

Your Consent

You will be asked to sign the CAF and if there are agencies you don't want us to contact or share information with then this can be indicated also. However you need to know that there are certain circumstances when we may have to share information without consent, such as:

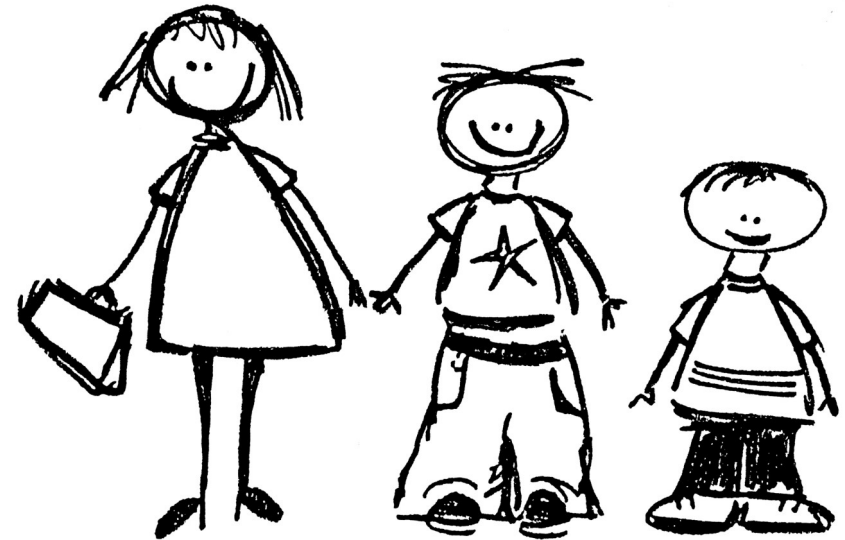
- ⇒ If there are concerns about the welfare or safety of a child or young person
- ⇒ If there are concerns about the risks of harm to others or to public safety
- ⇒ If there is a need to prevent, detect or prosecute a serious crime
- ⇒ If a court instructs us to do so
- ⇒ Information may also be shared with inspectors (e.g Ofsted) who check the quality of services for children and young people. They do not keep any personal information after the inspection.

Compliments, complaints or suggestions.

If you have a compliment or suggestion about the service you have received or if you are not happy with a service then please contact Cheshire East Information Line on 0300 123 5500 or visit www.cheshireeast.gov.uk for more information.



Early Help In Cheshire East



Early Help in Cheshire East aims to make sure that services to support children, young people and families are there when needed.

Sometimes your family may need help or extra support to sort out a particular issue or challenge. You don't need to feel alone.

An Early Help Assessment is a way of us working together with families who would like support.



Supporting Families in Cheshire East

The Service

Children's Centres and Family Centres are operated by Cheshire East Family Service (CEFS) which is part of Children's Services. The focus of the centres is on prevention and support and aims to support your parenting journey at crucial times.

CEFS is a 0-19 service that aims to help put services in place to help families improve the outcomes and quality of life for children and young people inclusive of those with a disability. Our Centres are located at the heart of the community in the North and South of the Borough.

Our Children's Centres, Family Centres and Outreach Team operate a range of groups and programmes centred on developing children's and young people's development together with a range parenting and support groups and learning opportunities for all the family. Our partnerships with health services, schools and other community services are fundamental in delivering to our aims.

We support children and young people of all abilities together with their parents and carers and offer a range of parenting groups, including the active support of domestic abuse programmes.

A full list can be found on the website cheshireeast.gov.uk

To access this service families can telephone the Integrated Front Door on 0300 123 5012 where you will be directed to the most appropriate team to help you. If you have a support worker from any organisation they will likely complete referral information so you can access the services offered.



The Common Assessment and your information

Whilst working with you and your family your support worker will collect all the relevant information and make a plan with you on how to best resolve the issues and decide what the next steps are. This is through an assessment called a Common Assessment (known as CAF).

The Common Assessment will identify what the needs of your family are, agree an action plan and decide which other agencies may be able to offer help. We also complete this to help us as an authority to plan services for the future.

All of this is only completed with your consent.

Information sharing between agencies is important as it helps the planning process and means that you get a complete service to help resolve the issues for you and your family.

We will hold basic information such as:

- ⇒ Name, date of birth, address and contact details
- ⇒ Any contact information of agencies you are involved with
- ⇒ Notes, assessments and reports about you and your family
- ⇒ Information about what support you or your family receive

Much of this information is held electronically and we have to follow the Data protection Act which means we store this in a safe a secure manner.

