

If you've just had a baby...

We can help you tell the people who need to know

When you have a new baby, there are lots of things that need to be done. One of these things is contacting the government departments and different services in the local authorities that need to be told about the birth. Until now, you had to contact all of them individually.

The **Family Information Service** in **King Street**, Wolverhampton provide a service where they can help you give the information to the Department for Work and Pensions. If you want they can then pass this information on to a number of other government departments and local authority services.



How the service can help you

You often have to contact several government departments and parts of the local authority services to give them the same information about the birth. It's important that you do this as soon as possible as it may affect the benefits that you and your baby might be entitled to, such as Child Benefit, Working Tax Credits or Child Tax Credits.

We want to make this easier for you, so if you want to use the service after registering the birth we will ask you some simple questions. This means that you won't have to send a copy of the birth certificate in the post as we will contact the government departments that need to know on your behalf.

How you can contact us to use the service

You can see an Advisor at the Family Information Service in King Street as soon as you have registered the birth. The office is open 09.00 to 16.00 Monday to Friday

Directions to get to the Family Information Service from the Register Office are on the back of this leaflet.

What happens to the information?

The following organisations can be contacted if you ask us to:

- Department for Work and Pensions
 - Jobcentre Plus
- Housing Benefit Office
- Council Tax Benefit Office
- Library Services
- Children's Centre
- HM Revenue and Customs (HMRC)
 - Child Benefit
 - Child Tax Credit or Working Tax Credit

We can help to fast track Child Tax Credit or Working Tax Credit applications with HMRC if you are receiving benefits that relate to your income (for example Income Support, or some types of Jobseekers Allowance or Employment and Support Allowance).

Please ask the Advisor.



How we will treat the information you give us

The information you give will be treated securely and confidentially. The organisations who are contacted will use the information to update their records; and to resolve any outstanding issues. They may use this information in other ways, but only as the law allows.

Information you will need to use this service

To make sure the right information is given to any organisations we contact for you and so that you get the most out of the service it will help if you can bring along with you the following information:

- Birth Certificate (you may be registering the birth directly before you use this service)
- Details of any benefits the person/s named on the birth register are receiving/have applied for
- National Insurance number/s for the person/s named on the birth register

We may also ask you for other information about the people named on the birth certificate and you will need to get their permission to tell us about them before you use the service.

Please remember that it is still your responsibility to make sure that any organisation that pays you a benefit has correct and up to date information.

Additional services offered by Wolverhampton Family Information Service

If you come and see an Advisor, they will also be able to help you find other information and organisations that can help you such as:

- Providing details of Childcare options
- Providing a service to check the form to claim Child Benefit. If you would like us to check the form please bring along:
 - A completed Child Benefit Claim Form
 - The account number, sort code and address of your bank to be included on the child benefit form (if this is your first child).

Privacy

This service is committed to ensuring your information is protected. Our privacy statement tells you how we will use and protect your information when you use this service. Ask if you wish to see the full privacy statement.

More information

If you'd like more information about this service, please call us on

0800 294 9939

or email at: enquiries@wolvesfis.com

Directions from Wolverhampton Civic Centre to Wolverhampton Family Information Service

Starting from the entrance of the **Civic Centre Building** - cross the square and go down **Exchange Street** in-between **The Cuban Exchange Pub** and **Costa Coffee Shop**.

Cross **Queens Square**, with the **fountain** on your left hand side and walk down **Dudley Street** until you see the **Vodafone** shop on the left hand side.

Take a left turn into **King Street** and walk up the road. We are on the left hand side at **number 10** above the **Health Information Service**. We are next-door to **Games Workshop**.

Our building is pictured here, we are the building with the black front door.

