

# 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**