

What to Do If (SPA)

The SPA service manages concerns about a child or young person. The Single Point of Access team is made up of different professionals with different areas of expertise who work together to assess, decide, and coordinate how best to support children, young people and their families if there are concerns.

(If the child has already an allocated social worker, please contact them directly).

A referral to Single Point Access (SPA) **MUST** be made if it is believed or suspected that:
A child is suffering or is likely to suffer Significant Harm, a child or person has disclosed, a child's health or development may be impaired without the provision of services; or with the agreement of the person with Parental Responsibility, a child would be likely to benefit from family support services.

Practitioner or person to discuss their concerns with:

Emma Ross - (DSL)

Chloe McCarthy (DDSL)

Hannah Smith - (DDSL)

Designated Safeguarding Lead (DSL)

Deputy Designated Safeguarding Lead (DDSL)

You must notify on the same day (latest within 24 hours) the concerns are raised. Make a detailed record of child/young person's own words including the time, date and place of incident(s), persons present and what was said; if adult is reporting they must write an account of their own statement with date and sign it.

An advisor at SPA will notify you of the recommended process to follow next. This must all be recorded in writing.

If a case is already open then the referrer must contact the allocated Social Worker, manager, or Service Manager either in writing, or by telephone followed by confirmation in writing within 24 hours. If the case is closed, then a new referral will need to be made via SPA referral form or telephone and followed up in writing within 24 hours.

A parent or legal guardian must be notified before referral unless they are the suspected perpetrator, you must notify SPA of the reasoning and record it. In some circumstances it **may not be safe or appropriate** to discuss your concerns with the parent or carer if you feel this will endanger or cause harm to the child/young person. Please contact SPA for advice.

If you are unclear whether to make a referral, then you can discuss with a colleague on the SPA contact line.

A referral must be made on the same day of any concern of significant or possible harm becomes known, without delay. The information may also relate to harm caused by another child, in which case both children must be referred.

If the suspicion or allegation relates to a professional or volunteer caring for or working with the child then refer to the LADO flowchart.

All referrals that are solely verbal, must be recorded in writing, using our safeguarding concern form including a body map where appropriate.

Referrals out of hours should be made in the first instance to the Emergency Duty Team. However, in an emergency, Police may need to act independently without first consulting SPA.

Contact Ofsted via the website to make a notification, follow up with email. This should be completed within 24 hours and **MUST** be completed within 48 hours. Ofsted:
https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml

You should contact the Single Point of Access if you have concerns about:

- A child's development
- Family issues that are affecting a child or young person.
- A child or young person who you suspect is being neglected or subject to physical, sexual, or emotional abuse.
- Advice on how to support a family you are already working with.

The Single Point of Access team is available from 8am to 5.15pm, Monday to Thursday, 8am to 5pm Friday. Call on 020 8547 5008, or if you need to speak to someone urgently after hours or at the weekend, call the 'Out of Hours' team on 020 8770 5000.

Call 999 if you think a child or young person is in immediate danger.

https://www.richmond.gov.uk/services/children_and_family_care/single_point_of_access/single_point_of_access_for_professionals