

# Family Information Service

## Brokerage and Outreach Services

Dorset County Council



**word**  
Information  
and Advice



Improving the quality of life for people in Dorset, now and for the future

# What is the Brokerage service?

Parents, carers, young people and practitioners often have difficulty finding the information they need, when they need it. Our 0-19 Brokerage service is an impartial and confidential extended support service, provided by our Outreach team. The service is tailored to meet the needs of individual families experiencing difficulty in finding or accessing the services they need. For example:

- **Parents and carers of children and young people who are disabled.**
- **Parents and carers who are themselves disabled, or have additional needs or English as a second language.**
- **Families or practitioners that have contacted the FIS but are still unable to access the services required.**
- **Parents and carers starting or returning to work, education or training.**
- **Families that are new to the area.**

## There are various types of brokerage we offer, as follows:

**Childcare** - Are you struggling to find childcare that meets your needs, due to lack of availability, affordability or access?  
Or do you not know where to start looking?

**Information** - Do you need an answer to a question regarding your child, additional support or access to services? Are you unsure where to go or who to ask?

**Complex Needs** - Does your child have a variety of needs that you would like support with?

**Specific Initiatives** - Are you interested in a specific project or available funding that you have heard of, and want to know how to access it or need further advice?

If you have answered YES to any of these, please contact the Outreach Team to access our Brokerage Service (contact details can be found on the back of this leaflet).

# How do I access the Brokerage service?

## **As a team we cover the whole of Dorset**

(excluding Bournemouth and Poole - who provide their own service)

A comprehensive range of support is offered by the Brokerage service, tailored to each family's individual needs. These could include some of the following:

- **Discussing childcare options, including childcare costs, emergency childcare or out-of-hours childcare.**
- **Contacting local childcare providers on the family's behalf to discuss the needs of the family or child.**
- **Brokering services on the family's behalf to put together a varied package of provision to meet the needs of the family or child.**
- **Multi-agency working with practitioners to support families where applicable.**

The Brokerage service is available 5 days a week between the hours of 9am - 4pm Monday to Thursday and 9am - 3pm Friday.

The service is offered in a variety of ways, including face-to-face meetings, email, telephone and post.

The Outreach team regularly visit activities and events for parents, children, young people and practitioners in order to promote the FIS and the information and support we provide. Whilst offering face-to-face information, guidance and support to families.

# Let us help you and your family find what you need

Parents • Carers • Young People • Children • Grandparents • Families • Practitioners

## Contact details:

**Email:** [outreach@dorsetcc.gov.uk](mailto:outreach@dorsetcc.gov.uk)

**For general enquiries, visit our website call or email us:**

**Website:** [www.dorsetforyou.com/fis](http://www.dorsetforyou.com/fis)

**Helpline:** 01305 221066

**Email:** [familyinfo@dorsetcc.gov.uk](mailto:familyinfo@dorsetcc.gov.uk)

If you require any further copies of this leaflet or require information about services in bordering local authorities please contact us.

Information is available in a range of formats. We can provide information over the telephone and via the internet as well as in Braille, large print and in other languages.