

Contact Details

You can contact the Suffolk Family Information service by:



Phone: **0345 60 800 33**

(calls are charged at the local rate, lines are open Monday to Thursday 9am-5pm, Friday 9am-4.30pm. There is a voicemail service outside of these hours).



Email: suffolkfis@suffolk.gov.uk



Suffolk Family Information Service



For free, impartial advice about childcare options and support with Early Education funding, call us on:

0345 60 800 33

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 or email. We work closely with parents, childcare providers and professionals who support families.



Childcare for Everyone

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

- Childminders
- Day Nurseries
- Preschool Playgroups
- Private Nursery Schools
- Out-of-School Childcare (Breakfast and After School Clubs)
- Holiday clubs

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

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

Funded Early Education

We provide information and advice about funded early education for children from 9 months old for Working Parent Families, eligible 2-year-olds and all 3 and 4-year-olds in Suffolk.

We can explain how to check online if your 2-year-old is eligible for 15 hours funding and provide guidance on how to apply for Working Parent Family Funding through Best Start in Life.

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.

You can find information on:

- Childcare Providers (Day Nurseries, Preschool 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 and search by keyword or category using your full postcode to find out what is available in your area.