



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

YOUR FAMILY FRIEND



Support and help for
parents and guardians in Wales

You're there for them We're there for you

Even at the best of times, life as a parent or guardian can be challenging.

But help is at hand.

This leaflet shows you where to find grants and funding to help you juggle family budgets and how to access free help and guidance on a wide range of family issues.

That's why it's called 'your family friend.'



Free School Meals

If you're out of work or working for less than 16 hours per week, and claiming certain benefits, your child could qualify for free lunches at school.

If your child is aged between 5 and 7, they could also get free milk. Find out if your school has signed up to the EU school milk initiative. Call your school now.

Food in Schools

Poor diet is a real problem in Wales. It is a contributory factor to child obesity, low energy, poor concentration levels and ill-health in later life.

With this in mind we have developed Appetite for Life, the plan for improving the food and drink provided in schools in Wales. To find out more visit the Appetite for life pages on www.wales.gov.uk

Free Breakfasts

Primary schools can apply for funding to provide their pupils with a free healthy breakfast at school each day. Find out if your school has signed up to the free breakfast initiative and give your child the very best start to the day.

Breakfast is the most important meal of the day for growing children and keeps them alert, attentive and ready to learn. So talk to your school today.

Schools Uniform Grant

Is your child aged 11 at the start of the 2009/10 school year? Is he or she entering their first year of Secondary School (Year 7) and eligible for free school meals?

Or is your child attending a special school, special needs resource base or pupil referral unit? If so, then you can apply for a grant of £100 to help pay for the new School Uniform they will need. Call your school.

For more information about the support mentioned on this page, contact your child's school or call your local Family Information Service on the number listed at the back of this booklet.

Educational Maintenance Allowance

This initiative provides young people who decide to stay in education after Year 11 with a financial incentive to attend lessons, do well in their studies and meet agreed learning goals.

Depending on your household's annual income, your child could get up to £30 a week to help pay for travel, books and equipment, plus an extra bonus payment of £100 if they meet their agreed targets.

See if your child's eligible, telephone 0845 602 8845 or visit www.studentfinancewales.co.uk

Minority Ethnic Achievement Grant

This grant helps minority ethnic children and young people, including refugees, asylum seekers and the children of migrant workers – most of whom have little or no English or Welsh.

Local authorities use most of the grant to provide specialist English teachers and support assistants. They work with these pupils and their families to ensure that they settle down well at school and have the chance to reach their full potential.

To find out more, please contact your child's school or call your local Family Information Service on the number listed at the back of this booklet.



Free Pre-School Nursery Places

All children from 3 years old in Wales are entitled to a free, part-time placement with a local, quality assured nursery or school-based group where they can play, learn and grow to their heart's content.

The placement starts at the beginning of the school term following their third birthday.

For more details, please call your local Family Information Service on the number listed at the back of this booklet.

Up to 80% off Childcare

If you are claiming Working Tax Credit you can get help to cover the cost of childcare while you are at work.

The amount you receive will depend on your income. But you could get up to 80% – that's 80p for every pound you spend on childcare!

Let us work out how much you can save, so you can keep more of what you earn in your pocket.

Contact us now.
Telephone 0845 300 3900
or visit www.hmrc.gov.uk



General Help and Support

The Welsh Assembly Government supports many excellent family based projects that offer advice and guidance for parents and guardians within their neighbourhood – especially those who have children experiencing difficulties.

In fact, there are so many great initiatives, we can't possibly mention them all here. So, if you've got a parenting question or need to share a problem with a friendly expert, call your local Family Information Service and they'll put you in touch with someone who can help. The numbers are listed at the back of this booklet.

School Councils

Your school should offer your child a variety of ways of getting actively involved in his/her school community. These include the school council, the eco-committee, the healthy schools group or as a peer mediator. They give pupils the chance to get their voice heard, and their concerns taken seriously so they feel able to change things. They become far more motivated as a result.

Talk to your child's school or visit www.schoolcouncilswales.org.uk

Anti-bullying

Worried your child is being bullied? Then talk to the school right away. They must, by law, have an anti-bullying policy and should put in place procedures set out by the Welsh Assembly Government to resolve the issue immediately.

Talk to your child's school for more information.



Family Information Service

This free service provides impartial advice and guidance on the range of children, family and young people's services in your area. It's your ideal starting point if you have any questions about anything regarding your family. So call them first.

For your local Family Information Service contact details, refer to the back of this booklet.

