

NAFIS Annual conference

Thursday 9 February 2012

Maple House, 150 Corporation Street
Birmingham, B4 6TB



Dear Delegate,

I am delighted to welcome you to the NAFIS Annual Conference 2012 here in Birmingham.

We are delighted that Anand Shukla, Chief Executive of the Daycare Trust will be opening the conference and in addition we have speakers from the Family and Parenting Institute, Department for Education and Barnardo's. The afternoon workshops promise to be interesting and informative with a variety of colleagues delivering sessions on topical subjects which should be of value to all.

We have a full and varied programme today which aims to inform you about Government views, as well as key talking points from within the sector. There will be an opportunity to feed in directly to a panel discussion, debate key issues, put your questions directly to our speakers as well as network with colleagues working in the field.

Please take time to read though the delegate information pack which sets out the plans for the day. The pack also includes biographies of all speakers, copies of presentations (where available) and details of our exhibitors. We would be very grateful if you could fill out the feedback forms which are invaluable for our future planning.

NAFIS would like to extend our grateful thanks to all the speakers and contributors who have so generously given their time today to share their expertise and experience.

I hope to meet as many of you as possible on the day, and that you have an informative and enjoyable day.



Anthony Ellison
Membership & Projects Officer, NAFIS

NAFIS Annual conference

9 February 2012

Programme for the Day		
Timing	Programme	Speaker
9.30 – 10.00am	Registration, networking & exhibition	
10.00am	Welcome	
	Setting the scene	Anand Shukla, Daycare Trust
10.15 – 10.45am	A Vision for Family Information Services	Dr Katherine Rake OBE, Family and Parenting Institute
10.45 – 11.30am	Panel Discussion: Families Strategic Partnership Family & Parenting Institute Department for Education	Kerstin Neason, Barnardo's Dr Katherine Rake OBE Colin Stiles, DfE
11.30 – 11.45am	Break	
11.45 – 12.15pm	Parent Champions	National Network Launch - Roz Hampson and Esther Burrridge, Daycare Trust
12.15 – 12.45pm	Open Discussion with FIS	Colin Stiles, DfE
12.45 – 1.00pm	Quality Award Presentations	Carole Barnes, Chair
1.00 - 2.00pm	Lunch & Networking	
2.00 – 2.45pm	Workshops	Keeping FIS Intact in the Call Centre Gavin Barber, Oxfordshire FIS Engaging with Parents Roz Hampson & Esther Burrridge Performance Measures & Impact Niall MacVicar
2.45pm – 3.15pm	Break	
3.15 – 3.45pm	Workshops	Keeping FIS Intact in the Call Centre Gavin Barber, Oxfordshire FIS Engaging with Parents Roz Hampson & Esther Burrridge Performance Measures & Impact Niall MacVicar Rebuilding an FIS Anita Abram, Suffolk FIS
3.45 – 4.00pm	Thanks and Close	Anand Shukla, Daycare Trust

NAFIS Annual conference

Speaker Biographies

Gavin Barber, Oxfordshire Family Information Service Manager

Gavin Barber is the manager of the Oxfordshire Family Information Service (OxonFIS). He has also worked in local government project management and previously in Higher Education. OxonFIS provides both universal and targeted support to families via its helpline, website, printed publications, outreach and brokerage services. In addition to its existing brokerage and specialist services, in the last year OxonFIS has started providing support to families with disabled children with their Disability Living Allowance applications and has produced a printed guide for teenage parents.

Anand Shukla, Chief Executive, Daycare Trust

Anand Shukla has been Chief Executive of the leading UK childcare charity Daycare Trust since September 2010. Anand is the chief spokesperson and ambassador for the organisation and is regularly asked by the media, government and private sector companies to provide expert comment and analysis on childcare and early years issues. Prior to taking up this role, he was Daycare Trust's Business Director.

Anand has been working in the third sector for nine years. He has previously worked in social enterprise development at the UK children's charity Barnardos and at the international development charity Allavida.

His early career was spent in the private sector, working in business development for a number of publishing companies. Anand has also provided social enterprise consultancy for organisations working in international development and energy management. Anand is a trustee of the international development charities Health Poverty Action and CINI UK.

