

What is the Families Information Service Hub?



The Families Information Service Hub (**FISH**), is a free, impartial service for **children, young people, parents/carers** and the people who support them.

What information is available?

FISH is your one-stop-shop for information on services in the East Riding for children and young people aged 0-19 years.

Talk to us about...

- **Looking for childcare** - up to date information on Ofsted registered childminders, day nurseries, pre-schools, out of school clubs and crèches. Also independent schools, nursery classes and nursery schools.
- **Paying for childcare** - information on Tax Credits, employer childcare vouchers and free early education for 2, 3 and 4 year olds.
- **Free early education** - up to 15 hours free early education for 3 and 4 year olds and now for some 2 year olds.
- **Becoming an Ofsted registered childminder** - advice on what is required as a childminder and the local authority approved course.
- **Activities** - children's centres, leisure, libraries, parent and toddler groups, sports clubs, voluntary and community groups.
- **Family Service Directory** - children's centres, education and learning, health services, money matters, support services for parents and young people and information about local and national services for 0-19 year olds.



You can access the above information by telephoning the **FISH** helpline on **(01482) 396469**, email **fish@eastriding.gov.uk** or visit the website at **www.fish.eastriding.gov.uk**.

Why contact us?

- Impartial, accurate information tailored to your family's needs
- Dedicated information staff providing a quick and efficient helpline service
- "Fantastic service, friendly, informative, professional"
- "All the information was simple and clear to understand and gave me all the information I needed"



A pocket guide to FISH

W: fish.eastriding.gov.uk
E: fish@eastriding.gov.uk
Tel: (01482) 396469



Contact us!

Tel (01482) 396469
Fax (01482) 396468
Email fish@eastriding.gov.uk
www.fish.eastriding.gov.uk
www.eastridinglocaloffer.org.uk



FISH, East Riding of Yorkshire Council
County Hall, Beverley HU17 9BA

We welcome views about ways to improve our services so if you have a compliment, comment or complaint please let us know.

FISH Special Educational Needs and Disabilities (SEND) Information Advice and Support (SENDIAS)

The service provides information, advice and support to parent carers of children and young people aged 0-25 years with SEND. The service provided is impartial, independent and confidential which means that the information and advice provided is firmly based in the law and the SEND Code of Practice and is not biased towards any particular view or local policy.

Information and advice is available about:

- SEN support in early years, schools and further education providers
- Assessments and Education, Health and Care (EHC) Plans
- Transfer from statements or learning difficulty assessment (section 139a) to Education, Health and Care (EHC) Plans
- Preparing for adulthood
- Personal budgets, Disability Living Allowance and grant giving organisations
- Local parent carer support groups
- Social and leisure opportunities for children and young people with SEND
- Childcare for children with SEND
- Resolving disagreements, mediation and appeals
- Local offer

LOOK AHEAD... is a service for parent carers of children and young people aged 0-18 years who have SEND and live in the East Riding. Benefits of joining LOOK AHEAD include termly newsletter, fortnightly e-bulletins, Passport to Leisure and Shop and Save Cards as well as invites to parent carer events.

Register online on the LOOK AHEAD page at www.eastridinglocaloffer.org.uk

