

Useful contacts



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Cymry Ifanc
Young Wales

www.cymru.gov.uk



Gwasanaethau Gwybodaeth i Deuluoedd
Family Information Services

Useful contacts

Here are the contact details for the organisations mentioned in this guide plus other organisations which can often help with childcare issues. They include charities, voluntary and government organisations.

Care and Social Services Inspectorate Wales (CSSIW)

www.cssiw.org.uk 01443 848450

CSSIW's job is to make sure that care services meet the standards that people have a right to expect. It is an operationally independent part of the Welsh Assembly Government.

Childcare Approval Scheme Wales

www.childcareapprovalschemewales.co.uk
0844 736 0260

For more information on the approval of childcare workers in your home and how to access the Childcare Element of Working Tax Credit or use Childcare Vouchers when you have an approved child carer working in your home please visit the website or call the information line.

Child Death Helpline

www.childdeathhelpline.org.uk 0800 282986
(freephone)

For anyone affected by the death of a child.

Children Come First Childminding Network

(see National Childminding Association)

Clybiau Plant Cymru Kids' Clubs

www.clybiauplantcymru.org 029 2074 1000

Clybiau Plant Cymru Kids' Clubs promotes and supports high quality, affordable accessible out of school childcare clubs.

Contact a Family

www.cafamily.org.uk 0808 808 3555

Contact a Family is a charity which promotes mutual support between families caring for children with a disability or special need. It provides information about support groups at local, regional and national level.

Criminal Records Bureau (CRB)

www.crb.gov.uk 0870 90 90 844

Contact to apply for your CRB check.

Daycare Trust

www.daycaretrust.org.uk 020 7840 3350

Daycare Trust is the national childcare charity, campaigning for high quality affordable childcare for all children 0-14.

Benefit Enquiry Line (BEL)

www.dwp.gov.uk 0800 88 22 00

A confidential helpline offering information and advice about Disability Living Allowance and other benefits.

Equality and Human Rights Commission

www.equalityhumanrights.com 0845 604 8810

The Equality and Human Rights Commission provides information and guidance on discrimination and human rights issues.

Estyn

www.estyn.gov.uk 029 2044 6446

Estyn is the office of Her Majesty's Inspectorate for Education and Training in Wales.

Independent Safeguarding Authority:

www.isa.gov.org.uk 0300 123 1111

Contact to register.

Jobcentre Plus

www.direct.gov.uk

0845 604 3719 (English) or 0845 604 4248 (Welsh)

Jobcentre Plus is an executive agency of the Department for Work and Pensions (DWP) and aims to help more people into paid work, employers fill their vacancies and give people of working age the support they are entitled to if they cannot work.

Maternity Action

www.maternityaction.org.uk

Maternity Action is a national charity working to improve rights and services for pregnant women, new parents and their families.

Mudiad Ysgolion Meithrin

www.mym.co.uk 01970 639639

Mudiad Ysgolion Meithrin aims to give every young child in Wales the opportunity to benefit from early years experiences through the medium of the Welsh language.

National Childminding Association

www.ncma.org.uk 0845 880 1299

The National Childminding Association supports childminders to promote their work and promote quality services for children. It also runs the Children Come First Childminding Network.

National Day Nurseries Association

www.ndna.org.uk 01484 407070 (head office)

01824 707823 (Wales office)

NDNA is the national charity and membership association for nurseries. It provides information, support, advice and resources for nurseries so that they can provide the best possible care to young children.

NSPCC (National Society for the Prevention of Cruelty to Children)

www.nspcc.org.uk 0808 800 5000 (freephone)

The NSPCC specialises in child protection and the prevention of child cruelty. It can advise if there are concerns for a child or children who are at risk.

Parentline Plus

www.parentlineplus.org.uk
0808 800 2222 (freephone)

Parentline Plus is a charity providing support for parents under stress.