He is a published writer, with numerous articles published in the UK media on issues such as childcare, web business, electoral reform and emotional intelligence. Anand is a Clore 2012 Social Fellow.

Kerstin Neason, Family Strategic Partner Project Manager, Barnardos

Kerstin Neason has worked in national VCS, Parenting, Family or infrastructure support for fifteen years for organisations which include Parenting UK, National Academy of Parenting Practitioners, Children England, The TDA (Training and Development Agency for Schools) and the Commissioning Support Programme. Kirsten is currently the Programme Manager for the Family Strategic Partnership working with the Department for Education to provide policy advice to government and capacity building support for the sector.

Katherine Rake OBE, Chief Executive, Family and Parenting Institute

Dr Katherine Rake OBE is Chief Executive of the Family and Parenting Institute, which works with policy makers, businesses and local services to build a family friendly UK. Katherine was previously Chief Executive of the Fawcett Society and Lecturer in Social Policy at the London

School of Economics, during which time she was seconded to the Cabinet Office. Katherine has advised the Prime Minister's Policy Unit, HM Treasury and other Government departments. She is a regular broadcaster and has contributed to a wide range of print media. In 2008, Katherine was awarded an OBE for services to equal opportunities, an Institute of Directors 'Good Director' Honour and the Social Policy Association's Annual Award for Outstanding Contribution from a Non-academic.

Anita Abram, Families Information Development Manager, Suffolk County Council

Anita originally trained as a graphic designer / illustrator, and later as a teacher, but became a playleader in 1998. Anita now manages the Suffolk Families Information Service in a strategic / development role. This includes the childcare brokerage service, which found 1279 childcare places for vulnerable children between April 2010 and December 2011 (of those referred for childcare brokerage this constitutes a 99.6% success rate).

Supported by Suffolk's Early Years and Childcare Service managers, Anita, Janine Pettit (FIS), Sarah Jones (brokerage), Hannah Alston (data/research) and their staff work to offer a Families Information Service approach across a range of services. This recently resulted in joint working with children's social care, using data to improve the take up of universal and targeted services by children in need (namely funded childcare and children's centres).

The Suffolk FIS helpline was contracted out in April 2006, and had to be "rebuilt" in less than one month when it came back in-house unexpectedly in March 2011. As well as the usual services to families, FIS launched an IAA (Information, Advice and Assistance) service in July 2011 for all childcare and EYFS providers, which has since taken over 800 enquiries. Among other things, the team is developing an e-learning module to help raise the awareness of the FIS and universal services among all staff working with children and families.

Colin Stiles – Family Strategy and Engagement Division, Department for Education

In over thirty years in the Civil Service Colin has held a wide range of posts, including front line service delivery, link officer for training projects supporting young people and adults, and policy development in the areas of childcare and training loans.

For the past seven years Colin has worked in a number of areas of family policy, many linked around the common theme of providing high quality and accessible services for parents and families. These include the universal parenting classes pilot, family support services, and the section 12 information duty during its introduction and on which he now leads again for the Department for Education. He has recently started to work in partnership with the Department of Health on the development of a Digital Advice Service for mums and dads during pregnancy and in the early years.

Niall MacVicar – York Family Information Service Manager, City of York Council

Niall McVicar has managed the Family Information Service at City of York council for six years. After graduating from York University Niall began his career looking at performance management in local government. In his time as manager of York FIS Niall has greatly developed the service and in particular has achieved success with strategic recognition for the service and developing use of the internet and social networking sites to engage with families.

Esther Burridge – Consultancy and Training Manager, Daycare Trust

Esther Burridge has managed Daycare Trust projects for the past three years and is currently managing the delivery of Daycare Trust's Consultancy services, Training programme and national Parent Champions peer outreach programme.

Esther has worked as a project manager for the past eight years and has developed Daycare Trust's support services to local authorities, Family Information Services, providers and central government. In her time at Daycare Trust she has managed local authority projects such as

Childcare Sufficiency Assessments, DCATCH pilots, business sustainability support for childcare providers and with the Government Office for London Sufficiency and Beyond.

