

Family Information Service (FIS)

Description

Service Description

Family Information Service

The Family Information Service (FIS) provides free, impartial information and advice on a wide range of services for children and young people (birth to 25 years old), parents and families, including childcare, leisure and holiday activities. It runs a telephone helpline and drop-in service from Monday to Friday, 9am to 5pm and provides an outreach service in a variety of settings and at events. They also manage and maintain the Tower Hamlets Local Offer.

Childcare:-

Details on all registered childcare in the borough, including childminders, pre-school play groups, before and after school clubs, holiday play schemes.

Brokerage service where family information officers can find suitable childcare options to meet the needs of the child and family.

Leisure and holiday activities

Things to do and places to go at the weekends and the holidays.

Holiday activities for children and young people.

Parent and toddler groups, swimming classes, youth services, adventure playgrounds and libraries,

Parenting support

Parenting support, information and advice for mums, dads, lone parents, new parents and parents-to-be. Advice on how to access services/with regard to parenting skills.

Special educational needs and disabilities

Signposting and information on support for birth to 25-year-olds with special educational needs and disabilities (SEND)

Additional Information

Additional Information

The FIS manage and are the caretakers of "The Local Offer"

This is an online resource available to everyone. It sets out in one place information on services for children, young people and families in Tower Hamlets. There are factsheets, useful links, videos and an online directory of all available services.

The site was developed in consultation with parents, professionals and young people.

Suitable for ages

Age of Users

All Ages

Costs

Cost

Free

Questions & Answers

- Are The Premises Accessible For Wheelchair Users?** Yes
- Are There Any Age Related Price Differences?** No
- Can Families Self-Refer To The Service?** Yes
- Do You Cater For Over 8s?** Yes
- Do You Have A Waiting List?** No
- Do You Have Car Parking Spaces?** No
- Do You Have Child Protection Policies And Procedures** Yes
- Do You Have Immediate Vacancies?** No
- Do You Offer Specific Support For Children With Additional Needs?** Yes
- Eligibility - Can The Service Be Accessed By Extended Family Members Or Carers** Yes
- Has A Service Description?** Yes
- Registered For 2 Year Old Grant** No

OFSTED Information

OFSTED Last Inspection and Summary

07 July 2015

Good

Further Information

Provider Type	Suitable For	Delivery Channels	Eligibility Criteria	Available Facilities
Advice, Information and Support Services	Long Term Medical Conditions Complex Needs Social, Emotional, Behaviour Difficulty (SEBD) Attention Deficit Hyperactivity Disorder (ADHD) Visual Impairment Physical Disability Profound & Multiple Learning Difficulties (PMLD) Physical Disability Multi-Sensory Impairment (MSI) Moderate Learning Difficulty (MLD) Epilepsy Dyslexia Challenging Behaviour Tourette's Specific Learning Difficulty Severe Learning Difficulty (SLD) Cerebral Palsy Other Special Educational Needs/ Disability Specific Learning Difficulties Motor Impairment Speech, Language & Communication Needs (SLCN) Downs Syndrome Diabetes	E-Mail In Person Post Telephone Web Site Office / Premises	Child Aged 5 And Above Tier 1: Universal	Disabled Access Healthy Eating Ict Facilities Internet Connection Kitchen Play Area Public Toilets

Referral Criteria

None (Self-referral) |

Provider

Advice, Information and Support Services

Tower Hamlets Family Information Service

Contact Details

Telephone No

020 7364 6495

Website

<http://www.towerhamlets.gov.uk/localoffer>

Email Address

fis@towerhamlets.gov.uk

Address Details

Street Number

Ground Floor

Street

30 Greatorex Street

Town

London

Postcode

E1 5NP

Opening Times

Monday	from	to
	09:00	17:00
Tuesday	from	to
	09:00	17:00
Wednesday	from	to
	09:00	17:00
Thursday	from	to
	09:00	17:00
Friday	from	to
	09:00	17:00

[Visit service website](#)

Similar Organisations

St. Mary & St. Michael Holiday Scheme
Tower Hamlets Family Support Service
John Smith Family Hub
Overland Children And Family Centre (Olga Site)
Women's Health & Family Services