

Children & Families Hub Partner Access Map

(Mon-Thurs 8.45-5.30pm Fri 8.45-4.30pm) Out of Hours Tel no: 0345 606 1212

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

Call
0345 603 7627

Safeguarding Concerns about a child
(Level 4*)

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

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

Please email any Request for Service to :

FOH@essex.gcsx.gov.uk

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

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

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

**An adviser 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 Children & Families Requests for Support Forms
need to be completed with the consenting family, be
password protected and emailed to
FOH@essex.gcsx.gov.uk.

Considering Social Care

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

Where an immediate response is not necessary a
request for services will need to be completed.
All written requests need to be password
protected and emailed to **FOH@essex.gcsx.gov.uk**