Roz Hampson – Project Officer, Parent Champions, Daycare Trust

Roz Hampson is currently leading on the rollout of Daycare Trust's national Parent Champions peer outreach programme; managing Daycare Trust's Childcare Advance pilot scheme to support parents with childcare costs when they start work; and delivering a national maternity rights advice line.

Roz has worked in the field of advice and information for over 10 years including management of three national advice services. Within this time she has developed expertise in family rights and benefits. She has eight years project management experience including development of publications; online and audio resources; community projects and five years experience in frontline community work with homeless people and adults with disabilities.

NAFIS Annual conference Exhibitors

TRIBAL

Tribal is an education support services company that has provided market-leading learning and development solutions for over 20 years. As education and technology specialists, we have an unrivalled depth of domain expertise and work with some of the world's largest organisations. Our collaborative approach means we work together with our clients to develop effective and innovative solutions. Tribal has 1,300 staff and our work spans five continents across the world.
www.tribalgroup.com



The Child Accident Prevention Trust (CAPT) works to reduce the number of children who are killed, disabled or seriously injured each year in preventable accidents.

We don't advocate 'cotton-wool kids'. We do however work with professional who work with families and children to help them understand the genuine risks to children, and the simple, practical steps that they can take to prevent serious childhood accidents.

Serious accidents have a life-changing impact on children and families. On top of the human cost, childhood accidents cost the NHS £275m a year in A&E visits and emergency hospital admissions, with lifetime treatment costs running into millions more.

Children from disadvantaged families are 13 times more likely die in a preventable accident, so CAPT works hard to break down the barriers which prevent parents from keeping their children safe and improve the life chances of vulnerable children.

www.capt.org.uk



Elephant Kiosks create unique, accessible touchscreen kiosks and software to meet your public information and consultation needs. We have over 1000 kiosks installed in children's centres, schools and other community locations, delivering information and running real-time parent surveys with no manual data entry. We also provide touchscreen tables, floors and windows to give your centre that engagement wow-factor! www.elephantkiosks.co.uk



Family Friendly, Family and Parenting Institute (FPI)

Family Friendly, a membership scheme has been developed to enable organisations from across the public, private and third sectors to become more responsive to the needs of families. The scheme helps organisations examine their family friendly offer and take steps to improve their services. The scheme is run by the Family and Parenting Institute, a national charity whose aim is to make the UK a better place for families and children.

Membership will enable FIS's to demonstrate their commitment to providing Family Friendly services while aligning them alongside organisations at a national level. Current members include BT, Barclays, the National Trust and several Family Information Services including Poole, Warrington, Stockport, Cornwall and Cheshire East. For more information on how to become a Family Friendly member, please contact Kate Crandon on kate.crandon@familyandparenting.org. www.familyandparenting.org



Open Objects provide advanced solutions for local government around the theme Discover. Share. Search. These directly address the challenges of e-government and the transformational government promoting greater public access to information and enabling information sharing within single authorities and strategic partnerships. One of Open Objects' key products is the FIS Hub which is a **complete 'end to end' solution for Family Information Services**.

Key components of the FIS Hub include:

- **Evince (ECD) system** – for managing Ofsted registered Childcare information, contacts tracking, brokerage, 'phone support and statutory reporting
- **Family Services Directory (FSD)** – to provide the online self-service arm of the Family Information Service

- **'My Hub' area** – a login-protected platform for secure self-service interactions with the FIS, including information updates by providers, online submission of annual returns by providers, secure 'practitioner only' access to information etc.
- **Additional Modules** – a range of modules enabling FIS's to extend their reach into the community.

One in five of all UK councils use Open Objects solutions for websites, online directories or intranet.

www.openobjects.com

OpenFamilyServices

National coverage • Local Family Services

OpenFamilyServices is a national online directory of family services containing information about Ofsted registered Childcare such as Nurseries, Pre-schools, Childminders and Out of School Clubs. There are also many Support Groups, Parent & Toddler Groups, Children's Centre Activities and Targeted Services available to help with family life, as well as things to do for Leisure and Holiday Activities.

OpenFamilyServices information is provided by Local Authority Family Information Services from all over England, collected in one place. You can search for up-to-date information and service providers within your own locality, or further afield, through this single web directory.

