

Children and Families Information Service



The Children and Families Information Service provides information, advice, support and guidance about a wide range of services, activities and entitlements for families in Cumbria with children and young people aged between 0- 19 year olds.

Call us on 03457 125 737 to find out about:

- local childcare providers
- free early education 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 9.00am-5.00pm, Monday to Friday. When the office is closed, you can leave a message on the answer phone and we will get back to you as soon as we can, or you can send an email to: childrens.information@cumbria.gov.uk

Brokerage Service

Have you been unable to find the childcare you need? Our '**brokerage service**' is offered to all parents who may need it. 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 on a regular basis to update their details.

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

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.
- 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:

**Children and Families Information Service,
Children and Families Services, Cumbria House, 117 Botchergate,
Carlisle, Cumbria, CA1 1RD**

T: 03457 125 737

E: childrens.information@cumbria.gov.uk

www.cumbria.gov.uk/childrensservices/childrenandfamilies/cfis.asp

If you require this document in another format
(eg CD, audio cassette, Braille or large type) or in
another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ
করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 606060

Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 606060 numaralı telefonu arayınız