Play Wales

www.playwales.org.uk 029 2048 6050

Promotes high quality play provision for all children, provides support for all aspects of staffed playwork, playground development, playwork education and training.

Tax credits

www.hmrc.gov.uk/taxcredits 0845 300 3900

A link to the HM Revenue and Customs Tax Credit site which explains tax credits and has a calculator to help you work out your entitlement.

Twin and Multiple Births Association

www.tamba.org.uk 0800 1380509

The Twins and Multiple Births Association offers support and information for families.

Wales Pre-school Providers Association (Wales PPA)

www.walesppa.org 029 2045 1242

The Wales Pre-school Providers Association (Wales PPA) provides information, resources and support to parents and early years settings to enhance the development and education of children.

Welsh Assembly Government

www.wales.gov.uk

The official website for the National Assembly for Wales and the Welsh Assembly Government.

Working Families

www.workingfamilies.org.uk 020 7253 7243

Working Families helps parents find a better balance between responsibilities at home and work.

www.playlearnrowwales.gov.uk

0800 100 900

For information on careers and training, working within childcare, early years and play sector.

Family Information Services (FIS)

The 22 Family Information Services (FIS)* offices across Wales provide up-to-date information on childcare, children and young people's services. They are the starting point for finding out what kind of childcare will best suit your family.

You can either phone, visit or email your Local FIS to talk to people who can explain what childcare and children's services are available in your area.

You will find a list of Family Information Services (FIS) at the back of this guide, complete with addresses, phone numbers and websites. Every Local Authority in Wales has set up a FIS, so there will be one in your area.

As well as helping you directly, your local FIS can also signpost you to other agencies and organisations. These may be able to offer further help and support to parents, carers and other professionals.



*Formerly known as Children's Information Services (CIS)

Family Information Services (FIS)

Here is a list of all 22 Family Information Services in Wales. For many people these local FIS offices are the starting point for finding out about local childcare, what they are entitled to and answering any other questions they may have.

Anglesey

Gwasanaeth Gwybodaeth Plant a Phobl Ifanc Môn,
Anglesey Children and Young People's
Information Service

Canolfan Plant Llengefnï, Ffordd y Coleg, Lôn Talwrn,
Llangefni, Anglesey LL77 7LP

01248 725 800 cis@anglesey.gov.uk

www.younganglesey.org.uk

Blaenau Gwent

Blaenau Gwent Family Information Service

Valleys Integrated Children's Centre, High Street,
Blaina, Blaenau Gwent NP13 3BN

08000 32 33 39 fis@blaenau-gwent.gov.uk

www.01495info.com

Bridgend

Bridgend Family Information Service

3rd Floor, Derwen House, Court Rd, Bridgend CF31 1BN

0800 180 4320 familyinfo@bridgend.gov.uk

www.bridgendfamilyinfo.org.uk

Caerphilly

Caerphilly Family Information Service

Dyffryn House, Dyffryn Business Park, Ystrad Mynach,
Hengoed CF82 7RJ

01443 86 32 32

fis@caerphilly.gov.uk www.caerphilly.gov.uk/fis

Cardiff

Cardiff Family Information Service

The Harlech Suite, The Conference Centre,
Eastmoors Road, Cardiff CF24 5RR

029 2035 1700 fis@cardiff.gov.uk

www.childcareincardiff.info/fis

Carmarthenshire

Carmarthenshire Family Information Service

Building 2, St David's Park, Jobs Well Road,
Carmarthen SA31 3HB

01267 246 556

childreninfo@carmarthenshire.gov.uk

fis@carmarthenshire.gov.uk

Ceredigion

Ceredigion Information Service
Neuadd Cyngor Ceredigion
Penmorfa, Aberaeron, Ceredigion SA46 OPA
01545 574 187 cis@ceredigion.gov.uk
www.cis.ceredigion.gov.uk

