
This service is available for Academies, Maintained schools and Other schools and settings**Description:**

ECIRS is the single point of entry for all referrals where there is a need for support, or where there are specific concerns about the welfare of a child or young person.

Year Academic year 2025/26

Benefits

A single point of entry provides an effective way of ensuring a child gets the right help at the right time as soon as a concern is raised. It also reduces the need for information sharing between different services which guards against children 'slipping through the net'.

Office hours:

ECIRS operates between 9am - 5pm.

An emergency duty team are in operation for emergency calls outside of these office hours.

020 8825 8000 Open 24 hours for emergency calls.

Planned improvements:

Ongoing process of continued service improvement.

More detailed information:

All professional referrals and self-referrals in Ealing for both urgent and non-urgent cases, including for families wishing to self-refer to SAFE 0-18 are referred via ECIRS.

If at any time you become concerned that a child has been harmed or is at risk of harm, call ECIRS immediately on 020 8825 8000 (24 hours for emergency calls with the emergency duty team taking calls outside of office hours).

When you first call ECIRS you will speak to a business support officer who will get an overview of the enquiry.

In the case of a safeguarding referral, you have the opportunity to speak to a social worker who will note the concerns and advise the next steps.

You must have first completed an 'early help assessment and plan (EHAP) form (see related content) prior to ECIRS taking non-urgent safeguarding referrals.

Consent is an important necessity and ECIRS will not take non-safeguarding referrals without consent from the parent.

Related content:

[ECIRS referrals](#)

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

Contact:

- **Sharon Scott**, Children and adults: ScottS@ealing.gov.uk 0208 825 9780

Additional contact information

ECIRS 020 8825 8000 (24 hours for emergency calls)

Further details:

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

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