

# Confidentiality

All enquiries to the service will be treated with strict confidentiality.

Data protection ensures that the FIS will never release a childminder's home address.

Childcare is registered and inspected by Ofsted, the Office for Standards in Education, a central government department. The Family Information Service will direct complaints about registered childcare providers or their provision to Ofsted's regional office in Bristol.



# Contact us:

This leaflet is available in large print on request.

Help is also available for people who require council information in languages other than English.

Please call **01934 426 300**.

## Family Information Service

Town Hall  
Weston-super-Mare  
BS23 1UJ

Tel: **01934 426 300**  
email: [fis@n-somerset.gov.uk](mailto:fis@n-somerset.gov.uk)  
[www.n-somersetcsd.org.uk](http://www.n-somersetcsd.org.uk)  
[www.direct.gov.uk](http://www.direct.gov.uk)

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# Family Information Service

*for local childcare,  
support and parenting  
information for ages 0-19*



[www.n-somersetcsd.org.uk](http://www.n-somersetcsd.org.uk)

Tel: 01934 426 300

Email: [fis@n-somerset.gov.uk](mailto:fis@n-somerset.gov.uk)



Raising children can be one of the most rewarding but stressful things to do. Mums, dads and carers face choices every day but making the right choice can be daunting.

## You can talk to us about:



Have you seen North Somerset Directory for Children, Young People and Families?

[www.n-somersetcsd.org.uk](http://www.n-somersetcsd.org.uk)

The Family Information Service aims to help by providing information and guidance that is:

- independent and impartial
- free to enquirers
- accessible
- accurate and up-to-date
- confidential
- relevant to our client's needs

The service is open to anyone who needs information about services for children and young people aged 0 - 19 years in North Somerset.



- Childminders
- Pre-schools/nurseries
- Out-of-school provision
- Children Centres
- Leisure activities
- Youth activities
- Extended services
- Family support
- Provision that supports children and young people with additional needs
- Free early education for three and four year olds
- Help with the cost of childcare
- Information on working tax and family tax credits
- Working with children
- Advice on the process of choosing and applying for your child's primary or secondary school

The directory is an online service which has local childcare, extended services activities, support groups, organisations that work with children and young people, events and much more.

Please take time to have a look [www.n-somersetcsd.org.uk](http://www.n-somersetcsd.org.uk)

You can search by the map, postcode, keyword or by going through different zones.

Let us know what you think, or get in touch if you would like to be included.



*We are just a phone call or a 'click' away...*