

Harrow Families



Information Service

and

Resource Directory



## **Harrow Families Information Service**

The Harrow Families Information Service (FIS) provides an impartial service giving detailed information, advice and guidance on childcare as well as general information on a wide range of services for children, young people and their families in the local community. The Harrow FIS also hold accurate and up to date information on all Ofsted registered and some non registered childcare in Harrow:

- Childminders
- Day Nurseries
- Pre-school Playgroups
- Breakfast and After School Clubs
- Holiday Play schemes
- Children's Centres
- Parent & Toddler Groups

Our service also provides information for those seeking to work in childcare.

FIS can supply information on financial support for families, including help with childcare costs and early education entitlement for 2, 3 and 4 year olds. All eligible 3 and 4 year olds are entitled to a maximum of 15 hours a week, over 38 weeks a year, at a preferred childcare provider.

There is a set criteria for the 2 year old funding depending on the family circumstances, and if they meet one of the criteria, their child would be entitled to a maximum of 15 hours free early education, over 38 weeks a year.

To check eligibility, please contact FIS using the contact information available on the back of this booklet.

## Resource Directory

The Harrow FIS Resource Directory: [www.harrow.gov.uk/fiso](http://www.harrow.gov.uk/fiso) is a free on-line search directory created to assist families (and professionals) to find and use a range of services and resources locally and nationally. The Resource Directory can be used to search for:

- Ofsted-registered childcare
- Local services for Harrow families
- Local and National advice agencies and support organisations
- Activities for children and families
- Useful websites and helplines

Therefore, whether you are looking for childcare in your area, local services, voluntary organisations, support groups or activities; the Harrow Resource Directory has the information you need.

Furthermore, the Directory is constantly updated with new information by Harrow FIS.

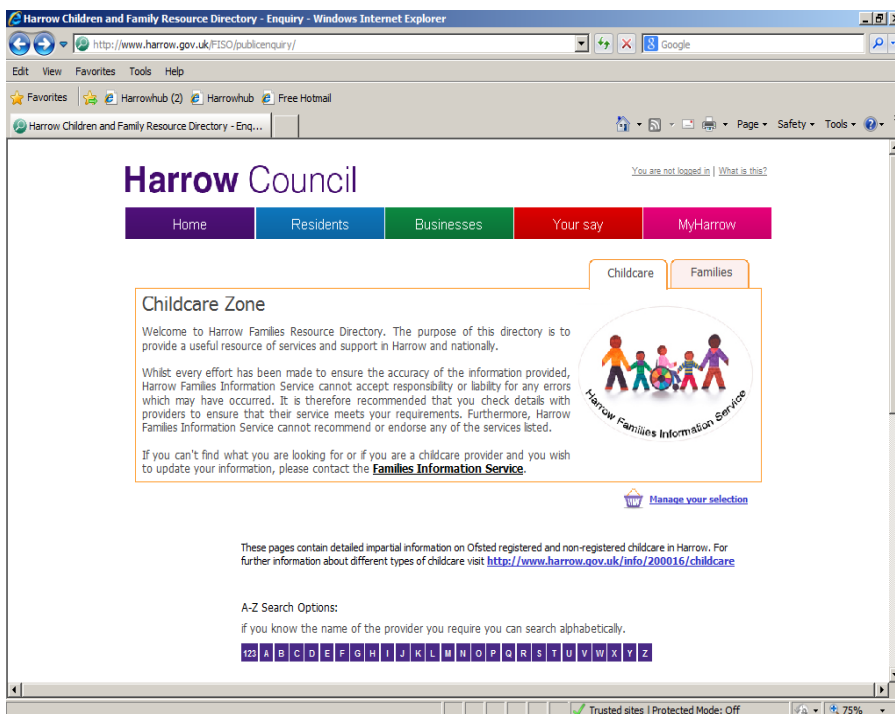
# How to use the Resource Directory

Log onto: [www.harrow.gov.uk/fiso](http://www.harrow.gov.uk/fiso)

## 'Childcare Zone'

The Childcare Zone **Figure 1**, has an A-Z Search facility and also the option to search by clicking on a button for a particular type of childcare as shown in **Figure 2 (see overleaf)**, which will then bring up more options to refine your search.

