

Join *The Key* and you can unlock the door to help for you and your family.

By joining *The Key* you will receive information on services and benefits for disabled children and young people in Gloucestershire. We will provide information that is customised to the age and needs of your child, and where you live in the county.

### Why should you join?

- You should join if your child has a severe or complex medical or educational need and is under 25 years of age
- You can get free leisure passes only available to Key members
- We will send you details of current services that might help you and your family
- We can put you in contact with other registered families for mutual support
- We may ask you to help us and our partners to plan better services
- It is free (including postage)

### How to Join

Visit [www.keywords.org.uk](http://www.keywords.org.uk) or call us on 0800 009 34 43 and we will send you the application form.



### Gloucestershire's Family Information Service - featuring the 'Local Offer'


*Free, impartial information, advice and support for families with children and young people aged 0-25.*

[familyinfo@gloucestershire.gov.uk](mailto:familyinfo@gloucestershire.gov.uk)

Direct Line 01452 427362

Monday to Friday 9am to 5pm  
(answering machine at all other times)

 @GlosFIS

 Family Information Service - Gloucestershire

[www.glosfamiliesdirectory.org.uk](http://www.glosfamiliesdirectory.org.uk)

### The Key

*Disabled children's and young people's register and information service.*

[thekey@gloucestershire.gov.uk](mailto:thekey@gloucestershire.gov.uk)

0800 009 34 43

Shire Hall, Westgate Street,  
Gloucester, GL1 2TG

[www.keywords.org.uk](http://www.keywords.org.uk)



# Family Information Service



Free impartial information, advice and support for all children, young people and their families in Gloucestershire

[glosfamilies directory](http://glosfamiliesdirectory.org.uk)



**Our advice and information service includes:**

- The Family Information Service – offer free impartial advice, information and support for families with children aged 0 - 19 years (up to 25 years for children with additional needs)
- The Key – join The Key and you will receive information on services and benefits for disabled children and young people
- SEND Local Offer – provides information about health and social care services, education, leisure activities and support groups in the area for children and young people aged 0 - 25 with Special Educational Needs & Disabilities and their families
- Early Help – providing advice, guidance and information to empower young people, families and practitioners to access the right support at the right time

# Family Information Service

Call 0800 542 02 02



Money Matters including Benefits

How to find Childcare

Local activities and things to do after school or in the holidays

Would you like to know about?

Advice and Early Support

Local Offer for special educational needs and disabilities

Free childcare for 2, 3 and 4 year olds

For more information visit [glofamiliesdirectory.org.uk](http://glofamiliesdirectory.org.uk)

**If you don't know who to ask... ask us!**

Childcare

Things to do

Family Information and services

Advice and Early Support

Local Offer for Special Educational Needs and Disabilities

Practitioners