

Family Operations 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*)

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

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.

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

Call
0345 603 7627

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

Specifically ask for the Family Operations Hub and state if it is:

For a Consultation (level 4)
A Priority (level 4)

For Family Operations Line (level 2,3 and 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:

Considering Family Solutions by completing a Request for Support Form

All Essex Requests for Support Forms need to be completed with the consenting family, be password protected and emailed to **FOH@essex.gcsx.gov.uk**.

Safeguarding Concerns about a child
(Level 4*)

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

Considering Social Care

Where there is significant risk of harm to a child and an immediate response is necessary the FOH 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 referrals need to be password protected and emailed to **FOH@essex.gcsx.gov.uk**