



Email your query to [early.help@essex.gov.uk](mailto:early.help@essex.gov.uk)

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

Call 0845 603 7627

Safeguarding Concerns about a child (Level 4\*)

Email your referral to [initialresponseteam@essex.gcsx.gov.uk](mailto:initialresponseteam@essex.gcsx.gov.uk)

Specifically ask for the Early Help and Advice Hub

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

Early Help and Advice Hub (Mon-Fri 9-5pm)

IRT will give consultation about the safeguarding concern whether an ECC 999 should be completed

Specifically ask for the Initial Response Team and state if it is:  
For a Consultation (at level 4)  
For a Referral  
A Priority\*\*

\*\*Priority should only be considered if an immediate response needs to be made for safeguarding reasons

When you speak to a family adviser you will need to talk about a family anonymously as the Hub can only record information about a family once it has consent.

Where to get Help Process Map

Initial Response Team (Mon-Thurs 8.30-5pm Fri 8.30-4.15pm)  
Out of Hours Tel no: 0845 606 1212

The Family Adviser will suggest services in your area that will meet the family's level of need. This may include completing an Essex Request for Support and having the family's consent in order for Family Solutions to be considered.

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

An adviser will listen to and respond to your concerns. Where there is significant risk of harm to a child and an immediate response is necessary IRT will contact the Assessment and Intervention Team. Where an immediate response is not necessary an ECC 999 will need to be completed. Please email the password protected ECC 999 form to [initialresponseteam@essex.gcsx.gov.uk](mailto:initialresponseteam@essex.gcsx.gov.uk)

If a Essex Request for Support Form has been completed then you will need to password protect the document and email it to [early.help@essex.gov.uk](mailto:early.help@essex.gov.uk) or if Health or the Police [earlyhelp@essex.gcsx.gov.uk](mailto:earlyhelp@essex.gcsx.gov.uk)