OpenFamilyServices has continued and improved on the National Family Information Service since March 31st 2011 using the DfE open source technology, at no further cost to the public purse. We have added a new, fast search on the web, with input from our local authority partners and usability experts. This helps local FISs to fulfill their Section 12 duty, improves their visibility, makes information available to the public about services in neighbouring authorities and national services, and reduces the demand on their resources. The OFS Directory provides families with free access to high quality information across a wide range of themes. These include childminders, health visitors, leisure and recreation, health, pregnancy, disability, advice and support, parents' and carers' rights.

At the Conference we hope to hear about FISs rebuilding themselves and working smarter, and all the workshop FISs are doing just that with OpenFamilyServices.

OpenFamilyServices has continuously built its traffic, extending the reach of local FISs, allowing them to do more with less and to focus on targeted support for their local families. All records refer back to the local FIS, and to Ofsted reports where relevant. OFS will shortly launch a forum for parents, which will be piloted with willing FIS participants. This will help us, and our member FISs, to engage more effectively with our user community. Meet us at the Conference to find out more about the range of tools to focus on demands for your local area, helping to provide your parents/carers and other professionals with the best support available.

<http://www.openfamilyservices.org.uk/ofs/>



The National Association of Family Information Services (NAFIS) will of course have a stand at this year's NAFIS conference where you will be able to meet and chat to members of staff.

Anthony Ellison will be running a Clinic for FIS who are undertaking or thinking of undertaking the Families First Quality Award. Come along and have a chat if you are looking at doing the award and have any questions or if you are in the middle of the award and are stuck on some pieces of evidence. Anthony will have his portfolio available from when his FIS did the award in 2009 and will be able to help and advise on any areas where FIS are having difficulties.

Also come along and find out about the exciting membership offer for 2012-2013, you can sign up today, see delegate pack for more details!

Give us feedback on the e-bulletin, what sort of training you would like to have on offer or just come along and talk about what the latest news is from your service!

www.daycaretrust.org.uk/nafis

NAFIS Annual conference Workshops

Open Discussion with FIS – Colin Stiles, DfE

A chance to have a question and answer session with the Department for Education. Find out what other FIS are doing and feedback experiences to the department. Colin Stiles will be on hand to answer any queries around section 12 and to take your news and views back to the department. This will be an open discussion that everyone will have the opportunity to attend.

Keeping FIS Intact in the Call Centre – Gavin Barber, Oxfordshire FIS

Oxfordshire FIS moved their FIS into their customer service centre a short while ago, but they have moved the service entirely intact. Gavin and colleagues from the Customer Service Centre will be describing how this was done, the benefits of keeping the service intact and proving how savings can be made and how working with the centre is possible without compromising service delivery.

Rebuilding an FIS – Anita Abram, Suffolk FIS

Suffolk FIS was contracted out to the private sector. Following a major change at the county council, this decision was reversed. Anita has been in charge of rebuilding an FIS to its previous high standards. At a time of cuts and loss of FIS services, Anita will be showing how her service has bucked the trend and provides a beacon of hope for us all!

Performance Measures & Impact – Niall MacVicar, York FIS

This workshop will look at different models to measure the performance and impact delivered by Family Information Services. With many Family Information Services currently finding themselves under review, being able to clearly evidence outcomes and value for money is of greater importance than ever before. The workshop will draw on examples of existing practice across the country and practically explore different models and options for FIS to consider implementing in their own local area.

Engaging with parents workshop – Esther Burridge & Roz Hampson, Daycare Trust

This workshop aims to highlight resources to help FIS reach vulnerable families. It will look at the practicalities of setting up a Parent Champions scheme and gives more examples of how to reach vulnerable families. It includes case studies from Liverpool and Southwark Parent Champions on working with families from abroad and those with disabled children.

