

ECIRS CONSULTATION LINE

020 8825 5236

A telephone Consultation Line for professionals provided by Ealing Children's Integrated Response Service (ECIRS) & Multi Agency Safeguarding Hub (MASH).

No matter how experienced you are as a professional, there may be times when you want to discuss a worry about a child. You may be unsure about what action to take and need some support and guidance to make the most appropriate decision.

If you are a professional and are worried about a child and would like to discuss your concerns, you can contact the **ECIRS Consultation Line** to obtain help or advice.

The ECIRS Consultation Line will:

- Offer quick and easy access to Children's Social Care advice
- Provide advice regarding Ealing Children's Services Thresholds of Need
- Provide advice about universal, targeted and early help services within Ealing
- Provide the opportunity for professionals to discuss concerns, to help determine the appropriate response, without giving a name or making a referral.

If ECIRS considers that your worry about a child is a safeguarding concern, you will be informed to make a direct referral to ECIRS on 020 8825 8000 (option 1)

What to do prior to contacting the Consultation Line

- If the child has an allocated social worker, you should contact them directly
- Do consider whether you have the appropriate resources within your own organisation to help and assist the child before contacting the Consultation Line.

What to expect from the Consultation Line

- There will be consultation offered by a qualified and experienced social worker based in ECIRS/MASH who will offer advice and support
- There will be a record of the nature of the discussion for monitoring and trend purposes
- The Consultation Line is not to be used to discuss or make a referral ECIRS/MASH. It is not a short cut to a referral into ECIRS/MASH
- The Consultation Line is open from Monday to Friday between 9am and 5pm.

Children's Services