**Figure 1.**



The screenshot shows a web browser window displaying the Harrow Council website. The page title is "Harrow Children and Family Resource Directory - Enquiry - Windows Internet Explorer". The address bar shows the URL <http://www.harrow.gov.uk/FISO/publicenquiry/>. The browser's menu bar includes "Edit", "View", "Favorites", "Tools", and "Help". The page content features the Harrow Council logo at the top left, with a navigation menu containing "Home", "Residents", "Businesses", "Your say", and "MyHarrow". Below this, there are tabs for "Childcare" and "Families". The main heading is "Childcare Zone". The text on the page reads: "Welcome to Harrow Families Resource Directory. The purpose of this directory is to provide a useful resource of services and support in Harrow and nationally." It also includes a disclaimer: "Whilst every effort has been made to ensure the accuracy of the information provided, Harrow Families Information Service cannot accept responsibility or liability for any errors which may have occurred. It is therefore recommended that you check details with providers to ensure that their service meets your requirements. Furthermore, Harrow Families Information Service cannot recommend or endorse any of the services listed." A call to action states: "If you can't find what you are looking for or if you are a childcare provider and you wish to update your information, please contact the **Families Information Service**." There is a link for "Manage your selection". At the bottom, it says: "These pages contain detailed impartial information on Ofsted registered and non-registered childcare in Harrow. For further information about different types of childcare visit <http://www.harrow.gov.uk/info/200016/childcare>". Below this is an "A-Z Search Options:" section with a row of buttons for each letter of the alphabet from A to Z, and a "223" button on the left. The browser's status bar at the bottom indicates "Trusted sites | Protected Mode: Off" and a zoom level of "75%".

## How to use the Resource Directory

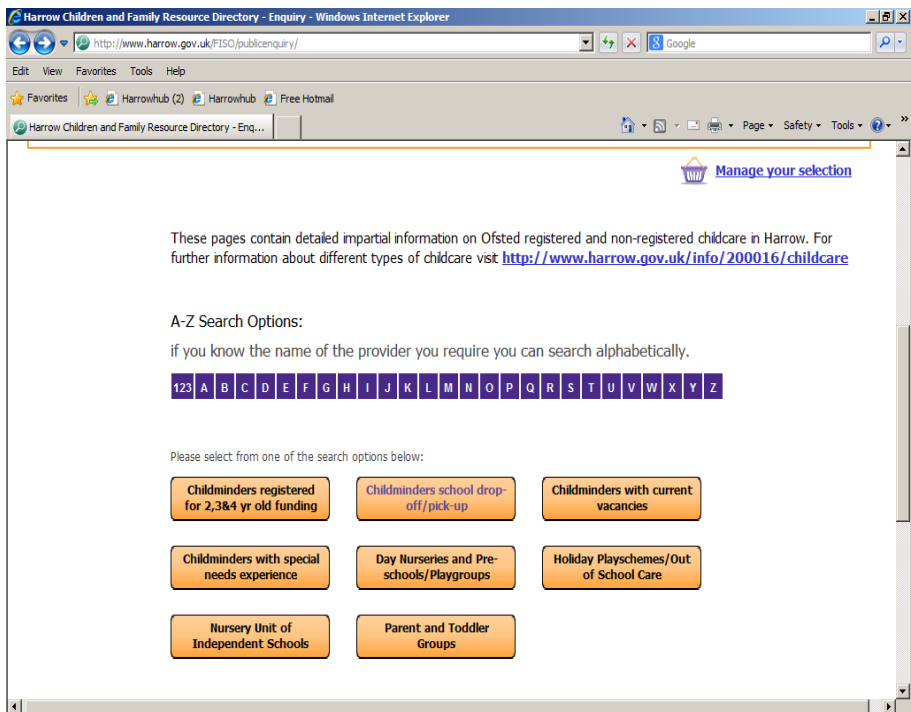
### 'Childcare Zone'

The results will show basic childcare provider details.

By clicking on a provider you can view their detailed information, such as:

- Ofsted Inspection outcome
- Opening times
- Vacancy information
- Special needs experience

Figure 2.



You can compare up to 3 providers on one page.