NAFIS Annual conference

Delegate list

Lauren Burbage	Barnet
Jackie Fielder	Bath & North East Somerset
Julia Stephens	Bedford
Cathy Sutton	Birmingham
Claire Murchington	Birmingham
Emma Lewis	Birmingham
Mary Ketch	Birmingham
Jackie Bateson	Bolton
Kim Barraclough	Bracknell Forest
Maria Walker	Bracknell Forest
Arian Minhas	Bradford
Alia Arshad	Bradford
Madhi Bhadresha	Brent
Marie Skyers	Brent
Ruth Joseph	Brent
Wendy Jackson	Bristol
Collette McCarthy	Buckinghamshire
Della Holmes	Buckinghamshire
Kate Warboys	Cambridgeshire & Peterborough
Maggie Coates	Camden
Brenda Davis	Cardiff
Jason Townsend	Cardiff
Kelly James	Cardiff
Sheila Pembroke	Central Bedfordshire
Mark McGonigle	Cheshire East
Rebecca Paterson	Cornwall
Tracey Bailey	Cornwall
Mandy Stafford-Wood	Derbyshire
Marion Wassell	Derbyshire
Dennis Platt	Devon
Jenne Roantree-Cham	East Riding of Yorkshire
Lesley Gilson	East Riding of Yorkshire
Jovian Smalley	Enfield
Munever Mustafa	Enfield
Jenny Bibby	Essex
Marion Pollard	Gloucestershire
Trudi Tunstall	Gloucestershire
Warren Marchini	Lancashire
Steven Wheeler	Lancashire
Bridie Fletcher	Lincolnshire
Chris Lee	Liverpool
Judith Moizer	Liverpool
Sarah Goldsmith	Luton
Carole Barnes	Newcastle
Anne-Marie Heath	North Somerset
Gill Hinton	North Somerset

Andy Ball	Oxfordshire
Andy Fairweather	Oxfordshire
Gavin Barber	Oxfordshire
Carole Ward	Poole
Karen Brown	Redbridge
Melanie Adams	Richmond upon Thames
Kerry Hurst	Rotherham
Josie Ebanks	Sandwell
James Smith	Sefton
Sharron Baroudi	Sheffield
Amy Mitchell	Slough
Carol Franklin	Slough
Liz Scott	Slough
Rajdeep Chohan	Slough
Tappy Buller	Slough
Lynne Kingdon	South Gloucestershire
Fiona Clear	Stockport
Julie Lowe	Stockport
Jane Fallows	Stoke on Trent
Lois Thompson	Surrey
Louise Hunt	Thurrock
Gemma Easthope	Trafford
Sarah Butters	Trafford
Glenys Fellows	Walsall
Jenny Mander	Walsall
Elaine Coates	Warwickshire
Janese Samuels	Westminster
Jan Smith	Worcestershire
Julie Stevenson	Worcestershire
Alma Belles	Wrexham

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Slide 1

Parent Champions

daycare trust

Parent Champions

national network launch

9th February 2012

www.daycaretrust.org.uk/parentchampions

Slide 2

Parent Champions

daycare trust

What is a Parent Champion?

Parent Champions are parents who have experience of using childcare, early learning activities or volunteering and who act as advocates and peer advisers in their community.

Parent Champions work where the use of formal childcare is not widespread to provide information and help other parents to find out about and take up childcare, early years activities or volunteering.

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Slide 3

Parent Champions

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Background


- Research shows parents trust parents for information on childcare
- Pilot scheme 2007-8
- Evaluation and toolkit 2009
- Pathfinders 2011-12
- National network launched Feb 2012

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Slide 4

Parent Champions



Pilot schemes: success stories


- Tower Hamlets
Engaged with 1,243 parents over 12-month period, 51 went on to take up a childcare place
- Manchester (six months delivery period)
 - 297 BME parents engaged with
 - 94 referrals to the FIS
 - 44% of referrals contacted had taken up local services (e.g. childcare place, ESOL class)

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Slide 5

Parent Champions



Outcomes for Parent Champions

- In one pathfinder, four Parent Champions were offered paid work within weeks of taking up their role.
- Parent Champions report feeling more confident, better prepared for work and having improved relationships with friends and family.
- *"I enjoyed bringing hope to the families and bringing some of the families out of isolation. I have found it extremely rewarding working with these families"*
- Southwark Parent Champion

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Slide 6

Parent Champions



Business case

- Childcare Act 2006
 - Information (section 12)
 - Representation and involvement with children's centres (section 5)
- Two-year-old offer
- Payment by results funding (children's centres)
- Welfare reform

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Slide 7

Parent Champions



Pathfinder schemes 2011-12


- Liverpool (September 2011-March 2012)
- Southwark (October 2011 – April 2012)
- Bradford (November 2011 – May 2012)
- York (December 2011 – May 2012)
- Wiltshire (December 2011 – June 2012)
- Sandwell (February 2012 – July 2012)

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Slide 8

Parent Champions



Outputs and outcomes so far

Between September and mid January, 20 Parent Champions working in 4 pathfinder schemes:


- Engaged with 653 parents.
- Referred 230 parents to the FIS.
- Referred/signposted 318 parents to local early learning and parent activities in their area.

