

Below are some key things to think about and direct people towards based on what they are asking. It only provides a very high level picture of key services. **There are many many more that are listed in the service directory at [www.yor-ok.org.uk/services](http://www.yor-ok.org.uk/services).**

## ACTIVITIES

- What type of activity is the person after? How old is the child(ren)? Does it need to be in a certain area of town?
- Key messages:
  - For under fives there are lots of different activities and groups. These are mainly toddler groups, children's centre groups, activity groups and private activities.
  - For 5 to 18 year olds a key source of activities is the Shine programme. This is produced every school holiday time. It is available in the form of a newspaper but also online at [www.yor-ok.org.uk/shine](http://www.yor-ok.org.uk/shine).
  - If it is activities for adults or adult education direct people towards the Yortime website. [www.yortime.org.uk](http://www.yortime.org.uk)

## CARERS

Carers provide regular help to a partner, child, relative, friend or neighbour due to frailty, physical or mental illness, addiction or disability. A key channel of support is via York Carers Centre on [www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk) or 01904 715490.

## CHILDCARE

Type	Age Range?	Early Years Entitlement
<b>Childminders</b> – Look after children in the childminder's own home. They generally look after up to 6 children under 8 years old. Many childminders also care for children over the age of 8 and can also offer before and after school childcare.	0-8+	Some but not all. Need to check,
<b>Preschools and playgroups</b> - Usually run by voluntary groups, provide part-time play and early learning for under fives. Not to be confused with toddler groups where parents stay. Many playgroups also offer toddler groups but these are not counted as childcare.	Around 2 to 5	Yes
<b>Day nurseries</b> - provide care and learning activities for children from birth to five years old. Some offer wrap around for children starting part time at school or in a nursery class.	0-5	Yes
<b>Nursery schools and classes</b> - provide early learning and childcare for children between three and five years old linked to an infant or primary school.	3-5	Yes
<b>Before or After-school clubs</b> - Are often based on school premises, but they can also be based at youth clubs, village halls and community centres. They can either be run by the schools themselves, or by private or voluntary organisations.	3+	No
<b>Holiday playschemes/clubs</b> - Often run by private or voluntary organisations. They can be based on school premises, or in youth clubs, village halls and community centres. They offer a wide range of play activities during the school holidays.	3+	No
<b>Nannies and home-based carers</b> - Usually nannies will provide care for children in your home, and can look after children of any age. If on VCR can be paid using Childcare part of Working Tax Credit or childcare vouchers.	Any	No

## CHILDCARE COSTS

- Childcare Element of Working Tax credit can pay up to 70% of childcare costs but it depends on how much you earn. All parents /carers in the house must be working for 16 or more hours a week. You can get an estimate of how much you could get by calling 0345 300 3900.
- Childcare Vouchers are through people's employer. People can choose to take some of their salary in the form of voucher (paper or electronic) that they can spend on registered childcare. Where people make their money is they do not pay tax or national insurance on this part of their salary. To arrange a childcare voucher people need to talk to their employer.
- Free early years entitlement for 3 and 4 year olds starts the **term after** a child's third birthday. They can claim 15 hours of free childcare during school term time (38 weeks of the year). For info contact FIS or visit [www.yor-ok.org.uk/fis](http://www.yor-ok.org.uk/fis).
  - Any hours or weeks over this need to be paid for by the parent. They should check with their childcare provider how this will work for them so they know what to expect to get for a bill.
  - To claim the money parents fill in a claim form with a childcare provider at the beginning of each term. The council pay the childcare providers for the hours they are using. The parents should then just pay for any extra hours or weeks.
  - If parents choose to start part time at school this will count as them using their free hours.
- Some families may be entitled to free early years entitlement for 2 year olds which would start the **term after** a child's second birthday. They can claim 15 hours of free childcare a week during school term time or stretch the hours across the year. Please check [www.yor-ok.org.uk/childcare](http://www.yor-ok.org.uk/childcare) to see if the family are eligible.

