

Local Offer



Also on the website you will find the Local Offer. The Local Offer sets out, in one place, information about the support and provision that families can expect for children and young people aged 0 – 25 with special educational needs and/or disabilities. It will include eligibility criteria, where relevant, and make clear where to go for information, advice and support.

So if your child has a special educational need and/or a disability and you are not sure where to go for assistance, just look on the website for the 'LO' symbol at the top of this page or give us a call.



Family Information Service

We provide:

- * confidential, impartial information and advice.
- * support to assess the situation and offer possible solutions or 'next steps'

Contact us on:

Freephone: **0800 587 8191**

Landline: **01872 323 535**

Available Monday to Friday between 9am and 5pm. An answer phone is provided at all other times.

Text: **60030** starting with the word **FIS**

Email: fis@cornwall.gov.uk

www.cornwallfisdirectory.org.uk

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

Family Information Service

We can help with...

Freephone 0800 587 8191



Childcare and early education

The Family Information Service is the only place to find details of all Ofsted registered childcare providers in Cornwall.

We can provide you with information on:

- * Childminders
- * Day nurseries
- * Pre-school playgroups
- * School nursery units / classes
- * Breakfast clubs / after school clubs
- * Holiday schemes

And answer your childcare related questions:

- * What childcare funding is available?
- * Where can I use my two, three and four year old funding?
- * What should I ask when choosing childcare?

If you are having difficulty in finding childcare, we can offer you a face to face brokerage service, after which we will work hard to try and find a childcare provider that meets your requirements.



Family support

The Family Information Service (FIS) is Cornwall's main signposting service for parents and carers of children aged from 0 – 20, or 25 if they have additional needs.

As well as providing advice over the telephone, we also have a website full of information for families and professionals.

So call, email or visit our directory for any family related enquiry and we will try to point you in the right direction.

Examples of queries we can help with include:

- * What can we do as a family?
- * Who gives advice on parenting and where can I find groups and classes?
- * Do I qualify for tax credits and other funding?
- * Problems completing a school application form
- * I want to become a childminder
- * What support services are available to help my child with...?
- * My child has an additional need, I need help with...
- * Children's Centre details
- * My family needs a support worker



The website

Information on leisure, health, education, parenting and much more can be found on the FIS website, including:

- * Children's Centre what's on guides
- * Parenting programmes
- * Family Support service request
- * Common Assessment Framework (CAF) service request
- * Details on funding for childcare
- * Information on and for childcare providers

