

Parents Q&A instructions

NAFIS will be hosting a Q&A for parents on the [public NAFIS page](#) on **14 May 12.30pm – 1.30pm**. We will promote the session as an opportunity for parents to get their questions about childcare answered. The Q&A will allow parents to ask questions of their local Family Information Service and to get an idea of what other parents are asking. It will also help to promote FISs to parents and raise awareness of the services they offer.

All NAFIS members are invited to participate and those who would like to do so will be provided with a graphic to promote the Q&A to local parents.

FISs who take part are asked to:

- Prior to the day: promote the event to local parents. Parents may want to send through questions before the event, particularly if they are not able to attend on the day. If this happens, FIS staff should answer the question to the parent, but can then repost as part of the event of the day so that other parents can see the question and answer.
- On the day: share relevant information, answer generic questions from all parents and answer more specific questions from local parents

For FISs who would like to take part but do not have access to Facebook, they will be sent questions for them by email and then when they reply with an answer, someone from Coram Family and Childcare will post the response on Facebook on their behalf. If an FIS is taking part in this way, they must make sure that they respond quickly to any emails during the session.

In advance of the Q&A, FISs taking part are asked to promote the event to local families in their area. Coram Family and Childcare will organise for a couple of parents to ask questions at the beginning of the session to get discussion started.

During the Q&A:

- A status will be posted on the [NAFIS Facebook page](#) at the agreed start time, asking parents to comment with their questions and where they are based below.
- If a parent posts a question on a local FIS' page, the local FIS should answer the question and direct them to the NAFIS Facebook page so that they can take part in the wider discussion.
- Participating FISs will be able to respond to these questions live by replying to each comment.
- Participating FISs are encouraged to share relevant information, answer generic questions from all parents as well as more specific questions from local parents.
- Someone from Coram Family and Childcare will be on hand to make sure parents receive a response. If a parent asks a question that needs a local answer, Coram Family and Childcare will find out where they live and tag the right FIS representative to respond.
- When a parent asks a question that does not need local knowledge to answer, all FIS representatives are encouraged to respond. However, once the question has been

answered once, no further FIS should answer the question as it could be confusing for parents to get more than one answer. If two FIS answer simultaneously, they can discuss whether any follow up is needed to clarify their answer on the private [NAFIS Facebook Group](#).

- If a parent asks a follow up question to an answer they have received, the person who initially answered their question should respond so that the parent is having a personalised conversation with one person.
- The private [NAFIS Facebook Group](#) can be used to resolve any issues that come up during the session. These could include:
 - Different opinions about how to answer questions
 - Concerning questions that are asked
 - Deciding who will answer some questions

At the end of the Q&A, Coram Family and Childcare will close the session, thanking everyone who took part and reminding parents that they can use the [Childcare Finder](#) to find the contact details for their local FIS.

Useful links for the Q&A:

- Childcare choices: <https://www.childcarechoices.gov.uk/>
- Government Gateway: <https://childcare-support.tax.service.gov.uk/par/app/trialmessage>
- Childcare calculator: https://www.gov.uk/childcare-calculator?utm_source=childcarechoices&utm_medium=microsite
- 2 year old offer: https://www.gov.uk/help-with-childcare-costs/free-childcare-2-year-olds?utm_source=childcarechoices&utm_medium=microsite
- Childcare Finder postcode look up to find your local FIS:
<http://finder.familyandchildcaretrust.org/kb5/fct/childcarefinder/home.page>
- Coram Family and Childcare guides:
 - Five steps to choosing childcare: <https://www.familyandchildcaretrust.org/five-steps-choosing-childcare>
 - Help with your childcare costs: <https://www.familyandchildcaretrust.org/help-your-childcare-costs>
 - Guide for childcare for children with SEND:
<https://www.familyandchildcaretrust.org/guide-childcare-children-special-educational-needs-and-disabilities-england>

Any questions, please contact Megan on megan.jarvie@coramfamilyandchildcare.org.uk.