

Essex County Council
Children, Families & Education
PO Box 11, County Hall
Chelmsford
Essex CM1 1LX



Dear Partner,

In light of the COVID-19 situation the Children & Families Service would like to reassure you of some of the measures we have put in place to ensure we can continue to operate efficiently and effectively.

We are following national events closely and adhering to government advice and guidelines while at the same time planning around working with a reduced workforce.

The Children & Families Hub will remain in operation with no changes to threshold decisions. The Priority Line (for children at risk of immediate danger) remains open alongside the Consultation Line. Requests for service should continue to be made in the agreed way via <https://www.essexeffectivesupport.org.uk/> The online Request for Information portal will remain active for the time being, but will be reviewed as circumstances change and develop.

We are prioritising support through continued face to face meetings with high risk Child Protection Cases, Children in Care who are particularly vulnerable and young people living in semi-independent accommodation. Where children and young people in care are living in stable placements we are likely to reduce face to face visits but will maintain direct contact using other methods.

Families that are open across other parts of the service will continue to receive support but with face to face contact minimised, other forms of communication, including telephone, Skype and Facetime, will be utilised.

So front line staff can concentrate on delivering services, please use the following contacts if you need further information on the Children & Families Service in your area.

Lee Bailey, Quadrant lead for partnership delivery North lee.bailey@essex.gov.uk
James Collins, Quadrant lead for partnership delivery West James.Collins@essex.gov.uk
Nicole Conlon, Quadrant lead for partnership delivery Mid Nicole.conlon@essex.gov.uk
Liz Martlew, Quadrant lead for partnership delivery South Liz.Martlew@essex.gov.uk

We are proud of the way our staff have responded to working within an ever changing and challenging environment and we are working hard to ensure you still have the support and resources you need.

Yours sincerely

A handwritten signature in blue ink that reads "Helen Lincoln".

Helen Lincoln
Executive Director for Children, Families & Education