

## 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

[www.childcarelink.gov.uk/bedfordshire](http://www.childcarelink.gov.uk/bedfordshire)  
(search online for childcare providers and local groups)

[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)

## Your Feedback

We welcome any feedback and views you have about the service you received. If you have a comment, compliment or complaint to make then please contact the INFORM 0-19 Manager.

Any complaint will be dealt with in accordance with Bedfordshire County Council's Complaints Policy. Please contact us if you would like to be sent a copy of the policy.

## Equal Opportunities

Bedfordshire County Council actively promotes equality of opportunity. We aim to ensure that all our services are accessible to all the communities that we serve.

### Disclaimer

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.

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Per Informacion

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☎ 01234 718000

✉ Customer Services Team  
**INFORM 0-19 General Leaflet**  
Freepost ANG 5499  
Bedfordshire County Council  
Bedford  
MK42 9BR



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Bedfordshire  
county council



# INFORM 0-19

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



Children's Services

## INFORM 0-19

Your first stop for information about services for children and young people in Bedfordshire

Being a parent or carer is probably one of the most fulfilling jobs you can ever have. There are however occasions when it can also be the most demanding. At INFORM 0-19 we understand this and want to ensure you have all the necessary advice and information.

### 0 - 5 years

We provide information and advice on the following:

- childcare and early years education
- free nursery education funding
- help with childcare costs
- children's centres
- local family support services
- parent and toddler groups
- activities and local groups for you and your child
- support groups and clubs / activities for children with disabilities
- maternity, paternity, adoption and parental leave
- your rights as a working parent
- parenting support services
- starting school

Any other child or family related issue.

*"Whatever your query, give us a call and together we can help you find a solution."*



### 5 - 13 years

We provide information and advice on the following:

- before and after school care
- holiday playschemes and activities
- local family support services
- parenting support services
- support groups and clubs / activities for children with disabilities
- your rights as a working parent
- family learning opportunities
- dealing with bullying
- bereavement services
- child oriented support organisations

Any other child or family related issue.

*"Your query will be dealt with in confidence by our friendly and dedicated advisors."*

### 13 - 19 years

We can point you in the right direction if you need advice or are worried about the following issues:

- drugs and alcohol
- bullying
- local family support services
- parenting support
- holiday activities
- youth services
- teenage pregnancy
- support groups and clubs / activities for children with disabilities
- careers and further education
- bereavement services

Any other child or family related issue.

*"A helping hand for Bedfordshire's parents."*

