



Contact Information



Opening Hours:
 Monday 8am to 8pm
 Tuesday 8am to 6pm
 Wednesday 8am to 6pm
 Thursday 8am to 8pm
 Friday 8am to 6pm
 Saturday 9am to 1pm

Telephone: **01743 254400**
 Email: **shropshireFIS@shropshire.gov.uk**
 Website: **www.shropshire.gov.uk/childcare.nsf**
 Text: Text **FIS** followed by a space and followed by your message to **84433**
 Mini-com: **01743 254357**
 Fax: **01743 254528**

Address:
 Shropshire Family Information Service
 Shropshire Council
 The Guildhall
 Frankwell Quay
 Shrewsbury
 Shropshire
 SY3 8HQ

All enquiries are treated in accordance with our policy on confidentiality.

If Shropshire Family Information Service cannot help with your enquiry we will put you in touch with someone who can.

If you can read this but know someone who can't, please contact us on **01743 254400** so we can provide this information in a more suitable format.



Shropshire Family Information Service (0-19) provides free information, advice and support on all aspects of family life, whether you are expecting a baby or the parent or carer of a teenager.



Your Guarantee of Quality

Shropshire Family Information Service (FIS) has been awarded the Matrix Quality Standard for information and advice services.

All staff are fully trained and experienced.

Shropshire FIS aims to answer your enquiry as quickly and in as much detail as possible.

Shropshire FIS regularly evaluates it's services and welcomes your comments, compliments and complaints.

Shropshire FIS can meet individuals information needs. On request we can arrange for the most appropriate method of providing information, such as large print, audiotape, translations etc.

Shropshire FIS is registered under the Data Protection Act.



Please send me information on:

- Childminders
- Out of school Clubs
- Nannies or Au Pair Agencies
- Location:
- Day Nurseries
- Holiday Playschemes
- Carer and Toddler Groups
- Pre-school Playgroups
- Home Based Childcarers
- Activity Groups for Young People

Other information:

- Information on help towards the costs of childcare
- Careers in Childcare
- Becoming a Registered Childminder or Childcare Provider
- Family Support Information (please specify topic)
- Other (please specify)

Name: _____

Address: _____

Telephone Number: _____

Ages of Child/Children: _____

Shropshire Family Information Service (0-19)

Freepost
no stamp
required

Childcare

Information on all aspects of childcare, early years and play settings in Shropshire including:

- childminders
- day nurseries
- pre-school playgroups
- out of school activities and clubs
- holiday play schemes
- carer and toddler groups.

Help and advice on how to choose a quality setting.

Brokerage Service

Additional support for parents and carers who are struggling to find childcare that meets the needs of their family, or who are finding it hard to access services.



Family Support

Information on organisations which can offer advice and support on some of the issues or concerns any family may encounter.

Service Directory

An on-line database featuring local and national organisations and services that exist to support families.

Resource Library

An extensive resource library of leaflets, booklets, and publications on a wide variety of topics.

Outreach Sessions

Events, drop ins or one to one appointments with members of staff in the local community.

Finance and Benefits

Information on what help is available towards the costs of childcare and other family benefits, including free nursery education funding, tax credits, care to learn and employer childcare vouchers.

Childcare Careers and Training

Information on the wide range of career opportunities in early years, childcare and play, and the training and support available to help you reach your goal.

Childcare Providers

Support for prospective, new and existing childcare providers including free advertising, regular newsletters and providing a vital link between providers and parents and carers looking for childcare.

Related Agencies

Providing information, support and a central point of contact for all related agencies working with and supporting children, young people and families.



Reply Slip:

Shropshire Family Information Service
Early Years Education and Childcare Team
Children and Young People's Services
Shropshire County Council
Shirehall
FREEPOST NWW3068A
Shrewsbury
SY2 6ZD