

## Find out more

### Freephone

0800 023 2057 (8am - 5.15pm, Mon - Fri)

If you would like to speak to someone face to face please call **INFORM 0-19** on the above number to arrange an appointment.

### Email

inform0-19@bedscc.gov.uk

### Websites

#### Bedfordshire County Council

[www.bedfordshire.gov.uk/familysupport](http://www.bedfordshire.gov.uk/familysupport)  
(search online for family support organisations)

[www.bedfordshire.gov.uk/childcare](http://www.bedfordshire.gov.uk/childcare)  
(Bedfordshire County Council's website)

Please contact **INFORM 0-19** on 0800 023 2057 if you require this leaflet in large print, in another language or on audio tape.

#### **INFORM 0-19 cannot recommend any childcare providers.**

We aim to provide free, confidential and unbiased information to help parents and carers make informed choices about childcare, activities, family support services and other child or family related issues. Every effort is made to provide accurate information.



May 2007



Bedfordshire  
county council

Children's Services



## Children, Young People and Families Service Directory



**INFORM  
0-19**

Information service for parents and carers  
of children and young people aged 0-19 years

## About the Directory

INFORM 0-19 have developed an online 'Children, Young People and Families Service Directory', which brings together free and up to date information on a range of local and national services and organisations for children, young people and their families.

It is important to remember that all parents / carers and families need some kind of help and support at various points in their lives. Support may come from friends or relatives, however many people feel that talking to someone a little distant from the problem can be really helpful. This may be everyday kind of support such as baby massage classes or drop in groups for new parents to more specialist services such as dealing with drug / alcohol abuse, domestic violence, bullying at school, depression or parenting classes.

## Searching for Information on the Directory

You can either contact INFORM 0-19 and speak to one of our advisors on 0800 023 2057 and they will send you a list of services that meet your needs or alternatively you can search the Directory at your own leisure by visiting [www.bedfordshire.gov.uk/familysupport](http://www.bedfordshire.gov.uk/familysupport)

## Using the Directory

You can search for information using one or all of the following search tools.

### Area

Use this search facility if you are looking for services in a particular area e.g. North Beds, Mid Beds.

### Category

Use this search facility if you are looking for services within a particular category e.g. additional needs, mental health, health services.

### Keyword

Use this search facility if you are looking for services dealing with a particular issue e.g. behaviour, depression, teenage, stress.

### Age Range

Use this search facility if you are looking for services for a particular age group e.g. 0 - 5 years, 5 - 13 years, 13+ years.

## Organisation / Service Information

We hold the following information on each service/organisation that appears on the Directory:

- Name of organisation
- Venue Address
- Contact name
- Contact details e.g. telephone, fax, email
- Website
- Service description
- Age range catered for
- Geographical area covered
- Cost, if any
- Referral process, if any

## Other Services

The Directory does not hold information on registered childcare, leisure / activities and clubs for children, local schools or details of local healthcare services. This information can be accessed as follows:

### Childcare

For information such as childminders, day nurseries, pre-schools, out of school clubs, holiday playschemes, parent and toddler groups and local activities for children under 5 please contact INFORM 0-19 on 0800 023 2057 or visit the following websites:

**[www.childcarelink .gov.uk/bedfordshire](http://www.childcarelink.gov.uk/bedfordshire)**

(search online for childcare providers and local groups)

**[www.bedfordshire.gov.uk/childcare](http://www.bedfordshire.gov.uk/childcare)**

(Bedfordshire County Council's website)

### Local activities, clubs and support groups for all ages

Information on local activities can be found on 'InfoPoint', which is managed by Bedfordshire and Luton Libraries. Please visit [www.galaxy.bedfordshire.gov.uk](http://www.galaxy.bedfordshire.gov.uk)

### Schools

For information such as admissions to lower schools, transfer to middle/upper school and catchment areas please contact Bedfordshire County Council's School Admissions team on 01234 228140.

### Healthcare

Information such as local doctors, dentists, opticians or pharmacies can be found through the NHS website [www.nhs.uk](http://www.nhs.uk)