

**Record all actions, at each point, as appropriate**

Have you called all contact numbers including pupil's emergency contacts?

Exhausted all contact numbers on pupil's record, including emergency numbers, email and/ or SMS text to request call from parent but no contact? Consideration given if doorstep visit safe/ appropriate?

Is the pupil open to ECC Children & Families  
Child in Care, Child Protection, Child in Need, Child with a disability, open to Family Solutions

Yes

No

Yes

No

Contact Essex Child and Family Wellbeing service/ other education/ EY provider/ agencies involved to ask if the service have had any contact with pupil and/ or family

Yes

Discuss concerns and formulate a TAF meeting if required or complete a Request a Service to the C & F Hub

Contact the Quadrant Social Care Team Manager on the duty number to ask about contact with pupil

No

Contact Team Around The Family Support Officer ( TAFSO) for support around early help and engagement with family. Contact TAFSO tafso@essex.gov.uk

Are you concerned about the immediate risk to the child ?

Yes

No

Telephone Children & Families Hub  
0345 6037627 (Mon – Thurs 8.45am – 5.00pm, Fri 8.45am – 4.30pm):

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**Priority Line** if a child is considered to be at **IMMEDIATE** risk of harm

**Contact the POLICE (999)** if a child is considered to be at **IMMEDIATE** risk of harm