Special Education Needs

The Welsh Assembly Government has produced a helpful booklet for parents and carers of children and young people with special education needs. It contains all you need to know about the support you can expect from your school and the education authorities, so that your child receives the best possible care.

For more details, please call your local Family Information Service on the number listed at the back of this booklet.

Learning, Training and Advice

Genesis Wales is a project funded by the Welsh Assembly Government to help you get back into learning and training to gain the skills you need to get a good job.

They offer advice and guidance on everything from finding the right courses and any funding available, to setting up volunteering or work experience placements. They'll also arrange free childcare while you train or work.

Interested? Then get in contact with Genesis Wales now!

For more details on Genesis Wales, call your local Family Information Service. You'll find the number listed in the directory at the back of this booklet. Or visit www.genesiswales.co.uk



Information for your child

Your Child's Rights

All policy for children and young people in Wales is based on the United Nations Convention on the Rights of the Child (UNCRC). The UNCRC makes clear a number of rights that every child and young person should be able to access. This includes a right to an education and the right to accurate and reliable information to help them make informed decisions about their lives. To find out more about the UNCRC, visit: www.cliconline.co.uk or www.funkydragon.org.uk

C.L.I.C

CLIC is the national information and advice service for young People aged 11 – 25 in Wales. CLIC provides young people with Information about the issues that matter to them, whether it's to do with health, education, employment or their rights.

CLIC also provides young people with the opportunity to get involved in all parts of the project from planning and management through to the delivery of the service including writing or editing the information it provides. So it really is created by young people for young people.

To find out more, visit: www.cliconline.co.uk

Learning and Careers Advice line

Friendly and knowledgeable advice is also available to help young people make the right career choices. Whether your child is thinking about staying on at school, going to college or finding a job, then contact the Learning and Careers Advice line for help. Telephone 0800 100 900 or visit www.careerswales.com

**Careers
Advice**

Information for you



Family Information Services Directory

Making sure that you have access to advice and information is one of the ways you can make being a parent or guardian that little bit easier. So keep the details of your local Family Information Services handy. You never know when you might need them.

- Anglesey Children and Young People's Information Service
Tel: 01248 725 800 cis@anglesey.gov.uk
- Blaenau Gwent Family Information Service
Tel: 08000 32 33 39 fis@blaenau-gwent.gov.uk
- Bridgend Family Information Service
Tel: 0800 1804320 familyinfo@bridgend.gov.uk
- Caerphilly Family Information Service
Tel: 01443 86 32 32 fis@caerphilly.gov.uk
- Cardiff Family Information Service
Tel: 029 2035 1700 FIS@cardiff.gov.uk
- Carmarthenshire Family Information Service
Tel: 01267 224 224 childreninfo@carmarthenshire.gov.uk
- Ceredigion Information Service
Tel: 01545 574187 cis@ceredigion.gov.uk
- Conwy Children's Information Exchange
Tel: 01492 876260 plant.children@conwy.gov.uk
- Denbighshire Children's Information Service
Tel: 01824 708 220 childrensinformation@denbighshire.gov.uk
- Family Information Service Flintshire
Tel: 01244 547 017 fisf@flintshire.gov.uk

- Gwynedd Information Service for Children,
Young People and Families
Tel: 01286 675 570 Gwynedd-Ni@gwynedd.gov.uk
- Merthyr Tydfil Family Information Service
Tel: 01685 727400 fis@merthyr.gov.uk
- Monmouthshire Children and Family Information Service
Tel: 01633 644 527 info@monmouthshirecfis.org.uk
- EYDCP Unit – Neath Port Talbot
Tel: 01639 873018 eydcp@npt.gov.uk
- Newport Family Information Service
Tel: 0800 328 8483 family.information.service@newport.gov.uk
- Pembrokeshire Family Information Service
Tel: 01437 763 344 fis@pembrokeshire.gov.uk
- Powys Children's Information Service
Tel English: 0845 130 3637 Welsh: 0845 130 3839
cis@powys.gov.uk
- Rhondda Cynon Taf Family Information Service
Tel: 01443 744110 Childinfoserv@rhondda-cynon-taf.gov.uk
- Swansea Family Information Service
Tel: 01792 517222 fis@swansea.gov.uk
- Torfaen Family Information Service
Tel: 0800 0196 330 fis@torfaen.gov.uk
- Vale Family Information Service
Tel: 01446 704 704 fis@valeofglamorgan.gov.uk
- Wrexham Family Information Service
Tel: 01978 292 094 fis@wrexham.gov.uk



Gwasanaethau Gwybodaeth i Deuluoedd
Family Information Services