

How to **contact us**

We offer a telephone helpline service which is open:

- Monday to Thursday: 9am to 5pm
- Friday: 9am to 4.30pm

T. **01202 093131**

E. **familyinformation@bcpcouncil.gov.uk**

Or scan the QR code below to visit our website and find out more:



Families **newsletter**

Don't miss out on the latest news for you and your family.

Sign up to our family information e-newsletter to be regularly updated on local information and relevant news.

bcpcouncil.gov.uk/emailnews

Updated January 2025



Welcome to the **Family Information Service**

Supporting you and your family at
every stage of your parenting journey

BCP Council Family Information Service (FIS) can help you access local family information, childcare, activities and services. We provide a free and impartial service supporting you and your family with their journey from birth to adulthood.

New parents

We are here to help you before and after the birth of your baby and can provide information on:

- parenting support and services for new parents
- information on your local family hub and best start for life
- activities for you and your new baby including parent and toddler groups
- assistance finding and paying for childcare.

0 to 5 years



The early years of your child's life are an important time to play, learn and develop. We can help you with:

- finding local day nurseries, pre-schools and childminders
- help claiming early education funding for nine month olds, two, three and four year olds

- support and services available at your local family hub and via the online family hub
- activities for you and your new baby including parent and toddler groups
- support for children with special education needs and disabilities (SEND).

School age children

Children are keen to learn and try new activities and skills during their school age years. We can provide information on local activities, childcare, financial assistance and parenting advice to support you and your family including:

- Tax-Free childcare
- before and after school childcare, activities, clubs and groups
- local childminders, including those offering school drop-off and pick-up
- the holiday activity and food programme (HAF)
- support available via local family hubs
- support for children with special education needs and disabilities (SEND)
- local family hubs, including parenting advice, courses, health and other professional services.



Young people



In addition to the information and advice for school age children the FIS can provide specific support for young people with:

- local age related activities and youth clubs
- further education, training and volunteering opportunities
- health and wellbeing support for young people
- signposting to 'UP in BCP' and youth parliament.