



SEND Local Offer

Also on the website you will find the SEND and Youth Local Offer. Our Local Offer sets out, in one place, information about the support and provision that families can expect for children and young people aged 0 – 25 with special educational needs and/or disabilities. You will also find our Wellbeing and Autism Wheel, currently offering guidance to those with a child who have a suspected Autistic Spectrum Condition.

So if your child has a special educational need and/or a disability and you are not sure where to go for assistance, just look on the website for the 'LO' symbol, give us a call or email localoffer@cornwall.gov.uk

Contact us

Family Information Service

fis@cornwall.gov.uk

0800 587 8191

01872 323 535

Available Monday to Friday between 9am and 5pm. An answer phone is provided at all other times.

www.supportincornwall.org.uk/families

www.facebook.com/cornwallfis



Together 
for Families

Family Information Service



If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro, TR1 3AY

e: equality@cornwall.gov.uk

t: 0300 1234 100



Children and early education

The Family Information Service is the only place to find details of all Ofsted registered childcare providers in Cornwall.

We can provide you with information on:

- Childminders
- Day nurseries
- Pre-school playgroups
- School nursery units / classes
- Breakfast clubs / after school clubs
- Holiday schemes

And answer your childcare related questions:

- What childcare funding is available?
- Where can I use my two, three and four year old funding?
- What should I ask when choosing childcare?

If you are having difficulty in finding childcare, we can offer you a brokerage service, during which we will work hard to try and find a childcare provider that meets your requirements.

Family advice and support

The Family Information Service (FIS) is Cornwall's main signposting service for parents and carers of children aged from 0 – 19, or 25 if they have additional needs.

As well as providing advice over the telephone, we also have a website full of information for families and professionals.

So call, facebook, email or visit our directory for any family related enquiry and we will try to point you in the right direction.

Examples of queries we can help with include:

- What can we do as a family?
- Where can I get help to manage my child's behaviour?
- Do I qualify for tax credits and other funding?
- I'm struggling to complete my school application form
- I want to become a childminder
- My child has an additional need, I need help with...
- Where is my local family hub?
- I am an unpaid carer, how can you support me?

Our website

Information on everything already mentioned can also be found on our website, along with:

- Family Hub what's on guides
- Parenting programmes
- Leisure activities, including accessible fun
- Details on all funding for childcare
- Information for professionals working with children
- Youth Kernow, for young persons aged 12 – 18
- Care and Support & You, for adults and their carers, including an online self-referral tool into adult social care using the self help tool.
- Webpages are easily translated on screen