Conwy

Conwy Family Information Service
Old School Lane Centre, Church Works, Llandudno,
Conwy LL30 2HL
01492 577 850 plant.children@conwy.gov.uk
www.conwy.gov.uk/conwyfis

Denbighshire

Denbighshire Family Information Service
46 Stryd Clwyd, Ruthin,
Denbighshire LL15 1HP
01824 708 220 fis@denbighshire.gov.uk
www.denbighshire.gov.uk/fis

Flintshire

Family Information Service Flintshire
The Westwood Centre, Tabernacle Street, Buckley,
Flintshire CH7 2JT
01244 547 017 fisf@flintshire.gov.uk
www.flintshire.gov.uk

Gwynedd-Ni

Information Service for Children, Young People
and Families
Caernarfon Library, Pavilion Hill, Caernarfon,
Gwynedd LL55 1AS
01286 675 570 Gwynedd-Ni@gwynedd.gov.uk
www.gwynedd-ni.org.uk

Merthyr Tydfil

Merthyr Tydfil Family Information Service
Cwm Golau Integrated Children's Centre, Duffryn Rd,
Pentrebach, Merthyr Tydfil CF48 4BJ
01685 727400 fis@merthyr.gov.uk
www.fis.merthyr.gov.uk

Monmouthshire

Monmouthshire Children and Family
Information Service
Early Years Section, 5th Floor, County Hall,
Cwmbran NP44 2XH
01633 644 527 info@monmouthshirecfis.org.uk
www.monmouthshirecfis.org.uk

Newport

Newport Family Information Service
Room 202w, Civic Centre, Newport NP20 4UR
0800 328 8483
family.information.service@newport.gov.uk
www.newport.gov.uk/fis

Neath Port Talbot

EYDCP Unit – Neath Port Talbot

Ffrwdwyllt House, Commercial Road, Taibach,
Port Talbot SA13 1PZ

01639 873018 eydcp@npt.gov.uk

www.npteydcp.org.uk

Pembrokeshire

Pembrokeshire Family Information Service

Pembroke Dock Community Learning Centre,
Albion Square, Bush Street, Pembroke Dock SA72 6XF

01437 763 344

fis@pembrokeshire.gov.uk

www.pembrokeshire.gov.uk/fis

Powys

Powys Family Information Service

St Johns Offices, Spa Road East, Llandrindod Wells,
Powys, LD1 5ES

01597 827586 (English) 0845 130 3839 (Welsh)

fis@powys.gov.uk www.powys.gov.uk/fis

Rhondda Cynon Taf

Family Information Service

Early Years and Family Support Services, Ty Trevithick,
Abercynon, Mountain Ash CF42 4UQ

0800 180 4151

Childinfoserv@rhondda-cynon-taf.gov.uk

www.earlyyearsrct.co.uk/FIS/FIS_home.php

Swansea

Swansea Family Information Service

Unit B3, Lakeside Technology Park, Phoenix Way,
Llansamlet, Swansea SA7 9FF

01792 517 222 fis@swansea.gov.uk

www.swansea.gov.uk/fis

Torfaen

Torfaen Family Information Service

Cwmbran ICC, Hollybush, Cwmbran,
Torfaen NP44 7LE

0800 0196 330 fis@torfaen.gov.uk

www.torfaenfis.org.uk

Vale of Glamorgan

Vale Family Information Service,

Vale of Glamorgan Council, Social Services,
Dock Offices, Subway Road, Barry, Vale of Glamorgan
CF63 4RT

01446 704 704 fis@valeofglamorgan.gov.uk

www.valeofglamorgan.gov.uk/fis

Wrexham

Wrexham Family Information Service

Wrexham Library and Arts Centre, Rhosddu Road,
Wrexham, LL11 1AU

01978 292 094 fis@wrexham.gov.uk

www.wrexham.gov.uk/fis





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Family Information Services

CMK-22-07-459 19096 Choosing Childcare Booklets 978 0 7504 5571 8