### **Lambeth Families Information Service (FIS)**





The Families Information Service provides free, reliable and impartial information and assistance to parents, carers, professionals and young people about local services and activities available to children, young people and their families.

We specialise in information for children aged 0 to 19 years and 25 years if the young person has a special educational need or disability.

Our service is open Monday to Friday, 9am to 5pm.

You can contact us on 020 7926 9558 or email fis@lambeth.gov.uk.

Follow us on Twitter at <a>@LambethFIS</a>



Richard Martin, Families Information Service and Systems Manager

## Key updates and priorities for Lambeth FIS





Lambeth

- FIS team have been working remotely since March 2020 as a result of the pandemic.
- Increased importance of clear and accessible information being available online to families, young people and professionals.
- Service information has been updated throughout the pandemic and a rebuild of the Family Information Directory was also completed in January 2021.
- Coronavirus has had an impact on the number of families accessing childcare provision, with Lambeth seeing a drop in children accessing their free early learning entitlements.
- Multimedia promotional campaign in progress to try and encourage uptake of funded childcare in new term, April 2021.



020 7926 9558

### Directory of services for children and young people





- Our online directory of services for children and young people in Lambeth has recently been rebuilt and refreshed as part of the new Lambeth website refresh.
- The directory publishes services and activities for children and you people aged 0-19 years old (0-25 years old for children and young people with SEND).
- Visit www.lambeth.gov.uk/fid please share and promote with families and colleagues.



#### Promote your service via the online Family **Information Directory**

Providing free and impartial information about lots of different services available to children and young people in Lambeth and their families. If you deliver local services, activities or events and want to get listed on the directory, register your details today to set up an online account.

- Promote multiple services, free of charge, to a wide audience including young people. families and professionals.
- Access your account at any time to view and update your information.
- Directory users can text or email themselves with details about your services.

Visit lambeth.gov.uk/GetListed for terms

Lambeth Families Information Service (FIS) fis@lambeth.gov.uk 020 7926 9558 lambeth.gov.uk/fis witter.com/LambethFis







### Bus stop poster advertisements – March 2021







- Free early learning posters appearing at Lambeth bus stops.
- This poster will appear on 31 bus stops around Lambeth between 8 March and 21 March.
- A secondary poster campaign will also be running from 22
  March to 3 April, appearing on 18 bus stops.
- Encouraging families to identify and sign up to early years childcare ahead in preparation for the new term to ensure they do not miss out.
- Visit <u>www.lambeth.gov.uk/FreeEarlyLearning</u>



 An additional promotional campaign in July 2021 will feature advertising on buses and bus stops in Lambeth

## **Digital advertising – March 2021**





- Paid promotions across social media platforms such as Twitter and Facebook.
- Google advertisements appearing when using relevant key words in search engine.
- Adverts will target relevant audience and link them to further information about the free early learning available to their 2, 3 or 4 year old.







# **Promotional postcards**

• A range of postcards (including translated versions) are available electronically or in hard copies from FIS.