## How to use the Resource Directory

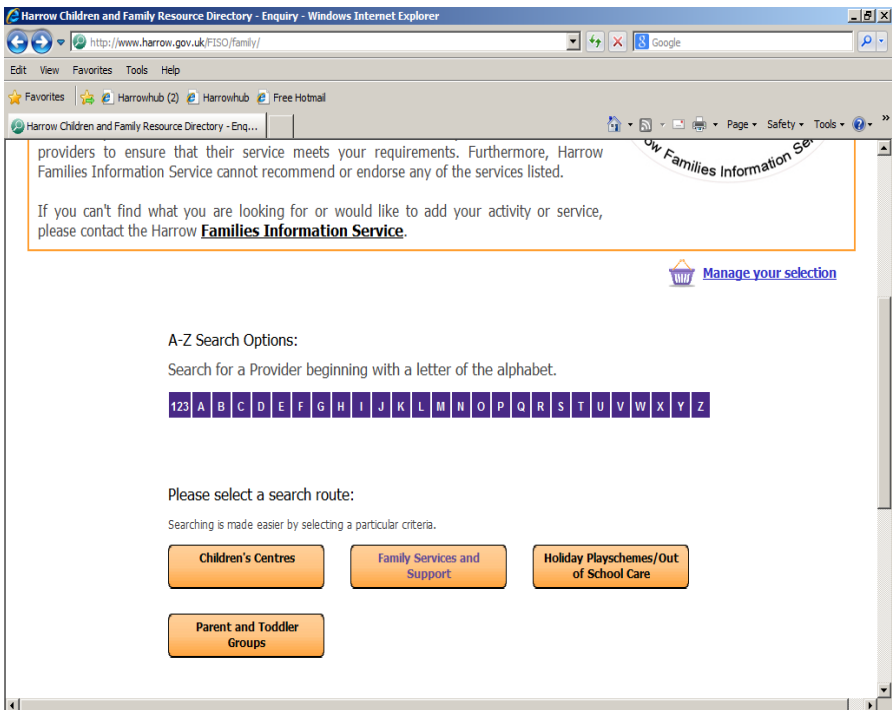
### 'Family Zone'

The Family Zone also has an A-Z Search facility and the option to search by clicking on the relevant button e.g. 'Family Services and Support' shown in **Figure 3**.

You can search to find Harrow services for:

- Children/ young people and their families
- Other Local and National organisations and support groups to access a wide range of advice, information and support.

**Figure 3.**



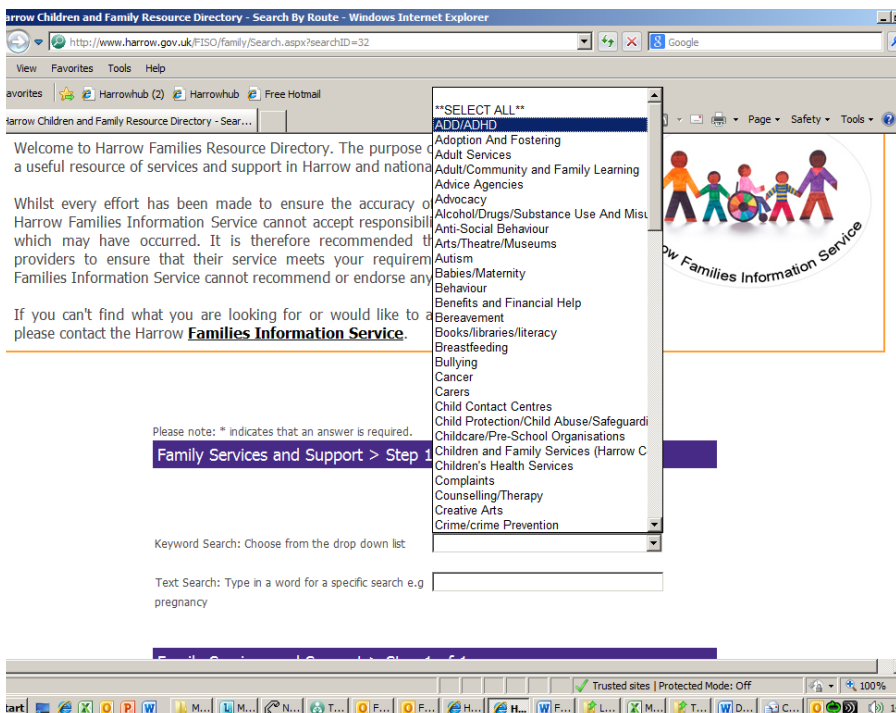
## How to use the Resource Directory

### 'Family Zone'

'After clicking on the 'Family Services and Support' button, the Keyword Search (**Figure 4.**) will display a drop down list with a range of subject options. Click on your chosen subject and click 'Search' below.

