

Children and Families Hub Partner Access Map
(Mon-Thurs 8:45am-5:15pm Fri 8:45am-4:30pm) Out of Hours Tel no: 0345 606 1212

Information, Advice and Guidance to Support a Family (Level 2 & 3*)

These levels are explained in more detail in the '[Effective Support for Children and Families in Essex](#)' document

You can now submit a Request for Service via the online Portal at www.essexeffectivesupport.org.uk

Unless there is immediate risk of significant harm, the family should be consulted by the referrer and informed of the referral

Call
0345 603 7627

Safeguarding Concerns about a Child (Level 4*)

You will be put through to ECC Customer Services who will answer the initial call

Specifically ask for the Children and Families Hub and state if it is;

For a Consultation (level 2,3,4)
A Priority (level 4)

An advisor will listen to and respond to your concerns and will signpost support depending on the level of need identified. This may include:

CONSULTATION LINE
A Social Worker will give consultation about the safeguarding concern and identify actions the caller may need to make. This will not be recorded on our system

PRIORITY LINE
Priority should only be considered if an immediate response needs to be made for safeguarding reasons

Give Information, Advice and Guidance of services in your area that will meet the family's level of need (Levels 2/3)

Considering Family Solutions by completing a Request for Support Form

All Request for Support Forms must be completed with the consenting family

Considering Social Care

Where there is a significant risk of harm to a child and an immediate response is necessary the Hub will contact the Assessment and Intervention Team.

Where an immediate response is not necessary a request for services will need to be completed