

Cheshire East Family Service

...the right help at the right time

Introductory Briefing No.2

Welcome to the second **Cheshire East Family Service** briefing. In this briefing you can find information about our values and principles and the service structure.

OUR VISION

CEFS will be at the forefront of developing a 'Think Family' approach to keeping families together. Working across the multi agency agenda we will ensure that families can easily access services to meet their needs at a time and place that makes sense to them. Embracing the Every Child Matters outcomes, the service will provide targeted, coordinated, high quality services at the earliest point possible.

OUR PRINCIPLES

- Services will be outcome focused, based on genuine consultation, and build upon the strengths within families, recognising that families live their lives as part of a wider community.
- The Service will publish an offer of evidence based, what works programmes and activities.
- Services will be accessible and be delivered at a time and place which families tell us makes sense to them, and we will adopt a 'one front door' system to improve timeliness of intervention.
- The overall principle will be an *assess and support* approach, utilising the Common Assessment Framework, underpinned by robust safeguarding practice.
- Where appropriate, services will be integrated to ensure families receive a targeted, coordinated offer.
- Continued training, quality supervision, and professional development will be key to ensuring that all staff members deliver high quality services.

Contact Us

You can contact us by:

Phone: **0300 123 5033**

Email: firstcontact@cheshireeast.gov.uk

You can find further information here:

The First Contact webpage
www.cheshireeast.gov.uk/firstcontact

The Family Information Service Resource Directory
www.cheshireeast.gov.uk/fidy

For information about CAF and Lead Professional
www.cheshireeast.gov.uk/caf



CEFS Structure

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NEWS!

CHANGES TO CEFS SERVICE REQUEST FORM

In response to feedback, we have changed the background of the Service Request Form from a pattern to plain white. This will make it easier for colleagues to print out as well as saving printer ink.

The new form is available on www.cheshireeast.gov.uk/firstcontact