

What is the Family Information Service?

The Family Information Service is a confidential service providing free and impartial information and support to families with children and young people aged 0-19 and up to 25 with disabilities.

We offer information and guidance to parent, carers, young people and practitioners on all childcare and related services within Waltham Forest.

Ask us about Ofsted registered care by:

- Childminders
- Extended services
- Childrens Centres
- Day Nurseries
- Crèches
- Pre-schools
- Out of School and Breakfast Clubs
- Holiday Playschemes
- Parent and Toddler groups

Family Information Service



You can contact us

We are open Monday to Friday 9am-5pm

Phone: 020 8496 3000

Answer Machine: 24 hours

Email: wfcis@walthamforest.gov.uk

Website: www.walthamforest.gov.uk/csd

Family Information Service

Silver Birch House

Uplands Business Park

Gate A

Blackhorse Lane

Walthamstow E17 5SD

This leaflet can be made available on request in community languages as well as alternative formats.

DP08-0370



Do you need help with childcare costs?

We provide information and support to parents and carers on:

- **Working Tax Credits**
- **Child Tax Credit**
- **Free Early Education Grant**
- **Financial support for students**

Free confidential information and support for families

What is the Children and Young People's Directory?

The Children and Young People's Directory is the hub of information for children, young people, parent, carers and practitioners.

The directory is a one stop shop for information on all activities, events and advice for children, young people, parents and carers in the Borough and surrounding areas.

Visit the directory at www.walthamforest.gov.uk/csd

Do you want to work with children?

We offer a free service to people who are seeking employment in the childcare field. We also provide support for C.V writing, completing applications and interview skills. A monthly updated list of vacancies ranging from voluntary work, to nursery nurses and management positions, advertised by childcare providers in Waltham Forest is available. You can receive a childcare vacancy list by registering on the Childcare Job Bank.

We also provide support and guidance in becoming a registered childminder or opening a childcare provision. Please contact our service for further information.