**Childline**

<https://www.childline.org.uk> 0800 1111

**Young Minds**

We are leading the movement to make sure every young person gets the mental health support they need, when they need it, no matter what

<https://youngminds.org.uk>

Call the Parents Helpline: 0808 802 5544 (Monday to Friday 9.30am – 4pm, free for mobiles and landlines)

**Kidscape – Help with Bullying**

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

**Call:** 020 7823 5430

**WhatsApp:** 07496 682785

**Email:** [parentsupport@kidscape.org.uk](mailto:parentsupport@kidscape.org.uk)

**Autism Helpline** – Call 0808 800 4104, Mon-Fri, 10am – 3pm

**Action for Children**

We protect and support children and young people, providing practical and emotional care and support. We ensure their voices are heard, and campaign to bring lasting improvements to their lives.

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

**Free School Meals**

0300 123 7039

**School Admissions**

0300 123 7021

**I-ART Team**

If you have concerns about a child’s welfare, or feel that they may be being abused or neglected please call the Integrated Access and Referral Team (i-ART) or the Emergency Duty Team for help and advice. Alternatively you can call the police.

Report a concern about a child:

* **Child at risk of harm**: Telephone iART on 0300 123 7047.
* **Adult at risk of harm**: Telephone the Community Access Team on 0300 123 7034 or email: [accesswest@cheshirewestandchester.gov.uk](mailto:accesswest@cheshirewestandchester.gov.uk). For more information, go to our website [report a concern about a vulnerable adult](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/adult-social-care/keeping-safe/vulnerable-adults/vulnerable-adults.aspx)
* If you have an urgent concern outside working hours for either an adult or child please call the **Emergency Duty Team on 01244 977277**
* Alternatively call **Cheshire Police on 101 (non-emergency) or 999 in an emergency**

**Housing Solutions** 0300 123 2442

**Local Welfare Assistance** (HELP Scheme) 0300 123 7065

**Citizens Advice** – Telephone Advice Line on 0344 56 67 111 (Mon-Fri 10am to 4pm)

**Dentists**

If you have trouble locating an NHS Dentist in this area, telephone 01244 650368 for assistance.

**Willaston Dental Practice**  
Wheatley  
Neston Road  
Willaston  
CH64 2TN  
Tel: 0151 327 5212

Opening hours:

Mon - Fri, 9.30am - 12.30pm, 1.30pm - 5pm

Currently accepting new NHS patients

**Raby Road Dental Centre**  
30 Raby Road  
Neston  
CH64 3UZ  
Tel: 0151 336 6844

Opening hours:  
Mon - Thu, 9.00am - 5.30pm, Fri, 9.00am - 4.00pm

Currently accepting new NHS patients, including children.

**Redcliffe Dental Practice**  
25 Parkgate Road  
Neston  
CH64 9XF  
Tel: 0151 336 3012  
[Email](mailto:info@redcliffedental.com)

Opening hours:  
Monday - Friday 8.30am - 1.00pm, 2.00pm - 5.30pm  
Saturday 9.00am - 1.00pm

NOT currently accepting new NHS patients, including children.

**Neston Dental Care**  
5 Park Street  
Neston  
CH64 3RP  
Tel: 0151 336 5555

Opening hours:  
Monday - Friday 9.00am - 5.30pm

Currently accepting NHS patients including children.

**DOCTORS**

**Neston Medical Centre**Liverpool Road  
Neston  
CH64 3RA  
Tel: 0151 336 4121

Doctors:   
Dr Michelle Rigg  
Dr. Roger Snook  
Dr Christopher Steere

Opening Times: Monday - Friday 8.30am - 6.30pm

**Dr Awan M T S & Partners**  
Neston Surgery  
Mellock Lane  
Little Neston  
CH64 4BN  
Tel: 0151 336 3951  
[Website](http://www.nestonsurgery.co.uk/)

Doctors:  
Dr Mohammed Awan  
Dr Clare Merriman  
Dr Mark Washington  
Dr Jeremy Perkins  
Dr Vicki Arista  
Dr Martin Mizen

Opening Times: Monday - Friday 8.30am - 6.00pm

**Dr Meyer G**The Willaston Surgery  
Neston Road  
Willaston  
CH64 2TN  
Tel: 0151 327 4593

Doctors: Dr Geoffrey Meyer

Opening Times: Monday - Friday 8.15am - 6.30pm

**Neston Community & Youth Centre  
Burton Road  
Neston  
CH64 9RE  
Tel: 0151 336 7805**

# **Early help and prevention service**

The Early Help and Prevention Service work to help:

* children, young people and their families with a range of needs
* victims and perpetrators of domestic abuse

Our team is made up of a mixture of staff. We have family intervention workers, youth workers, Team Around the Family advisors, independent domestic violence advisors and participation workers.

Often our work requires support from a number of partners. Sometimes it can be for families who no longer need help from children's social care.

## How we can help you

We support children, young people and their families when they have a number of issues that are impacting on them. This includes:

* children, young people and adults affected by domestic abuse;
* family members with a range of emotional health and wellbeing concerns;
* young carers;
* families with housing needs;
* adults and young adults wanting to return to or engage in work;
* working with children and young people with challenging behaviour;
* support with parenting concerns;
* young people who are not attending school or struggling to access training or education;
* young people involved in risk taking or anti-social behaviour.

