



Sandwell Family Information is committed to providing accessible information. Please tell us what you require and we will consider with you how to meet your needs.

### How to Contact us

Call the Sandwell Family Information Service 0121 569 4914  
Between 8.30am and 5.30pm, Monday to Thursday and  
8.30am and 4.30pm Friday.

We operate an answer machine service for out of office hours

### On the web

[www.sandwell.gov.uk/familyinfo](http://www.sandwell.gov.uk/familyinfo)  
Email: [family\\_information@sandwell.gov.uk](mailto:family_information@sandwell.gov.uk)

### Make an appointment to visit us at:

Sandwell Family Information Service, 160 Beeches Road,  
West Bromwich, B70 6HQ

We are also out and about across Sandwell at community events  
and venues. Look out for us in your local area.

Copies of our full statement of service and  
complaints procedure are available on request.  
The FIS is provided by Sandwell MBC.  
Sandwell FIS is an equal opportunities service



FREE information on all types of  
childcare and local services that  
support families in Sandwell

**0121 569 4914**

**Sure Start**

 Sandwell  
Metropolitan Borough Council

 families  
first

## **Family Information Service**

The Family Information Service (FIS) is a dedicated service within Sandwell Metropolitan Borough Council we provide free, confidential and impartial advice and guidance on all aspects of childcare and related services in Sandwell to parents/carers with babies and children aged from birth until 19 years old.

This means not only can you obtain information on childcare providers you can also seek information and advice on a wide range of services that may support you and your family.



### **We Can Provide Information on:**

#### **Childcare**

There are many different types of childcare providers and entrusting your child with a stranger is a big step. We can give you information on all the types of childcare available including **Registered Childminders, Day Nurseries, Pre School Playgroups, After School Clubs, Breakfast Clubs, School Holiday Clubs and Crèches**. We can also give you information about their opening times, costs, services provided etc.

#### **Local Services**

We can provide you with information on a wide range of family services and activities that are available locally in Sandwell and also regional and national services.

#### **Ask Ade**

You can search online at [www.askade.org](http://www.askade.org) the Sandwell Family Service Directory which holds lots of information on local, regional and national organisations, services and activities for families, children and young people and the practitioners supporting them. Ask Ade also includes details of Ofsted registered childcare providers (Childminders, Day Nurseries, Playgroups, etc) in Sandwell.

So whether you're looking for registered childcare, schools, health, family support services or activities to keep the family fit and entertained, we have it here, all in one place!



## **Help with Childcare Costs**

Childcare can be expensive, but help may be available depending on your circumstances. We can provide you with information about the type of help that may be available to you including tax credits, childcare vouchers and Free Early Learning and Childcare (Nursery Education) etc.

#### **Children's Centres**

We can provide you with information on your local Sandwell Children's Centres. Children's Centres provide a base in the community to deliver activities and help boost options for children in their early years (0 – 5 years). The aim of the Children's Centres is to ensure that every child gets the best start in life.

#### **Childcare Providers / Working in Childcare**

We can provide you with information about how Sandwell Quality Early Years and Childcare Service can offer you advice, help and support, whether you are thinking about a career working with children, just starting out as a childcare provider or you have been a childcare provider for a number of years.

#### **Childcare Brokerage Service**

Parents/carers may sometimes have difficulty in finding the childcare option which is right for them. If you are having trouble finding a service to meet your needs the Family Information Service is able to offer a brokerage service to support you.

### **We Can**

- Take you through all the information available
- Help you think about widening your choice and location of childcare
- Tell you about childcare costs and free childcare available
- Speak to childcare providers on your behalf and introduce you to them

## **Sandwell Children and Young Adults Disability and Special Needs Register**

This register is parent led; it is your choice whether or not to have your child/young adults (0 – 25 Years) details included on the register.

If you choose to register we will be able to provide you with information, including information on activities and events which your child/young person may be able to attend.

