

ECIRS consultation line

A new consultation number for professionals provided by Ealing Children's Integrated Response Service (ECIRS) and Multi Agency Safeguarding Hub (MASH).

ECIRS consultation number

Telephone: 020 8825 5236

Open: Monday to Friday, between 9am and 5pm

No matter how experienced you are as a professional, there may be times when you want to discuss a worry about a child. You may be unsure about what action to take and need some support and guidance to make the most appropriate decision.

If you are a teacher or other professional and are worried about a child and would like to discuss your concerns, you can contact the ECIRS Consultation Line to obtain help or advice.

What to do before contacting the consultation line

- If the child has an allocated social worker, you should contact them directly.
- Do consider whether you have the appropriate resources within your own organisation to help and assist the child before contacting the consultation line.

When you call us we will

- Offer quick and easy access to children's social care advice
- Provide advice regarding Ealing children's services thresholds of need
- Provide advice about universal, targeted and early help services within Ealing
- Provide the opportunity for professionals to discuss concerns, to help determine the appropriate response, without giving a name or making a referral.

If ECIRS considers that your worry about a child is a safeguarding concern, you will be informed to make a direct referral to ECIRS on 020 8825 8000 (option 1)

What happens during the call

- There will be consultation offered by a qualified and experienced social worker based in ECIRS/MASH who will offer advice and support
- There will be a record of the nature of the discussion for monitoring and trend purposes
- The Consultation Line is not to be used to discuss or make a referral ECIRS/MASH. It is not a 'short cut' to a referral into ECIRS/MASH.

Related content

[Early help assessment and plan \(EHAP\)](#)

[ECIRS referrals](#)

[Children's services duty contact numbers](#)

[Child protection advisers and safeguarding contacts](#)

Related services

[Ealing children's integrated response service \(ECIRS\) 2025/26](#)

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- [Neutral](#)
- [No](#)

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