



Statement of Service

Entitlement

The Vale of Glamorgan Council is fully committed to the development of the Vale of Glamorgan Family Information Service (FIS). It sees the FIS as an important step in supporting:

- Families
- Children
- Young People
- Carers
- Childcare Providers
- Training Providers
- Providers of Services to Parents, Carers, Children and Young People
- Prospective Childcare Workers, and
- Employers

Mission Statement

Vale of Glamorgan Family Information Service (FIS) has adopted the following mission statement:

“The Vale of Glamorgan Family Information Service will provide free quality, accessible and impartial information, guidance and advice on the full range of childcare, services for children and young people and family support services. The information held will be led by

Statutory Duty - *Childcare Act 2006 Section 27*

The Childcare Act (2006) made it a statutory requirement for local authorities in Wales to establish and maintain a service that provides a wide range of information, guidance and assistance for parents and prospective parents. The information required to be provided is clearly prescribed within the Act *and section 27 of the Guidance*

Social Services and Well-being (Wales) Act 2014, Part 2, Section 17, Provision of Information, Advice and Assistance.

Vale Family Information Service contributes to the IAA duty placed on local authorities, working with the Vale Early Help Team and Children and Young People Services.

Vale Family Information Service fulfils these duties on behalf of the local authority and the information contained within this document outlines what service users can expect from Family Information Services. The actions, targets and objectives of the service are detailed in the FIS business plan which is reviewed quarterly.

Users of Vale Family Information Service can expect:

- A service that takes pride in providing a professional customer-friendly service, delivered by trained and experienced staff and meeting our clients' needs, as described in the service standards document.
- To know how, when and where to contact FIS, obtain information in a format to suit them and are aware of how the service can help them, see our Statement of Service and Marketing Policies.
- A service that has effective partnership arrangements in place to provide comprehensive, accurate and up-to-date information.
- Impartial and confidential information and guidance through our Service Advisors, as described in the underpinning principles.
- A range of publicity materials and placed advertisements describing the service and types of provision available as described in our Marketing Policy.
- Their enquiry and any personal circumstances to be treated in confidence see our Confidentiality, Data Protection Policy and Behaviour policies.

Vale of Glamorgan, Family Information Service

- A service which is impartial, objective and accessible - see our Impartiality and Equal Opportunities Policies.
- Support and guidance to help them identify their requirements see our Management Strategy.
- An explanation of the different types of local provision available.
- Guidance, support and information on how to choose the provision which is most suited to their needs.
- Detailed, accurate and up to date information about all the registered childcare provision in their area which meets their needs, see our Information Strategy.
- access to further help or guidance about wider childcare, children and young people's issues e.g. sources of financial assistance, family support groups etc.
- Access to information about family, children and young people's activities.
- The opportunity to comment on the service they have received and how it could be improved see Compliments and Complaints Policy (About the Service), Compliments and Complaints Policy (About Provision), Monitoring and Evaluation and FIS Service Review Policies.
- FIS will work in partnership with Welsh Government Tackling Poverty Programmes, Local services and third Sector organisations.

Service Delivery

Vale of Glamorgan Family Information Service will provide a free service. The service will operate from the Docks Office, Subway Road, Barry. The service will be offered via the following:

- A telephone helpline staffed Monday to Friday between the core hours of 9:00 – 5:00 (9:00 – 4:30 Fridays)
- An answerphone service will be available outside these hours and at weekend and Bank Holidays,

Vale of Glamorgan, Family Information Service

- An e-mail address where the public and service providers can request information from FIS
- Written requests can be made in English or Welsh and will be responded to within 7 working days if posted and 5 working days if emailed
- A dedicated [web area](#), with childcare search, family support search and youth search facilities, within the corporate web site with links to other services
- An online enquiry form can be completed via the website and is emailed through to the FIS inbox.
- Face to face advice will be available at various outreach activities and community events across the Vale
- Facebook and Twitter pages are used to engage with the public and partners and to promote FIS and activities and events. The public can also make enquiries via social media.
- [Dewis Cymru](#) is the online directory used to host information on childcare, activities and services for children and young people and family support services. Providers are able to update details of their service on the Dewis Cymru website. This links through to the national [Childcare Information Wales website](#).

In addition to this central facility, all potential customers in the Vale of Glamorgan have access to the service through other outlets such as at branch libraries, council offices, schools, job centres, health professionals and via the Internet.

Supporting Strategies

A **Marketing and Publicity Strategy** is available which includes:

A range of leaflets and posters describing the service and types of provision are available. All materials are bilingual. The service is advertised in places likely to be used by customers and through agencies and individuals likely to be in contact with potential customers. An outreach service is also available to engage with more hard to reach clients.

The service maintains **information** on all registered childcare, unregistered childcare, services and activities for children and young people and family support services. Where it is not appropriate to hold accurate information in a particular specialist field or where guidance from professionals in a specialist field is required, the service will aim to sign-post customers to the appropriate information point, for example, sources of financial assistance.

Information is available in hard copy and electronically and can be translated into Welsh, other languages and other formats on request. All FIS publications are available bi-lingually. The service will ensure that its database is regularly updated, at least every six months, to provide accurate information and will aim for a maximum 7 day response time to any enquiry. Information is available on children and young people's information provision in neighbouring areas and nationally.

Staff are trained to maintain **confidentiality**, in particular in relation to data protection legislation and requirements, and act in an impartial way. A policy of strict confidentiality will be guaranteed except where a child or young person is perceived to be at risk or care provision fails to meet legal or quality requirements. Staff are trained in **Safeguarding Children Level 1** and any concerns of a child will be referred to the Intake and Family Support Service.

The service constantly **monitors** the views of its customers via a rolling programme of **consultation** to gauge the needs of families, children and young people, providers, those with additional needs in the community, hard to reach groups and businesses. In addition systems are in place to ensure that enquiries are regularly monitored for customer feedback. This information is used to evaluate the effectiveness of the service and to inform its development.

The FIS welcomes any comments from those who use its services.

The Vale of Glamorgan **Complaints** Procedure applies to FIS, which enables a complaint to be made about the service at any Council office throughout the local authority area. A copy of the complaints, compliments and comments procedure is available on request:

www.valeofglamorgan.gov.uk 01446 700111.

Vale of Glamorgan, Family Information Service

All FIS staff share the responsibility for ensuring that the **Equal Opportunities Policy** is promoted and implemented fairly and effectively.

The Vale FIS has achieved the National Association of Family Information Services (NAFIS) Families First Award in 2013.

All policies and procedures will be reviewed annually.