

# 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) and [www.harrow.gov.uk/fiso/family](http://www.harrow.gov.uk/fiso/family) is a free on-line search directory created to assist families (and professionals) to find childcare and 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

‘Childcare Zone’ Log onto:

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/3>

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 address bar also includes "Google".

The website header features the Harrow Council logo and a navigation menu with buttons for Home, Residents, Businesses, Your say, and MyHarrow. Below the navigation menu, there are two tabs: "Childcare" and "Families". The "Childcare" tab is selected.

The main content area is titled "Childcare Zone". It contains the following text:

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.

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.

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**.

Below the text, there is a circular logo for "Harrow Families Information Service" featuring stylized figures of children and a parent. To the right of the logo is a button labeled "Manage your selection".

At the bottom of the page, there is a section titled "A-Z Search Options:" with the text "if you know the name of the provider you require you can search alphabetically." Below this text is a row of buttons labeled with the letters A through Z, with a "223" button on the left.

The browser's status bar at the bottom shows "Trusted sites | Protected Mode: Off" and a zoom level of "75%".

## How to use the Resource Directory

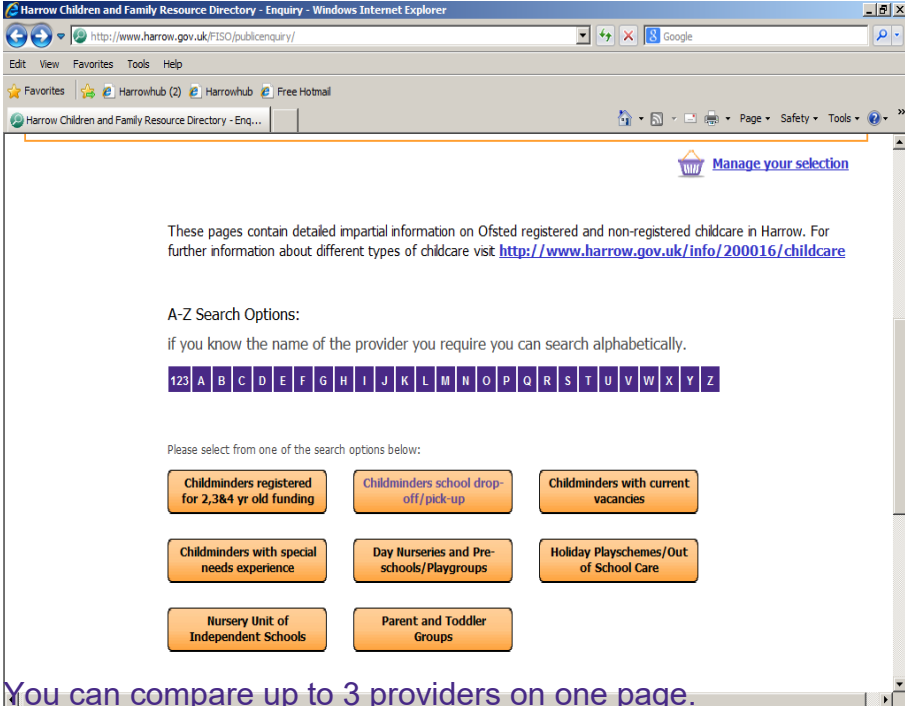
### 'Childcare Zone'

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.



The screenshot shows a web browser window titled "Harrow Children and Family Resource Directory - Enquiry - Windows Internet Explorer". The address bar shows the URL <http://www.harrow.gov.uk/FISO/publicenquiry/>. The page content includes a "Manage your selection" link, a paragraph of introductory text, and a search section. The search section is titled "A-Z Search Options:" and includes the text "if you know the name of the provider you require you can search alphabetically." Below this is a row of buttons labeled with letters A through Z. Further down, there is a prompt "Please select from one of the search options below:" followed by seven orange buttons with the following text: "Childminders registered for 2,3&4 yr old funding", "Childminders school drop-off/pick-up", "Childminders with current vacancies", "Childminders with special needs experience", "Day Nurseries and Pre-schools/Playgroups", "Holiday Playschemes/Out of School Care", "Nursery Unit of Independent Schools", and "Parent and Toddler Groups".

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>

A-Z Search Options:  
if you know the name of the provider you require you can search alphabetically.

123 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Please select from one of the search options below:

- Childminders registered for 2,3&4 yr old funding
- Childminders school drop-off/pick-up
- Childminders with current vacancies
- Childminders with special needs experience
- Day Nurseries and Pre-schools/Playgroups
- Holiday Playschemes/Out of School Care
- Nursery Unit of Independent Schools
- Parent and Toddler Groups

You can compare up to 3 providers on one page.