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Slide 9

Parent Champions



Parent Champions national network

- Funding and support for 10 schemes
- To be delivered for 6-months before March 2013
- Web resources and opportunities to share good practice
- Aim of 50 local authorities to be part of the national network

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Slide 10



**Parent Champions national network:
how to join**

- Flyer in delegate pack
- Stand in exhibition space – **come and visit us**
- Online enquiry form at
www.daycaretrust.org.uk/parentchampions

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Special Membership Renewal Offer 2012/2013

NAFIS Conference February 2012

Renew your membership today and save £25 on next year's rate!!

Renew today at Conference at the NAFIS stand and get membership of both NAFIS and Daycare Trust for £270 – the same rate as last year but with two memberships for the price of one and with one month free! As well as saving £25 on next year's rate of £295!

Benefits:

- Members area of the website
- Lobbying on your behalf by staff who understand FIS
- Publications from DCT
- Case studies from other FIS
- Access to members through e-mail list
- Annual Conference
- E-Bulletin updates
- Survey of what you want from NAFIS
- Training Packages
- Families First Quality Award

Simply complete the slip below, return it to us and we will invoice you:

.....
Name: _____ FIS: _____

- ☐ Yes! Please invoice me: Now / April 2012 (Delete as applicable)

Signed _____

Families First award

What are the benefits to FISs?

With continued budget cuts it has never been more important for FISs to demonstrate the value of their service.

The Award is the **only recognised quality mark and endorsed tool** to evidence that the statutory obligation placed on local authorities to deliver the Information Duty Section 12 (Section 27 in Wales) of the 2006 Childcare Act is being met.

FISs who achieve the Families First Award are demonstrating that **through their service**, the local authority is meeting the Information Duty **in full**.

How much work is involved? Gone are the days of compiling large lever arch folders of photocopied evidence to present for assessment. The process is now made far easier by way of an e-portfolio. Evidence is submitted by the FIS via a secure online eportfolio to be assessed against the standards. In addition to an initial and final visit by the assessor to the FIS, ongoing support and communications throughout the duration of the award are through an online contact diary, email and telephone.

How long does it take? To achieve the award FISs are assessed against 10 Standards. Most FISs find they are able to meet many elements of the required Standards without creating too much extra work. The assessor will work with FISs to identify suitable examples of evidence that demonstrate competence against the individual elements of the Standards. On average it only takes most FISs a few months to complete the award.

How much will it cost? The cost of the Families First Award is £2,500 + vat. There are no hidden costs, the price includes assessment, verification, certification and an engraved glass trophy to proudly display!

To find out more about the Families First Award, contact the **Families First team on 020 7940 7510** for an informal discussion, or complete a no commitment expression of interest form on our website www.daycaretrust.org.uk/nafis

Families First Process

FIS send expression of interest to NAFIS



FIS complete and submit self-assessment to FIS



Assessor assigned to FIS and initial visit arranged



FIS begin to build their e-portfolio



Assessor supports FIS throughout Award



Final assessment and verification of Award



Families First Award presentation



Daycare Trust

Publications

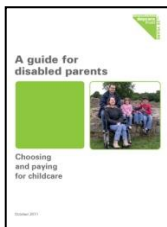
Daycare Trust has been working closely with parents, providers and community organisations to develop resources that are practical and that work. Best sellers include:



A guide for disabled parents – Brand NEW

Easy read childcare booklet – Brand NEW

The benefits of high-quality childcare – NEW updates



Help with childcare costs – NEW updates

A guide to childcare for disabled children

Making a Bold Statement



For further information or to order your copies simply email us at publications@daycaretrust.org.uk or call us on 020 7940 7510.

