Who should I call?

A guide for professionals working with children and families

Consultation Advice Line	Advice and guidance for all professionals working with children and families (0-19) who have emerging needs. Advice on a range of challenges including parenting, cost of living and finances, mental health, neuro diversity, and joblessness. If more support is needed, you can discuss further.	01323 464655 Monday – Thursday 8.30am – 5pm Friday 8.30am – 4.30pm Find out more at Family Hubs
Family Advice Line	Families can call the same number for help as outlined above.	01323 464655 Monday – Thursday 8.30am – 5pm Friday 8.30am – 4.30pmk
SPoA Single Point of Access Formerly known as Single Point of Advice	Professionals can call for safeguarding referrals when they have concerns about children at Level 3 or 4 on the Continuum of Need (specialist child protection services). If you have serious concerns that cannot wait until the next working day, call the Emergency Duty Service.	01323 464222 Monday – Thursday 8.30am – 5pm Friday 8.30am – 4.30pm eastsussex.gov.uk/SPOA 01273 335905 Monday – Thursday 5pm– 8.30 am Friday 4.30pm – 8.30pm Including weekends and bank holidays
Family Help Team	If a child and family you are working with has already been referred and allocated a worker in Eastbourne, call the Family Help Team.	01323 463401