

Family Information Service

About our service



Childcare and out of school services



Special needs and disabilities



Parenting and family support



Health and social services



Jobs, training and courses



Schools and education



Relationships and sex



Sports, exercise and leisure



Youth services

www.fisd.haringey.gov.uk



What we can do for you

Haringey's Family Information Service provides information and advice on a wide range of local and national services, covering ages 0-20, to help you and your family. These services are provided online, face to face at our Customer Service Centres, and on the telephone.

The Family Information Service replaces the Children's Information Service (CIS) and provides childcare information (0-5 years), in addition to information about other services, online in our Family Information Service Directory (Fisd). Fisd also has details on events and activities in Haringey.

As part of our community outreach service you can meet us face-to-face. Visit www.fisd.haringey.gov.uk and click 'What's on?' for details of any events we are planning to attend.

Our Service Standard:

- our focus is always on you, the customer
- our service is free and impartial
- all our staff are professional, trained, friendly and helpful
- we maintain accurate, up-to-date information
- our goal is to respond to emails within three working days (or at extremely busy periods, within 10 working days)
- we provide a face-to-face service at our walk-in Customer Service Centres
- we promise to answer your telephone call within five rings.

In addition we provide interpreters for customers whose first language is not English. (This service is available for most languages.) Please talk to our Customer Services staff if you need this service.

Specialist services

Our Brokerage service provides high quality, one to one advice and support for parents/carers who are having difficulties with finding childcare. This service is available to those who have a child with a special educational need or disability. To apply for the Brokerage service visit www.haringey.gov.uk and complete an application form online or telephone **020 8489 1000**.

If your first language is not English and you want to get specialist childcare information call the Daycare Trust translation line on **0845 872 6251**.

We collate all registered childcare vacancies in Haringey and make them available online. Visit www.fisd.haringey.gov.uk or telephone **020 8489 1000** for details.

We want to hear from you!

Our job is to help you and we welcome your suggestions on how we can make our service even better. If you have any compliments or complaints about our service, please call **020 8489 1000** or visit www.fisd.haringey.gov.uk

Contact details

Tel: **020 8489 1000** (Monday to Friday from 8am to 6pm)

Email: childcare@haringey.gov.uk

Customer Service Centres: call **020 8489 1000** for details of where your nearest centre is located.

 Follow us on Twitter @HaringeyFis

The information contained in this booklet is accurate at time of print.
(September 2010.)

The Family Information Service makes every effort to provide up-to-date, accurate information at all times. We are unable to recommend or endorse any organisation and do not accept responsibility if any of the information is inaccurate.

Français

Ce dépliant concerne le Service d'informations pour les familles de Haringey. Si vous souhaitez l'obtenir dans une autre langue, veuillez compléter le formulaire et le renvoyer à l'adresse en port payé ci-dessous.

Soomaali

Warqaddani waxay ku saabsantahay adeegga macluumaadka qoyska ee Haringey. Haddii aad u baahantahay iyadoo luqaddaada ku qoran, fadlan buuxi foomka oo ku soo dir cinwaanka kharashkiisii boosta hore loo bixiyay ee hoose.

Polski

Niniejsza publikacja zawiera dane na temat Ośrodka Informacji dla Rodzin w Haringey. Aby otrzymać tekst publikacji w wersji polskiej należy wypełnić formularz i przesłać go na podany poniżej bezpłatny adres.

Türkçe

Bu broşür Haringey'in Aile Bilgi Servisi hakkındadır. Bu broşürün başka bir dilde olmasına ihtiyacınız varsa lütfen formu doldurun ve aşağıdaki Ücretsiz Posta (Freepost) adresine yollayın.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print On audio tape In Braille In another language, please state: _____



Name: _____ Tel: _____
Address: _____
Email: _____

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,
Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.