Parent Champions National network

Daycare Trust Parent Champions is a national programme using parental peer-to-peer engagement to provide accurate childcare information to parents. Parent Champions are parents who have positive experiences of using childcare and/or supporting their child's early learning who act as advocates and peer advisers to other parents in their community.

Parent
Champions



Parent Champions for Childcare can:

- Help parents to understand the benefits of quality childcare and early learning for their children.
- Encourage parents to participate in early learning activities with their children.
- Help parents to find out about and take-up formal childcare places for their children.
- Encourage parents to participate in local childcare and early learning services e.g. by volunteering to help out at play sessions or becoming a parent representative on their Children's Centre advisory board.

"I wish I had known about the Family Information Service and the help I could have got with crèche last year. I couldn't do my course because I didn't know what to do with my 1 year old baby."

Parent quote.

To sign up visit the Parent Champions stand at the NAFIS conference and speak to **Esther or Roz** or complete the online form at www.daycaretrust.org.uk/parentchampions.

Daycare Trust

Research and Consultancy Services

Daycare Trust supports local authorities, providers and employers with a range of research and consultancy services. Our **expert team** provides a **mixed methodological approach** to our **evidence based projects** which are designed specifically to **meet your needs**.

For more information on our research and consultancy services please contact our **Consultancy Manager** on eburridge@daycaretrust.org.uk or on 0207 940 7510.

Consultancy

We provide **professional, reliable** and **expert bespoke support** services.

Including:

- Parental consultation and engagement
- Measuring your impact
- Ofsted and the self-evaluation
- Early intervention and the 2-year old offer
- Inclusion and disabled children
- Multi-agency working
- Business support
- Sufficiency and quality
- Data collection, analysis, management and protection.

Research

We provide **robust, tailored research and analysis** for a range of clients.

Including:

- Large scale surveys of parents and carers on informal childcare
- Focus groups with parents, local authorities and childcare providers on different measures of quality in early years
- Production of service user profiles to support budget decisions
- Parent survey and focus groups nursery chains
- National childcare costs surveys.

NAFIS Families First Quality Award

The Families First Quality Award is a **quality assurance process for Family Information Service (FIS)** agencies operating in the UK. Developed by NAFIS, in conjunction with FIS practitioners and the Department for Education (DfE) it is a **tool to measure the effectiveness** of a FIS agency's delivery of its statutory obligation to **meet the Information Duty** in Section 12 (Section 27 in Wales) of the 2006 Childcare Act.



The Award is the only recognised and endorsed measure available.

To find out more about the Families First Quality Award, contact the **Families First Team** on **020 7940 7510** for an informal discussion or complete an expression of interest form on our website www.daycaretrust.org.uk/nafis

Publication list and order form

I would like to order the following publications from Daycare Trust.

Title	Cost*	Number required?	Total
A guide for disabled parents 2011 – Choosing and paying for childcare	£5		
Childcare booklet – easy read 2011 – Information about childcare and the help you can get to pay for it	£5		
A guide to childcare for disabled children 2011	£5		
Making a Bold Statement 2011	£5		
Annual childcare costs survey 2011	£45		
Holiday childcare costs survey 2011	£45		
Help with childcare costs – 3 rd edition 2011, includes poster	£10		
Benefits of high quality childcare – 2 nd edition 2011	£5		
Childcare costs 2010	£45		
Quality costs: pay for Early Childhood Education and Care	£25		
Policy insight series			
Childcare and the recession	£10		
Childcare futures	£10		
Raising the bar: What next for the ECEC workforce?	£10		
Research			
Listening to children about childcare	£5		
Childcare nation	£10		
Listening to black and minority ethnic parents	£5		
Listening to lone parents	£5		
Listening to parents of disabled children	£5		
Ensuring equality: the BME childcare workforce	£5		
Local approaches to ensuring childcare for BME families	£10		
Total	£		

Discounts for bulk orders, contact us at publications@daycaretrust.org.uk

*All prices exclude postage and packaging.

Order Form

Your details

Name:	
Organisation:	
Address:	
Postcode:	
Telephone:	
Email:	

- ☐ Please invoice me for payment. (Invoices can only be issued for purchases of £10 or over)

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