

## Consent

We will ask you for your consent to talk with other agencies who are involved with your child and family. We only ask agencies for information that is relevant to the concerns raised. If we are concerned that a child is at risk of harm, we may have to talk to other agencies even if you don't give consent, but we will keep you informed if this happens.

## Confidentiality

Your information is held securely in electronic files on the Children's Services database. This information will also be stored securely with other partner agencies.

## How to contact ECIRS

☎ 020 8825 8000

✉ [ECIRS@ealing.gov.uk](mailto:ECIRS@ealing.gov.uk)

## Feedback

We welcome your feedback. If you have any compliments, suggestions for improvement or complaints, please let us know.

## Contact us at:

Children's Services Customer Care Team

☎ 020 8825 8100

✉ [complaints\\_childrens\\_services@ealing.gov.uk](mailto:complaints_childrens_services@ealing.gov.uk)

# Ealing Children's Integrated Response Service (ECIRS)

**A guide for parents/carers and young people**

**The 'front door' to Children's Services**



Children's Services

EC9359 PrintOut Design & Production 09/20

## What is ECIRS?

We are a Multi-Agency Safeguarding Hub (MASH) that is the first port of call if you or someone else have worries about a child or young person.

The team consists of:



## Why call ECIRS?

- If you are worried about a child or young person under 18
- If a child or young person is experiencing abuse or neglect
- If you need support or are worried about a child's behaviour
- If you are a child or young person and don't feel safe at home or in your community.

## What happens after you call ECIRS?

A member of our team will ask you some questions, so that they can get you to the right person or service to help.

A Social Worker, Family Support Worker or Domestic Abuse Worker will contact you. Sometimes we will want to speak to children and young people to discuss the concerns.

A Social worker may speak with other professionals or family involved in your child's life

Once we have understood more about the concerns raised, we will make a decision about what to do next. This might be:

- To take no further action
- To tell you about local community services that may help
- With your consent, early help support can be provided through the school/nursery (EHAP)
- To refer you to one of our Early Help services e.g. SAFE, Early Start, Parenting or SEND services
- To refer you to one of the Children's Social Care teams for further assessment.