

Families First Quality Award

For Family Information Services



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Trafford Family Information Service



What attracted to the standards?

We were due for renewal of our accreditation and I was new to managing the family information service was so for me, it helped me understand the requirements of the FIS as the standards are gave me a really comprehensive induction to the world of information.

What did you gain by using the standards?

I gained so much knowledge on what information needed to be provided to families, how to manage and update the data and how to support colleagues to give that information comprehensively. Following the accreditation made me interrogate our own policies and processes to ensure our information was up to date and current. It made a difference to parents in our area specifically through our FIS Outreach Workers, who supported families access information, which lead to the take up of funded childcare, which has been excellent. This is a real indicator of the effectiveness of our information services. We also achieved the SEND standards, which was a good area for us to work, on as we were preparing to have a dedicated SEND Local Offer area of the online directory.

The principles of the standards are used in our 'cradle to grave' information services and has helped us bring our partnership agreements up to date.

The assessment process

When I saw the paperwork I nearly died! But once I saw the assessor she put me at ease and explained what it meant for us. We completed the award within five months. If there were things we didn't have in place we needed to act straight away not wait. Having a focused period of time was beneficial.

How would you describe your journey?

It's a good way of cleansing your own area of work; it identified existing good practice, strengths and weaknesses and enabled us to be sure that the information that was released to the public was of the highest quality.