

Information for Parents and Families

Cheshire East Consultation Service

Do you have a concern about a child?

The Cheshire East Consultation Service (ChECS) is the 'front door' for access to services, support and advice for children and their families, from early help and support through to safeguarding and child protection.

Phone ChECS on **0300 123 5012 (option 3)** Callers will be directed to a Unit Coordinator who will ask if the concerns are early help or safeguarding. You will then be directed to either Practitioner Support Officer (EHB) for Early Help concerns or a Social Worker (ChECS) for safeguarding concerns. The worker will gather your information and advise you of the next step.

If you need to contact someone out of hours and you believe it to be an emergency that can't wait, please call our Emergency Duty Team on **0300 123 5022**.

Organisations that can offer Support and Advice

Cheshire East Live Well

<https://www.cheshireeast.gov.uk/livewell/livewell.aspx>

Citizens Advice Bureau Cheshire East : 03444 111 444

Website: <https://www.citizensadvicece.org.uk/>

Crewe Branch 01270 303 003- No advice can be given out using this line)

CEDAH: Cheshire East Domestic Abuse Hub

CEDAH is a 24 hour point of contact for anyone experiencing domestic abuse or anyone concerned for others.

CEDAH provides information, a helpline and onward referral for any family member - adults who are harmed and those who are hurting others as well as children and young people. People are assessed according to risk and need and the right combination of services is put in place for the whole family.

0300 123 5101 or 999 in an emergency

(text number only) 07777 941464

cedah@cheshireeast.gcsx.gov.uk

CAMHS

<https://www.mymind.org.uk/>

Mind

A charity providing information and support for people affected by mental health issues

<https://www.mind.org.uk/>

Mind Have helplines open Mon- Fri 9-6 (Excluding bank holidays):

For information on mental health issues, including where you can get help in your area,

- **0300 123 3393**
info@mind.org.uk
Text: 86463

and a legal helpline

- **0300 466 6463**
legal@mind.org.uk

Facebook: <https://www.facebook.com/mindforbettermentalhealth>

SANE

A charity providing information and support for people affected by mental health issues including wellbeing information, a support phone line 16.30- 22.30 daily, online support groups:

<http://www.sane.org.uk/>

0300 304 7000

YoungMinds

A charity for children and parents of children who have mental health problems. They do have a helpline for parents which is available Mon- Fri 9.30- 4 but you can communicate with them via email as well and they have a lot of links and support for parents and young people themselves

<https://youngminds.org.uk/>

facebook: <https://www.facebook.com/mindforbettermentalhealth>

Kooth

Online support for young people in Cheshire East. This is sometimes easier for young people to access/ engage in, than face to face support. It is anonymous and young people can access 1-1 support, access self help information and get community support.

1-1 support hours are Mon- Fri 12-22.00, Sat and Sunday 18-22.00

The site is moderated to protect the people who use it and maintain anonymity:

<https://kooth.com/>

Papyrus

National charity for the prevention of young suicide. Information and support for young people and anyone worried about a young person. Helpline open mon – fri 10am- 10pm, wkends 2pm- 10pm, bank holidays 2pm- 5pm

Call: 0800 068 41 41

Email: pat@papyrus-uk.org

SMS: 07786 209697

<https://www.papyrus-uk.org/>

Samaritans

They offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal.

Free Helpline: 116 123

<https://www.samaritans.org/>

Local Branch is:

[The Samaritans of South Cheshire](#)

2 Hall O'Shaw Street, Crewe, Cheshire, CW1 4AE

T: 01270 216666 (local call charges apply)

Single parents/ relationships

CLASP

South Cheshire CLASP aims to reach out and support those in the local community who are affected by the difficulties associated with parenting alone, whatever their circumstances. We offer friendly support and encouragement to assist with the progression from crisis to wholeness and a positive future for the whole family. Clasp support single parents, children, and step parent families:

<http://southcheshireclasp.org.uk/> 01270 250629

Gingerbread:

The leading national charity working with single parent families. They provide information and support over contact, legal issues, separation, finances and lots more. They have some local groups (Wilmslow, Macclesfield and Altrincham) Single parent helpline: 0808 802 0925

<https://www.gingerbread.org.uk/>