This will generate results of your search. The results will show basic details for all the organisations/services that have been tagged with that chosen keyword(s).

Figure 4.





## How to use the Resource Directory

### 'Family Zone'

By clicking on "Details" for an individual organisation – a service description will be displayed (**Figure 5.**).

You can also view and compare up to 3 organisations on one page.

**Figure 5.**

The screenshot shows a web browser window titled "Harrow Children and Family Resource Directory - Provider Details". The address bar shows the URL: <http://www.harrow.gov.uk/fso/family/Search.aspx?providerID=437&AY=Krn%FJthubc%3d>. The browser interface includes a search bar with "Google" and a navigation menu with "Edit", "View", "Favorites", "Tools", and "Help".

The main content area displays the following information for "Kids Can Achieve":

Name	Service Description	Areas Covered
Kids Can Achieve	Kids Can Achieve supports and provides services for children and young people with additional needs and their carers and families. Our young people have a range of emotional, social, behavioural and learning difficulties including Autism, and ADHD.	<ul style="list-style-type: none"><li>• Harrow</li></ul>
<b>Telephone</b>		<b>Opening Times</b>
020 8420 2300		<ul style="list-style-type: none"><li>• Part Time</li></ul>
<b>Mobile No.</b>		<b>Referral Procedure</b>
Not Available		Not Available
<b>Email</b>	We aim to develop the education, skills and self esteem of the children, preparing them for independent adulthood as far as possible. We help those who are currently unable to find the support they need and work with them towards achievement of goals. We support their carers, work in partnership with other agencies to ensure cohesion and create a caring and comfortable environment in which children can thrive.	<b>Facilities</b>
<a href="mailto:info@kidscanachieve.co.uk">info@kidscanachieve.co.uk</a>		Not Available
<b>Web Site</b>		
<a href="http://www.kidscanachieve.co.uk">www.kidscanachieve.co.uk</a>		
	Services include: after-school club, holiday scheme, youth activities, inclusion service, drama club, Autistic Family Centred Counselling Service, Art Therapy, Your Voice-Your Choice Advocacy Service.	

## **FIS Helpline**

The Harrow FIS helpline is open between 9.00am – 5.00pm Monday to Friday (excluding bank holidays).

Please contact us, if you require any further advice or information.

<b>Telephone:</b>	020 8901 2690 (option 1)
<b>Email:</b>	<a href="mailto:fis@harrow.gov.uk">fis@harrow.gov.uk</a>
<b>Resource Directory:</b>	<a href="http://www.harrow.gov.uk/fiso">www.harrow.gov.uk/fiso</a>
<b>FIS Website:</b>	<a href="http://www.harrow.gov.uk/childcare">www.harrow.gov.uk/childcare</a>
<b>Address:</b>	Harrow Families Information Service 2nd Floor Civic Centre Station Road Harrow HA1 2XY

## **Comments and Suggestions**

We hope that you find the Resource Directory useful and are able to access the information you require.

If you have any comments or suggestions, or wish to submit a group, organisation or service information that you think would be useful to have available on the Resource Directory, please contact FIS.

Send your comments and suggestions by email to [fis@harrow.gov.uk](mailto:fis@harrow.gov.uk) or telephone FIS on: 020 8901 2690 and press option 1.



**Telephone:** 020 8901 2690 (option 1)  
**Email:** [fis@harrow.gov.uk](mailto:fis@harrow.gov.uk)  
**Resource Directory:** [www.harrow.gov.uk/fiso](http://www.harrow.gov.uk/fiso)  
**FIS Website:** [www.harrow.gov.uk/childcare](http://www.harrow.gov.uk/childcare)  
**Address:** Harrow Families Information Service  
2nd Floor Civic Centre  
Station Road  
Harrow  
HA1 2XY

Whilst every effort has been made to ensure the accuracy of the information provided on the Resource Directory, Harrow FIS cannot accept responsibility or liability for any errors which may have occurred.

It is therefore recommended that you check details with providers, organisations or services, to ensure that their service meets your requirements.

Furthermore, Harrow FIS cannot recommend or endorse any of the services listed in the Resource Directory.