

Contact Details for Cheshire East Family Service Children's Centres and Family Centres

Crewe Locality

Oak Tree - Mablins Lane Site	01270 371220
Monks Coppenhall	01270 371240
The Brooks	01270 371200
The Brooks - Shavington Site	01270 371225
Oak Tree	01270 371250
Ethel Elks Family Service Centre	01270 371301
Nantwich and Rural	01270 375390

Congleton Locality

Congleton	01260 371061
Middlewich and Holmes Chapel	01606 271983
Sandbach and Alsager	01270 371235
Congleton Family Service Centre	01260 375416
Greenleaves Family Service Centre	01270 761655

Knutsford, Wilmslow & Poynton Locality

Knutsford	01625 374904
Oakenclough	01625 374180
Poynton	01625 383090

Macclesfield Locality

Ash Grove	01625 374484
Broken Cross	01625 374470
Hurdsfield	01625 378081
Macclesfield Family Service Centre	01625 616689



Phone: 0300 123 5033

Email: firstcontact@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/firstcontact

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Information for families on Early Help



Sure Start
Children's Centres
Cheshire East



Information for families on Early Help

A Sure Start Children's Centre is a community resource providing a wide range of services for children and families in your local area. The aim is to improve the lives of children and their parents by bringing together early education, childcare, health, services for families and advice into the heart of their community.

Early Help - what's that all about?

All families may have a need for support at sometime or another and while most of the problems and concerns can be worked through within the family, some people may need a little extra help and support.

At times it can be hard to talk to family or friends about stressful situations at home, so you may need some assistance to make positive changes for you and your family. Our service believes you are the experts in your own family life. This is why we are working in an open, honest and non-judgemental way, ensuring your views are respected and listened to; we also prefer to support you and your family in your own home.

Sounds good... but what sort of support can you offer?

- ★ Child behaviour and establishing routines
- ★ Child development
- ★ Parenting advice and courses
- ★ Positive play/activity
- ★ Family relationships
- ★ Accessing services and groups in your community
- ★ Managing budgets/debt advice
- ★ Housing
- ★ Self-esteem and confidence
- ★ Help to access training /employment
- ★ And sometimes just a listening ear...

Mmm... that may be useful, but how do I get the support?

Easy! You can either talk to your Health Visitor or other professionals involved with your family and they can refer you for support. Alternatively, you can either drop in or ring your local Children's Centre (contact numbers available overleaf) for an informal chat with the family support team or a Family Service Manager.

OK that's easy enough, but what happens next...

A worker from the centre will contact you, and if we both feel that the children's centres can help and you'd like further support, we will then collect relevant information about your situation to make a plan together. This plan is called a Common Assessment Framework form (CAF).

Common Assessment Framework, what's that?

The CAF is a way of finding out what your child's needs are, as well as what is working well. You and your child will take part in the assessment, your views will be listened to, and the needs of your child, as well as his or her strengths will be identified. An action plan will be agreed with you and your child that will ensure your family will get all of the help that you need. For more information on CAF, please see our leaflet called The Common Assessment Framework.

The Next Step

We always welcome your views on the services we offer; if you are unhappy with our service, please talk to a member of our staff or put your concerns or dissatisfaction in writing. We are also pleased to hear from you when things have gone well.

You can find out more about Early Help, or any other of the services that your local Children's Centre can offer you and your family on 0300 123 5033 or go to www.cheshireeast.gov.uk/firstcontact

