



Family
SERVICES DIRECTORY

Get Noticed

The Family Services Directory is designed specifically for families in Staffordshire with Children aged 0 to 19 and the practitioners who support them.

If you want to list your activity, event, service or organisation, complete the enclosed form.



Add your Activity

Giving parents information about activities, events, services and organisations that are of interest to them is what the Family Services Directory is all about. We want to give parents a simple, easy to use website, backed by the experience of the Family Information Service.

Adding your activity, event, service or organisation to the Family Services Directory couldn't be easier – just complete and return this form and we'll do the rest! If you prefer, you'll soon be able to update your own records online, contact us for more information.



Let's get to know each other – tell us about your organisation



Next tell us about your activity, event or service



Read and sign the declaration form – it tells you how we use the information



Post the form to the Family Information Service.

Here's how it works

When you tell us about your organisation, we'll add it to the Family Services Directory. When we receive your listing request we aim to add it to the directory within 7 working days. We'll also make the information you provide available to people who contact the Family Information Service by telephone, email, post or via our face to face activities.

Your activity will be listed for up to 12 months in the first instance. After 12 months we will hide your activity, but we can publish it again once it has been reviewed by you. If you prefer you can tell us when you want to start or stop publishing your listing – for example a coffee morning could be advertised 3 months in advance and you may stop publishing 1 week before if booking is required.

Making your listing work harder

Our new database is designed from scratch to work with the new national Parent Know How Directory. This means that where possible, we'll upload your listing to the Parent Know How Directory. Here, parents will be able to access information about your listing through various different websites including direct.gov.uk, and in the future through different media such as mobile phones or touch screen kiosks.

How to get in touch and where to send your form

If you have any questions about the Family Services Directory, please contact the Family Information Service who will be happy to help you.

Please also return your form to the address below:

Telephone: 0845 650 9876 or Email: fis@staffordshire.gov.uk

Lines are open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm Friday.

Calls are charged at local rates, calls from some landline providers and mobiles may cost more.

**Family Information Service, Early Years & Childcare, Staffordshire County Council,
Tipping Street, Stafford ST16 2DH**

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Your Organisation

Let's get to know each other

Please tell us about your organisation, where you are based, how to contact you, information about the things you do. (Items marked with * are required)

If your organisation runs more than one activity or event, parents who search the directory will see that each one is linked to your organisation.

Name of your organisation: *

Address: *

Post code: *

Telephone:

Fax:

Email:

Website:

Who can we contact about your listing?

Name: *

Telephone:

Email:

Can we add the contact details to the directory? Yes No Please tick

More information about your organisation

Does your organisation have a target age range (eg 0 to 5 years):

to

Which option best describes your organisation? Please tick one only

Voluntary/ charitable organisation

Local Government service

Central Government service

Private company

Leisure organisation

Community group

Individual

Uniformed group

Trust or foundation

Faith based organisation

Other, please state

.....

Please provide a short description about your organisation, such as your vision, aims and the work that you do:

Do you have a CRB policy? Yes No Please tick

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Your Listing

The activities and events you offer

Now that you have told us about your organisation, please provide information about the activities, events or services that your organisation runs. You'll need to complete one page for each activity, so although we've only included one page here, you can download extra pages from our website at www.staffordshire.gov.uk/eyc. Simply attach these extra pages when you return the form.

What type of information do you want to list: Activity Event Service

Name of your listing: *

Where does your listing take place?

If your activity takes place at the same address as your organisation, you can leave this section blank, other wise please provide more information

Address:

Telephone:

Fax:

Post code:

Email:

Name of person to contact:

If applicable, are there any special travel directions or bus routes that may be useful?

When does your listing take place?

Does your listing run: All year School term time only On specific dates...

If 'on specific dates', what is the start and/ or end date for your listing?

Start Date:

/ /

End Date:

/ /

Publishing dates for your listing

We will publish your listing as soon as we have entered it on to the directory and it will appear for 12 months. If you have not updated and reviewed your listing for 12 months, we will hide it on the website. This doesn't mean that you need to re-submit your listing, but you need to contact us to review your listing so that we can publish it for you. If you prefer you can tell us when to start and/ or stop publishing your listing:

Start publishing from:

/ /

Stop publishing at:

/ /

Next step the opening times...

Opening times for your listing

Day	Start Time (24 hour clock)	End Time (24 hour clock)

If your opening times are more flexible than you can describe in the grid above, please provide some more information below:

More information that might be useful to users of the directory

Are there any fees/ charges or subscriptions? No Yes, please provide more information:

Is there a target age range for your listing? From to years / months *
*delete as appropriate

Please provide a description for your listing. This is your chance to sell your listing – try to be positive and focus on the things you do, rather than the things you don't. Also include information about how people can access you eg. Face to face, the web, by telephone. *

Do you offer support for any specific languages?

Is this listing:
 Open access for anyone Referral only, please provide more information:

Please ✓ tick all that apply below:

- Parent consent is required
- There is wheelchair/ assisted access
- Special dietary needs
- Special equipment is required
- Support for special needs or requirements
- Religious/ Cultural access

Please provide more information about your answers above:

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Privacy Notice

Publishing your information and how we use your data

The following information is important as it outlines how we will use your data and how we will pass it to the Parent Know How directory. **You must sign the form below** before you send it back to us. You will find further details about the agreement to use your information on our website at <http://www.staffordshire.gov.uk/education/childcare/childcare/fisandyou/directory/>

Declaration and consent

I have read and understood the explanation provided in this Agreement for use of information from providers of services for families (available from our website or by contacting the Family Information Service). I understand that it is a fair processing and privacy notice under the Data Protection Act 1998 and that by submitting a listing I confirm that I have permission from my organisation to do so.

I consent to you making available to the public the information I have supplied – which may include personal data and sensitive personal data – in the following ways:

- ✓ By phone, face to face, in writing, in print or by email or fax
- ✓ Digitally by us (as explained in the agreement for use)

You can also choose to upload your information to the national Parent Know How Directory to ensure your listing gets the best possible exposure to parents, regardless of how they choose to access information.

Upload records to the national Parent Know How Directory: * Yes No ✓ tick

If I have agreed to upload your records to the Parent Know How directory, I agree to:

- the information I have supplied being passed to and used by the Department for Children Schools and Families
- the Department for Children Schools and Families permitting duly authorised organisations to publish this information

as explained in the notes available on our website (or from the Family Information Service)

Signed: *

Name: *

Date: *

Getting access to your information

You can see how your information appears to the public by going to:

- www.staffordshire.gov.uk/eyc and choosing the Family Services Directory
- Other local authority websites, such as parents.info
- familyservices.direct.gov.uk or childcarefinder.direct.gov.uk

You have the right to ask for a copy of any personal data or sensitive personal data we store about you by writing to:

Information Governance Unit, Staffordshire County Council,
Tipping Street, Stafford ST16 2DH

If you are unhappy

If you are unhappy about anything relating to the processing or use of your personal data or sensitive personal data, please contact us at 0845 650 9876. If you are not satisfied with our response, you may complain to the Information Commissioner's Office. Their helpline number is 08456 30 60 60. Information on and forms for making complaints are available at http://www.ico.gov.uk/complaints/data_protection.aspx