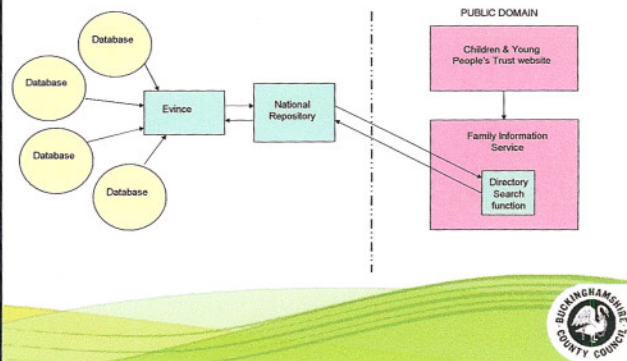
Family Information Service website

- Linked from Children & Young People's Trust homepage
- Web-pages of information and a searchable Directory
- Web-pages organised into zones for:
 - Parents/carers
 - Children
 - Young People
 - Practitioners
- Directory following the DCSF categories

<http://www.esd.org.uk/standards/ispp/viewer/viewer.aspx>



The Directory Framework



The good, the bad and the ugly

<http://www.opp-links.org.uk/view-live-sites.html>



Timelines

- Phase 1 – completed by September 2009
 - Information entered in Evince
 - Consultation process
 - Directory developed and promoted
- Phase 2 - completed by April 2010
 - Family Information Service website (including zones)



Requirements from providers

- To enter details into Evince for a service, activity or event
- To maintain their details and submit any changes (eg; days, age-range, facilities)
- To raise awareness of the Buckinghamshire Family Information Service by:
 - enquiry
 - promotion

