



Trafford Children and Young People's Information Service (Trafford CYPIS)

Introduction to the service

Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

Introduction to the service

This leaflet has been produced by Trafford Children and Young People's Information Service and aims to provide users of the service with information about

- Who we are
- What we can offer
- How to access the information
- What you can expect

"I found your service very quick, professional, fast, helpful and friendly."

Who we are

Trafford CYPIS is part of Trafford Council. The service provides information and advice to people who want to find out about services and activities for children, young people and their families.

The service has been awarded the matrix quality standard for the commitment to delivering high quality information and advice.

What we can offer

Trafford CYPIS can provide information on:

- Childcare
- Parenting Support
- Leisure Activities for 0 – 19 year olds
- Keeping children safe
- Working with children and young people
- Health
- Education and training

"This was a really good service which I would recommend to people"

Trafford CYPIS also provides further support if you can not find childcare to suit your needs. In this instance the service can discuss your requirements in more detail and perform an advanced search, find out details of the latest childcare places and contact childcare providers on your behalf.

How to access the information



Information can be accessed via the internet at www.trafford.childrensservicedirectory.org.uk

If you do not have internet access, would like to discuss your information needs in more detail or can not find the information you require you can contact the service in one of the following ways:



Telephone: 0161 912 1053 available Mon - Fri 8.30am – 4.30pm



Email: cypis@trafford.gov.uk



Minicom: 0161 912 2101 user I.D. 1053

If you would like to meet one of our officers face to face to discuss your requirements please contact the service and we would be happy to meet you at a suitable venue.

What you can expect

This is a free, impartial and confidential service. Your personal details, with your consent, will be held in accordance with the data protection act.

You will have the opportunity to rate the service and provide your comments about the service by completing an evaluation form if your enquiry was made by telephone, or by filling in the feedback form on the website. We welcome all comments and actively use these comments to develop the service.

If for any reason you are unhappy with the service you receive you can either comment on it via the evaluation / feedback form, contact the CYPIS to discuss your complaint or follow the councils formal complaints procedure. A copy of the councils corporate complaints procedure is available at www.trafford.gov.uk or by phoning 0161 912 1137.

"What a wonderful council. Every time I ring Trafford I get the information I need"





"Found the website easy to use, details of 'how to become a childminder' were sent out very quickly. I was impressed by the efficiency from your service and the telephone staff also were very polite and knowledgeable"

If you need a version of this leaflet in large print or in a language other than English, please telephone the number below.

Telephone:
0161 912 2000

Minicom/Textphone:
0161 912 2102



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