## CHILDREN'S CENTRES + GROUPS

- Information is available online at [www.yorkchildrenscentres.org.uk](http://www.yorkchildrenscentres.org.uk) or through FIS. Each centre has an information champion who should know everything about the centre. The information for each centre is listed below along with the centre telephone number

**Carr** – Kerry Hudson 553725  
**Clifton** – Claire Brookes 552323

**Hob Moor** – Rachel Cantrell 555043  
**Knavesmire** - Catherine Leatherbarrow/

**St Lawrence's** – Michele Pilgrim 555251  
**The Avenues** – Helen Stelmach 551250

## DISABILITY ADDITIONAL NEEDS

- FIS run an information scheme for parents of disabled children. They receive newsletters about what is going on in and around York for families with disabled children. Families also then receive a MAX card which entitles the family to discounted entry to participating museums, galleries and activities. To register send families details to FIS or they can register online [www.yor-ok.org.uk/myfis-max](http://www.yor-ok.org.uk/myfis-max).
- CANDI (Children AND Inclusion) is the local parents forum for families with disabled children. CANDI provides support to families and also campaigns for better services. [www.yorcandi.org.uk](http://www.yorcandi.org.uk)
- Contact a Family are a national charity offering information to families with disabled children. The national helpline is 0808 808 3555, [www.cafamily.org.uk](http://www.cafamily.org.uk).

## EDUCATION AND LEARNING

- School Services team for anything to do with school admissions, free school meals, uniform grants, transport etc. 01904 551554. [www.york.gov.uk/schools](http://www.york.gov.uk/schools).
- If needing support for a 16-25 year old then Castlegate are a good contact. Castlegate is a confidential information, advice, support and counselling service for young people aged 16 - 25 living in the City of York. They can also give careers advice and guidance. They are based in the Castlegate centre near Clifford tower end to the Coppergate shopping centre. 01904 555400 [www.29castlegate.org](http://www.29castlegate.org).
- [www.futures4meyork.com](http://www.futures4meyork.com) is an online resource for 13 to 19 year olds considering their learning options and next steps. It contains information and details of all learning opportunities in the region for this age group.
- If for a parent wanting to learn new skills then York Learning are on 01904 554288 [www.yorkaded.org.uk](http://www.yorkaded.org.uk)

## HEALTH

- If issues relate to mental health for either children or young people they should speak to their GP. The GP should make a referral to a Primary Mental Health Worker who would identify what support may be needed.
- For more general health information they should speak to their GP or health visitor.

## HOUSING AND HOMELESSNESS

- The council's Housing Options team are the first stop for all York residents with a housing problem. 01904 554500, [housing.options@york.gov.uk](mailto:housing.options@york.gov.uk).
- Castlegate for 16-25 year olds is a good place to go. The young people's survival guide has good information for young people about housing and homelessness. 01904 555400 [www.29castlegate.org](http://www.29castlegate.org).
- Citizens Advice Bureau (CAB) can also provide advice on housing issues. 01904 623648, [www.yorkcab.org.uk](http://www.yorkcab.org.uk).

## JOBS AND MONEY

- [www.workingfamilies.org.uk](http://www.workingfamilies.org.uk) have a great website with loads of resources. Basically no matter the question about being a working parent you should be able to find it here. They also have a help line for families if they wanted to call directly 0800 013 0313
- Jobcentre Plus (Monkgate and Stonebow offices) can help families find work.
- If needing support for a 16-25 year old then Castlegate are a good contact. 01904 555400 [www.29castlegate.org](http://www.29castlegate.org).
- Advisory, Conciliation and Arbitration Service (ACAS) are also very useful for people considering putting in a flexible working request, time off for dependents and resolving disputes at work. Helpline is 08457 47 47 47, [www.acas.org.uk](http://www.acas.org.uk)
- Citizens Advice Bureau (CAB) can provide debt advice. 01904 623648, [www.yorkcab.org.uk](http://www.yorkcab.org.uk).
- Family Matters York provide short course around money management. 01904 639767 [www.fmy.org.uk](http://www.fmy.org.uk)
- The council benefits advice team provide information and advice on all welfare benefits and tax credits. They can also help you complete forms and help with problems or appeals. The team can help you over the phone (552233 or 552252) or in person. Advisers can also visit people in their own home if they are unable to get to one of the offices.

## PARENTING

- There is a range of different packages of support around parenting. Information can be found online by visiting [www.yor-ok.org.uk/parenting](http://www.yor-ok.org.uk/parenting) or by calling Family Information Service.
- If a parent is wanting to access a parenting programme there is a set referral process that is available on the YorOK website or by calling Family Information Service.

## WORKING IN CHILDCARE

- If people want to work in childcare there is lots of information about career options and all the latest job vacancies on [www.yor-ok.org.uk/jobs](http://www.yor-ok.org.uk/jobs).
- Family Information Service also supports people wanting to become a childminder. Information about becoming a childminder can be found at [www.yor-ok.org.uk/childminding](http://www.yor-ok.org.uk/childminding). There is lots of information on here about the ins and outs of being a childminder including information about how much demand there may be in their area. People can also book to go on an information session to find out more.