The service focuses on three key areas:

* [family casework and domestic violence and abuse](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/children-and-young-people/early-help-and-prevention-service/early-help-family-casework-and-domestic-violence-and-abuse.aspx)
* [early help, schools and partnerships](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/children-and-young-people/early-help-and-prevention-service/early-help-schools-and-partnerships.aspx)
* [community safety and youth service](https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/children-and-young-people/early-help-and-prevention-service/early-help-community-safety-and-youth-service.aspx)

Our Early Help and Prevention Teams work in the following districts:

* Northwich and Winsford
* **Ellesmere Port and Neston**
* Chester and Rural

Call your district team if you have a concern or want to speak to someone for advice.

* Northwich and Winsford: 01244 972908
* **Ellesmere Port and Neston: 0151 337 4535**
* Chester and Rural: 01244 977720

## Protecting your privacy

All information you provide will be kept safe and secure. It will be shared properly to meet all data protection laws. You can find more information in our privacy notices.

* [youth service and young people's service privacy notice](https://www.cheshirewestandchester.gov.uk/system-pages/privacy-notices/education-privacy-notice.aspx)
* [domestic abuse privacy notice](https://www.cheshirewestandchester.gov.uk/system-pages/privacy-notices/adult-services-privacy-notice.aspx)

**Childrens Speech and Language Therapy**

<https://www.cwp.nhs.uk/services-and-locations/services/childrens-speech-and-language-therapy>

### How to access this service

#### **Age range**

0 - 19

#### **Referral Routes**

Family or carer referral

GP

Other agencies

Self-referral

Social worker

Telephone Number 01244 650 432

### Opening Times

* Monday: 09:00 - 17:00
* Tuesday: 09:00 - 17:00
* Wednesday: 09:00 - 17:00
* Thursday: 09:00 - 17:00
* Friday: 09:00 - 17:00

Stanney Lane Clinic - Speech and Language Therapy

0151 488 8465

Stanney Lane,

Ellesmere Port

Cheshire

CH65 9AE

**Starting Well – Children Centres**

<https://www.startingwell.org.uk/childrens-centres> - Really good website!!!

**We are available via the following Duty Teams:**

**Monday to Friday, 9:00am - 5:00pm**

Blacon Children's Centre - 01244 397412

**Stanlaw Abbey Children’s Centre - 0151 4888036 \*\*\***

Wharton Children’s Centre - 01606 555285

**Crisis Team**

<https://www.cwp.nhs.uk/crisis>

If your mental or emotional state quickly gets worse or deteriorates, this can be called a ‘mental health crisis’. In this situation, it is important to get help quickly.

Please call **0800 145 6485**and our dedicated local staff will support you to access the help you need. The phone line is open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.

**The Child and Adolescent Mental Health Service (CAMHS)**

Children & Young Peoples (CYP) Out of Hours Advice Line provides access to a mental health service for children & young people, their families and concerned professionals outside of the usual business hours.

The advice line is open to everyone (children, young people, relatives, teachers, other professionals) and allows people to talk to a mental health professional if they are concerned or would like advice about a child or young person’s mental health.

You can speak to a member of the team by calling 01244 397644:

* Monday to Friday 5pm to 10pm
* Saturday and Sunday 12pm to 8pm   
  01244 397644

**Neston Police – Call 01606 632 530 (Answerphone) if:**

* You want the local **Community Action Team** to deal with community problems which affects your neighbourhood.

This number will take a recorded message and a local officer will respond within two days. Please say:

* your name and phone number
* the area where you live
* a brief outline of the problem

**To report a crime anonymously – Call Cheshire Crimestoppers 0800 555 111 or contact through**[www.crimestopper-uk.org](http://www.crimestoppers-uk.org/)

[Cheshire Constabulary website](https://www.cheshire.police.uk/) has details for each area:

[Little Neston and Burton](https://www.cheshire.police.uk/a/your-area/cheshire/cheshire-west-and-chester/little-neston-and-burton) PC Jeremy Frankel, PCSO Linda Conway

[Neston and Parkgate](https://www.cheshire.police.uk/a/your-area/cheshire/cheshire-west-and-chester/neston-and-parkgate/) PC Mike Wakeling, PCSO Julie Malpeli

[Willaston etc](https://www.cheshire.police.uk/a/your-area/cheshire/cheshire-west-and-chester/willaston-and-thornton--netherpool) PC Chris Tyrer, PCSO Sarah Duffy

**Cheshire West and Chester Refuge Service**

* **Tel:** 0151 356 4686 (8.00 a.m. to 11.00 p.m.)  
  **Email:** [**cwacrefuge@whag.info**](mailto:cwacrefuge@whag.info)

[**https://www.cheshirewestandchester.gov.uk/residents/crime-prevention/domestic-abuse/refuge-provision.aspx**](https://www.cheshirewestandchester.gov.uk/residents/crime-prevention/domestic-abuse/refuge-provision.aspx)

**National Domestic Violence Helpline (24 hours)**

* 0808 2000 247

**Cheshire West & Chester Women’s Housing Action Group**

0151 356 4686