

## **Single Point of Access (SPA)**

### **Kingston & Richmond**

*The front door to accessing services for children in Kingston & Richmond.*

#### **Key Contacts**

**Online Referral Form** - in almost all cases, we will ask you to fill in an online referral form.

**SPA number** - 0208 547 5008

Monday to Thursday 8am to 5:15pm

Friday 8am to 5pm

The **Consultation Line** is available through the main SPA number - just tell us you're calling for a consultation.

**After hours Emergency Duty Team** - 0208 770 5000

**Service Manager:** Cassey Spratt - [cassey.spratt@achievingforchildren.org.uk](mailto:cassey.spratt@achievingforchildren.org.uk)

#### **Feedback to Referrer**

We are committed to giving meaningful feedback to our referrers to explain how we came to our decision.

**Not happy with the outcome?** Let us know by responding to the feedback and we can have a discussion.

**Still not happy?** You can let the worker know who sent you the feedback that you would like the case escalated and it will be reviewed by the Service Manager.

#### **Learning Opportunities for Partners**

**Threshold meeting** - Takes place once a month, and can be on any case where we can jointly learn from it.

**Signs of Safety (SOS)** - Every Friday at 11am for one hour.

**Referrals training** - As and when it is requested.

If you'd like to do some learning with us, please email [spa.referrals@achievingforchildren.org.uk](mailto:spa.referrals@achievingforchildren.org.uk) with the subject line, '**Learning Opportunity**'.

#### **Contextual Safeguarding**

Are you worried about a location in the community? Email [contextualsafeguarding.exploitation@achievingforchildren.org.uk](mailto:contextualsafeguarding.exploitation@achievingforchildren.org.uk) with the details.

Want to learn more about Contextual Safeguarding? - visit <https://www.contextualsafeguarding.org.uk/> or you can use our [Context Threshold Document](#) to consider whether a location you are worried about needs further intervention.

#### **Key Documents**

[Neglect Toolkit](#) - to use when considering whether or not a referral is needed when you are concerned about the home environment and physical care of a child.

[Hackett Continuum](#) - to use when considering harmful sexual behaviours in children.

[Threshold Document](#) - the document we use to determine what intervention is appropriate for a family.