## How to use the Resource Directory

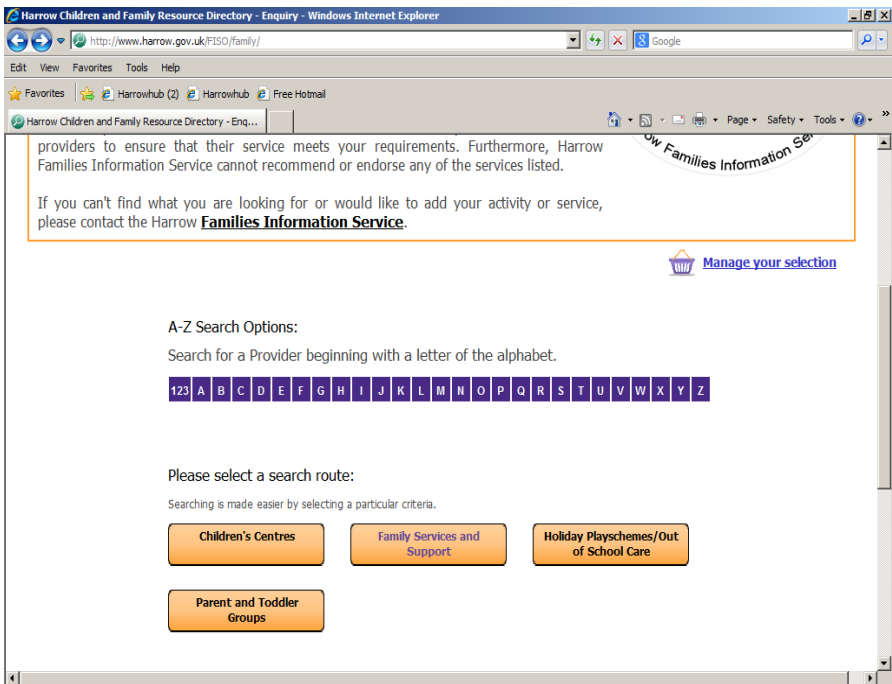
'Family Zone' Log onto:

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/2>

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.**

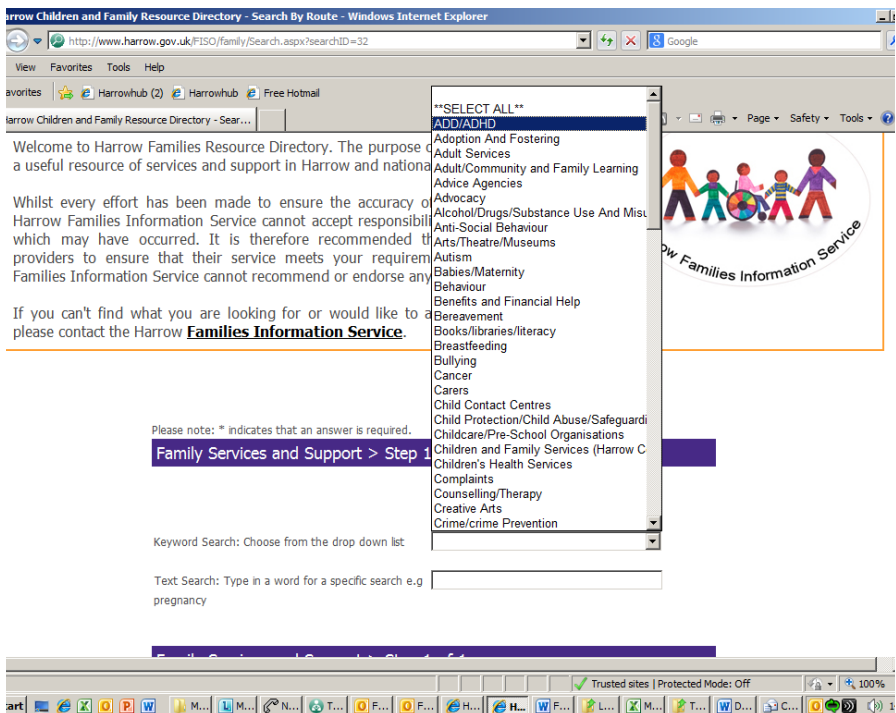
## How to use the Resource Directory

### '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 Windows Internet Explorer browser window displaying the 'Provider Details' page for 'Kids Can Achieve' on the Harrow Children and Family Resource Directory website. The browser's address bar shows the URL: <http://www.harrow.gov.uk/fso/family/Search.aspx?providerID=437&AY=K%2F%3D>. The page content is organized into several sections:

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>	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.	
<a href="http://www.kidscanachieve.co.uk">www.kidscanachieve.co.uk</a>		



## 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.

**Telephone:** 020 8901 2690 (option 2)

**Email:** [fis@harrow.gov.uk](mailto:fis@harrow.gov.uk)

### **Resource Directory:**

Childcare:

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/3>

Family Services & Support:

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/2>

**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

## **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 2.



Telephone: 020 8901 2690 (option 2)

Email: [fis@harrow.gov.uk](mailto:fis@harrow.gov.uk)

Resource Directory:

*Childcare:*

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/3>

*Family Services:*

<https://live.cloud.servelec-synergy.com/Harrow/SynergyWeb/2>

FIS Website: [www.harrow.gov.uk/childcare](http://www.harrow.gov.uk/childcare)

Address: Harrow Families Information Service  
2nd Floor Civic Centre  
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Harrow, HA1 2XY

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