



## **Warwickshire Family Information Service briefing for families December 2020**

We are living in unprecedented times, and our lives are changing very quickly. It seems there is new information every day, and even the language we are using has changed, this time last year we had never heard of furlough and living life in bubbles was an unknown.

At Family Information Service (FIS), information is our business, we know there is so much information out there that it can be hard to know where to turn, we have listed below some free advice services available locally which are there to support families in Warwickshire. If you aren't sure which service can help you or would like some support to access these services, please contact the Family Information Service. Details of how to contact the Family Information Service helpline and the Family Support Work duty line can be found at the bottom of this briefing.

**Citizens Advice** offer a local debt advice service. There are offices throughout Warwickshire. Their details along with a range of other debt advice services can be found here:

<https://www.warwickshire.gov.uk/managing-money-debt/benefits-welfare/1>

**CitSAVE Credit Union** provides an alternative to high street banks, payday and other lenders. They are a modern credit union providing services on-line. To find out how CitiSave could help you save, borrow, or plan for tomorrow call 0121 616 6200 or visit [www.citysave.org.uk](http://www.citysave.org.uk)

Protect yourself from loan sharks. Always check the lender is @TheFCA authorised.

**Act on Energy** If you are struggling to pay your electricity bills or you have a prepayment meter you may be eligible for some financial help. You could pay less if you switch supplier. Act on Energy can help with both of these. Call 0800 988 2881 or visit [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

**Warwickshire Local Welfare Scheme** Central government has provided councils with one-off funding (COVID Winter Grant Scheme) for the period 1 December 2020 to 31 March 2021 to support vulnerable families with children, other vulnerable households and individuals who have been particularly affected by the pandemic to ensure they have the support they need to afford food energy, water bills and associated costs. As a result of this one-off funding the Warwickshire Local Welfare Scheme has been revised for this period. More information here [www.warwickshire.gov.uk/localwelfarescheme](http://www.warwickshire.gov.uk/localwelfarescheme) or call 01926 359182 or 0800 4081 448.

For information about wider support from the council and other services, please go to [www.warwickshire.gov.uk/facinghardship](http://www.warwickshire.gov.uk/facinghardship)

**Childcare** to find out if you are entitled to childcare funding, and to source childcare in Warwickshire, please go to <https://www.warwickshire.gov.uk/childcare>

**Webpages** Good quality, accurate and up to date information on a wide range of subjects including finance, housing, childcare, family relationships, parenting and behaviour can be accessed via the Children and Families Webpages. [www.warwickshire.gov.uk/childrenandfamilies](http://www.warwickshire.gov.uk/childrenandfamilies)

For families looking for information and support around Special Educational Needs and Disabilities (SEND), Warwickshire's SEND Local Offer can be found here [www.warwickshire.gov.uk/send](http://www.warwickshire.gov.uk/send)

**If you wish to speak with someone, one to one support is available:**

**Family Information Service (FIS)** run an advice and guidance helpline. Contact FIS for practical support on a range of issues including finance, housing, parental contact/conflict, holiday activities and childcare.

Available 9am to 5pm Monday to Friday. (closed 25<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> December & 1<sup>st</sup> January)

Phone - 01926 742272

E-mail - [Fis@warwickshire.gov.uk](mailto:Fis@warwickshire.gov.uk)

**Family Support Workers (FSW)** run a Family Support line. Contact FSW where primary concerns relate to family wellbeing including emotional wellbeing, conflict, behaviour and parenting.

Available 9am to 4pm, Monday to Friday (closed 25<sup>th</sup>, 28<sup>th</sup>, 29<sup>th</sup> December & 1<sup>st</sup> January)

Phone - 01926 412412

The family support team can also be contacted by email for advice, support and guidance:

North Warwickshire	<a href="mailto:Familysupportnorthwarks@warwickshire.gov.uk">Familysupportnorthwarks@warwickshire.gov.uk</a>
Stratford District	<a href="mailto:Familysupportstratford@warwickshire.gov.uk">Familysupportstratford@warwickshire.gov.uk</a>
Warwick District	<a href="mailto:Familysupportwarwick@warwickshire.gov.uk">Familysupportwarwick@warwickshire.gov.uk</a>
Nuneaton and Bedworth	<a href="mailto:Familysupportnunbed@warwickshire.gov.uk">Familysupportnunbed@warwickshire.gov.uk</a>
Rugby	<a href="mailto:Familysupportrugby@warwickshire.gov.uk">Familysupportrugby@warwickshire.gov.uk</a>

Families are encouraged to sign up to the weekly FIS newsletter. This is delivered 52 weeks of the year so you can receive up to date information throughout school holidays. To keep up to date with information, local activities and support sign up here <https://mailchi.mp/warwickshire/familyinfoservice>

Other ways to keep up to date

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