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| **Andrew Heynes**  Statutory Compliance and Complaints Specialist (inc Free School Meals) | | | [Andrew.heynes@essex.gov.uk](mailto:Carolyn.terry@essex.gov.uk) |
| **Essex Legal Services (ELS)** | | | |
| **ELS Duty Advice Service**  Schools who subscribe to the service seeking legal advice  Schools wishing to subscribe / non-subscribing schools seeking legal advice | | 0333 013 9993  0333 013 2305 | [ELS.Childadvice@essex.gov.uk](mailto:Emily.baker2@essex.gov.uk) |
| **Essex Schools Infolink (ESI)** | | | |
| **General Enquiries** | | | [educationwebteam@essex.gov.uk](mailto:caroline.oreilly@essex.gov.uk) |
| **Password Team** | | | [Password.EIM@essex.gov.uk](mailto:Tayla.scott@essex.gov.uk) |
| **Health and Safety Service** | | | |
| **Health and Safety Helpdesk** | | 0333 013 9818 | [HS@essex.gov.uk](mailto:HS@essex.gov.uk) |
| **Information Governance** | | | |
| **Information Governance Traded Support** | | 0333 032 2970 | [IGS@essex.gov.uk](mailto:Andrew.heynes@essex.gov.uk) |
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| **General Enquiries** | | 0333 013 2800 | [Press.desk@essex.gov.uk](mailto:Clare.kershaw@essex.gov.uk) |
| **Out of Hours** | | 07717 867525 |  |
| **Child Protection Concerns** | | | |
| **Concerns about the welfare of a child** - If a member of school staff, a volunteer or visitor to the school has concerns about a child’s welfare, they should discuss the concerns with the Designated Safeguarding Lead (or, in their absence, the Deputy Designated Safeguarding Lead). The Designated Safeguarding Lead will decide whether a referral to Essex Children’s Social Care Services (Family Operations Hub) is appropriate or whether there are other local & more appropriate services that can provide services to the child & family. | | | |
| **Concerns for the Welfare of a Child – Children and Families Hub** | | | |
| **Children and Families Hub**  (for URGENT Child Protection Referrals) | 03456 037627 – ask for CFH Priority Referral Line  *(or out of hours number - 03456 061212)* | | [Emergency.DutyTeamOutOfHours@essex.gov.uk](mailto:gareth.honeyford@essex.gov.uk) |
| **Children and Families Hub**  Advice and Support | 03456 037627 – ask for CFH Consultation Line | | |
| **Non-Urgent Child Protection Referrals** | | | [Essex Effective Support](mailto:ELS.Childadvice@essex.gov.uk) provides access to an online Request for Support portal. This website brings together in one place the Essex Directory of Services, guidance and tools to support practitioners in their work with children and families across Levels 1, 2, 3 and 4 of the Windscreen of Need |
| **Allegations or Concerns about adults working with / volunteering in the Children’s Workforce – Local Authority Designated Officer (LADO)** | | | |
| If you receive a complaint or allegation about a member of staff or volunteer in the Children’s Workforce, contact Children’s Safeguarding Service | | 0333 013 9797  **(office hours only)** | [childrens.safeguarding@essex.gov.uk](mailto:childrens.safeguarding@essex.gov.uk) |
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