



**Families First
Quality Award**



**Family and
Childcare Trust**

**Mr Will Cooper
Manager
Family and Young People's Information Service
Guildhall
PO Box 270
London EC2P 2EJ**

4 November 2016

Dear Mr Cooper,

I am very pleased to inform you that City of London Family and Young People's Information Service (FYI) recently achieved the Families First Quality Award (FFQA) with additional SEND standards, provided by the Family and Childcare Trust through the National Association of Family Information Services (NAFIS).

FFQA was introduced by NAFIS and the Department for Education (DfE) in 2008 to help local authority Family Information Services (FIS) meet their legal obligations through independently assessed quality standards. FFQA supports the need to provide parents/carers with accessible, accurate, high quality information about childcare and other services for families such as parenting classes. Providing quality information to families underpins all initiatives, services and projects supporting children, young people and parents. In some cases, problems are resolved at an earlier stage and this minimises the need for formal and costly crisis interventions provided by public services.

Our assessor Tim Swithenbank said: 'City of London FYI has demonstrated a high standard of delivery in regard to supporting those with Special Educational Needs and Disabilities (SEND) and their families. The planning for Local Offer and Education & Health Care Plans following reforms has enabled a targeted and cohesive response verified in the portfolio of evidence provided.'

Knowledge of local families and their needs informed agreed plans in a child centred fashion with experienced staff guiding the processes in a sensitive and enabling manner. Information on SEND has been produced in a user friendly format due to a consultative approach with families and stakeholders. The service management and the team has a high level of local awareness that informed this and delivery for SEND via its Local Offer. This has been achieved in conjunction with our core standards showing a rounded and fully committed provision for the City and a culture of ongoing quality.'

By achieving the Award City of London FYI has demonstrated a level of quality in relation to its work with families; successfully engaging parents, carers and children and helping them access trusted information sources like their local Family Information Service to find a wide range of services, support and advice. I would like to congratulate you and all at City of London FYI on the achievement of this Award.

Yours sincerely,

**Justin Irwin
Interim Chief Executive, Family and Childcare Trust**

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