

DEVON'S FAMILY INFORMATION SERVICE



DISC, Devon's family information service, is the main source of information for parents, carers, young people and children aged 0 to 19 years, providing information on registered childcare, and other services and support for children, young people and parents in Devon.

To access this information people can

- Visit the DISC website www.devon.gov.uk/disc. This links to the Family Information Services Directory which is the search engine to interrogate the data stored by DISC
- Visit the Devon Community Directory website www.directory.devon.gov.uk to interrogate the data stored by DISC
- Contact DISC via e-mail discinfo@devon.gov.uk or telephone 0845 155 1013 to get more help and support with finding the information they need.

Website

The DISC website (www.devon.gov.uk/disc) provides parents with an overview of the services offered by DISC and contains the link to the Family Information Service Directory.

The Family Information Service Directory (www.devonfsd.info) and the Devon Community Directory (www.directory.devon.gov.uk) are search engines that parents can use to search for childcare, activities and services in their area.

Childcare Enquiries

Only a small number of parents now choose not to search for their own childcare using the website. These parents can make a childcare enquiry by email or telephone (contact details above).

A childcare enquiry is from a parent who is looking for information on childcare and wants information on what is available in their area. The parent or carer is sent an information pack, including a list of suitable childcare and other background information through the post or via e-mail. The information includes an invitation for the enquirer to contact the DISC office direct if they need further information or if they find they are having difficulty finding suitable childcare.

Brokerage Level 1

Brokerage Level 1 is the low level support service provided by DISC when an enquirer needs further advice and guidance in finding childcare, help with organising and securing the childcare

place, or when they are having difficulty finding the childcare they need, where they want it. Advice and guidance may be sought on:

- What sort of childcare is available
- How to access the childcare
- How to apply for two, three or four-year-old funding
- Paying for childcare.

The DISC officers will then either:

- Suggest alternative forms of childcare or different locations
- Check for any non-advertising childminders and contact them where necessary
- Contact childcare providers to check vacancies
- Contact childcare providers on the parent's behalf to try and find a match
- Provide advice and guidance on other issues relating to childcare.

If it is not possible to find childcare for the family after suggesting alternatives and exhausting all possibilities, the DISC team will contact the Sufficiency Team and relevant Early Years and Childcare Locality Team staff.

Brokerage Level 2

Brokerage Level 2 is the high level support service provided by DISC when a child or parent has an established barrier to using or arranging childcare preventing them from entering work or training. Barriers could include:

- The parent or child does not want to use childcare as there may have been a bad experience in the past
- The child has an additional need
- The parent has an additional need which makes it difficult for them to arrange childcare
- The parent's first language is not English.

In these instances the parents are referred to the Childcare Brokerage Service (Brokerage Level 2) for one-to-one support and advice which may include accompanied visits to potential childcare providers and childcare taster sessions.

If it is not possible to find childcare for the family, the DISC team will contact the Sufficiency Team and relevant Early Years and Childcare Locality Team staff.

Further Information

Further information on statistics for the DISC website, Childcare Enquiries, Brokerage Level 1 and Brokerage Level 2 please contact DISC on discinfo@devon.gov.uk or 0845 155 1013.