



## What is the Families Information Service?

The Families Information Service provides FREE, impartial information about services for children and young people in Milton Keynes.

Being a parent or carer is probably one of the most fulfilling roles you can ever have. There are however occasions when it can also be the most demanding. We understand this and want to ensure you have all the necessary advice and information you need to make family life run smoothly.



## How can we help?

- Information about childcare provision during term time and school holidays.
- Local Leisure Information for 0-20's.
- Parenting support information that covers the age range of 0-20 years to support children, young people, families and professionals.
- Free information and advice to help working parents establish their employment rights, including information about maternity and paternity rights.
- Information about working with children including latest job vacancies in childcare and becoming a childminder.

### Childcare Brokerage Service

The Families Information Service also offers a Childcare Brokerage Service, which is designed to support parents and carers during the process of finding suitable childcare. We are able to help by:

- providing one to one support, advice and guidance, face to face or over the phone.
- contacting childcare settings to arrange visits.

## Information about childcare costs

### Working Tax Credit

General enquiries helpline: **0845 609 5000**

Application form helpline:

**0800 597 5976**

Existing employers helpline:

**0845 714 3143**

New employers helpline:

**0845 607 0143**

### Nursery Education Funding

All children become eligible to receive nursery education funding in the term following their 3rd birthday.

### For more information about Nursery Education Funding:

Telephone: **01908 254522**

Email: [nurseryeducation@milton-keynes.gov.uk](mailto:nurseryeducation@milton-keynes.gov.uk)



## Find out more

Our dedicated team can guide you through your available options and find the information you need. Contact us now:

Freephone: **0800 035 0335**

Opening times: Mon-Fri 8.30am - 5.00pm

Email: [childcare@milton-keynes.gov.uk](mailto:childcare@milton-keynes.gov.uk)

If you would like to speak to someone face to face please call on the above number to arrange an appointment.

We also meet families through our extensive outreach service, where we attend everything from baby clinics, parent and toddler groups, to much larger events, such as carnivals.

If you would like us to visit your group please contact us.

## Families Information Service

This leaflet is from the Milton Keynes Families Information Service (FIS). If you have any comments about how you would like to see the FIS developed, please contact:

### Families Information Service (FIS)

Early Years & Child Care Team  
Galley Hill Education Centre  
Galley Hill  
Milton Keynes MK11 1PA

Freephone: 0800 035 0335  
(excludes some mobile networks)

[childcare@milton-keynes.gov.uk](mailto:childcare@milton-keynes.gov.uk)

## 'Giving your family the know-how'



**FREEPHONE 0800 035 0335**



Milton Keynes Council  
Galley Hill Education Centre  
Galley Hill  
Milton Keynes  
MK11 1PA