

Cheshire East Family Service

...the right help at the right time

Introductory Briefing No.1

Welcome to the first of a series of introductory briefings about the newly established **Cheshire East Family Service**.

We know that when problems are identified early and the right services are put in place this improves outcomes and quality of life for children and families. CEFS aims to make this a reality, and help ensure that a 'whole family' approach is taken to working with children and young people in Cheshire East, especially those with needs at the *targeted* and *complex* levels.

CEFS became operational on 26th September 2011.

CEFS will deliver a range of evidence based interventions to children and young people aged 0-19 and their families across Cheshire East. Services include Family Support and help to support parenting. Family Service Workers will be available to work with families with a range of needs, and will undertake the role of Lead Professional using Common Assessment Framework (CAF) where appropriate in more complex cases. Further services will be developed within communities in consultation with partner agencies as well as with young people and parents.

CEFS will also undertake specific pieces work with children and young people with *specialist* level of need, for example contributing to the Team around the Child for children with a Child Protection Plan or who are children in need, and contributing to the assessment process for children and young people in public law proceedings.

Contact Us

You can contact us by:

Phone: **0300 123 5033**

Email: firstcontact@cheshireeast.gov.uk

You can find further information here:

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

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

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



First Contact Service

Following feedback at the Children's Trust *Pathways to Support for Families: Moving Forward Together* workshops earlier this year we have re-designed our 'front door' services to make it easier for practitioners to access services to help them meet children and young people's assessed needs.

The Cheshire East Family Service (CEFS) First Contact Service will be in operation from **18th October 2011** and will offer:

- **Comprehensive information on services available** in Cheshire East, regionally and nationally. From childcare to tax credits to guidance on bullying, the **Family Information Service** section of First Contact can assist with all manner of queries, and if we don't know the answer to any of your questions we will find someone who does.
- **An entry point for requests for services** from Cheshire East Family Service, via a Service Request Form and your assessment of the child or young person's needs.
- **An enhanced Common Assessment Framework (CAF) support service**, with **CAF Support Officers** who will be able to give hands-on support with CAF and Lead Professional processes, from telephone advice through to practical support and mentoring on undertaking assessments, co-ordinating and chairing multi-agency Team around the Child (TAC) meetings etc.
- **Complex Needs Officers** who will provide advice and support to practitioners working with children and young people with complex needs. The Complex Needs Officers will be able to help practitioners co-ordinate services under CAF procedures, and will liaise with the Children's Assessment (CAT) Team regarding those cases where needs are at the high end of 'complex' level.
- **Initial contact** for practitioners wishing to speak to the Children's Assessment Team (CAT) about new cases – **if you wish to speak to a social worker regarding a current case you should contact them on their direct line**

From **18th October** all calls to the Children's Assessment Team (CAT) telephone number (0300 123 5012) will come through to Cheshire East Family Service (CEFS) First Contact Service. Where children/young people have needs at the **specialist** level callers will be put through to the CAT Contact and Referral Unit. Otherwise, they will be either be offered the advice and support they need to help them meet **targeted** or **complex** level needs via CAF processes or provided with information and guidance about services which are available to help them meet **universal** level needs. Further information will be circulated soon.