

## Contact Details

You can contact the Suffolk  
Family Information Service by:

Phone -

**0345 60 800 33**

(local call rate number)

Lines are open Monday to Thursday 9:00am to  
5:00pm and Friday 9:00am to 4.30pm. There  
is an answering service outside these hours.

Email - [Suffolkfis@suffolk.gov.uk](mailto:Suffolkfis@suffolk.gov.uk)

Write to -

Suffolk Family Information Service  
Early Years and Childcare  
Suffolk County Council  
Endeavour House, 8 Russell Road, Ipswich  
IP1 2BX

Your details and any personal circumstances  
will be treated in the strictest of confidence.

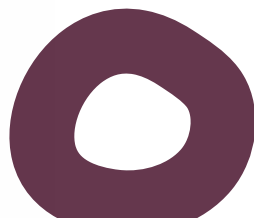
# suffolk Family Information Service



*Free impartial  
advice about  
childcare and other  
services that support  
parents and carers*

**0345 60 800 33**

[www.suffolk.gov.uk/family](http://www.suffolk.gov.uk/family)



## What is the Suffolk Family Information Service (FIS)?

The Suffolk Family Information Service (FIS) offers free impartial advice about childcare and other services that support parents and carers of children and young people aged 0-19 years, and up to 25 years for children with SEND (Special Educational Needs and Disabilities).

We can help you search for childcare on our Families and Community Directory, which includes all Ofsted registered childcare providers in Suffolk, and we offer advice by phone, email or text. We work closely with parents, childcare providers and professionals who support families.

*We offer extra help to families who are struggling to find a childcare place.*

## Funded Early Education for 2, 3 and 4 year olds

We provide information and advice about funded early education for 3 and 4 year olds and eligible 2 year olds.

We can inform you when your 3 year old is entitled to funded childcare and explain how to check online if your 2 year old is eligible for funded childcare.

## Families and Community Directory

Our Families and Community Directory website allows parents and carers to search for childcare as well as local groups, organisations and activities, across Suffolk. Our website is free, you do not need to register.

**Here you can find information on:**

- Childcare Providers (day nurseries, pre-school playgroups, childminders and out-of-school care)
- Health and Children's Centres
- Parenting Classes
- Parent and Toddler Groups
- Youth Clubs
- Leisure activities for you and your child
- Organisations that support children and young people with SEND.
- Emotional Well Being and Mental Health support services.

Visit: [www.suffolk.gov.uk/fsd](http://www.suffolk.gov.uk/fsd) and search by keyword or category using your full postcode to find childcare in your area.

## Childcare for Everyone

We hold details of Ofsted registered childcare providers for children aged 0-14 years, such as:

- Childminders
- Day nurseries
- Pre-school playgroups
- Private nursery schools
- Out-of-school childcare (breakfast and after school clubs)
- Holiday play schemes

We offer advice on how to choose childcare to meet the needs of you and your child. This can be provided in a detailed list of childcare providers in your area, which includes the following information:

- Name and contact details of childcare providers
- Type of childcare provided
- Age catered for
- Opening hours
- Ofsted inspection grade (such as Good or Outstanding).

