



**Effective Support Directory**

A practitioner, child, young person or family member can directly access the **Effective Support Directory**. The directory provides a detailed list of a variety of Additional Level 2 services that are available in each quadrant

The **Effective Support Directory** can be accessed electronically via The Essex County Council Website [www.essex.gov.uk](http://www.essex.gov.uk). Early Help resources and guidance is also available including information on Family Solutions, Early Help Plans, Team Around the Family and Lead Professional.

**Emergency Duty Team**

**Emergency Duty Service (Immediate Out of Hours Response) No: 0345 606 1212** (Mon - Thurs 5.00pm – 8.45am, Fri 4.30pm – Mon 8.45am Inc. Bank holidays)

(for **non-immediate requests** please contact the **Children & Families Hub** within the working hours above)

**Local Authority Designated Officer (LADO)**

The Essex LADO is specifically involved in cases where there is a concern or allegation that someone working or volunteering with children; has or may have harmed a child, may have committed a criminal offence related to a child, behaved towards a child or children in a way that indicates they may pose a risk of harm to children. They give advice and guidance on how concerns or allegations should be investigated against **adults** working with children.

For advice please contact: **Essex duty LADO (Local Authority Designated Officer) Telephone: 03330 139 797 .**  
**Emergency Duty Service (Immediate Out of Hours Response) No: 0345 606 1212**  
 (Mon - Thurs 5.00pm – 8.45am, Fri 4.30pm – Mon 8.45am Inc. Bank holidays)

**Useful Resources**

SOUTHEND  
ESSEX  
THURROCK  
SAFEGUARDING AND  
CHILD PROTECTION PROCEDURES