

FAMILY RESILIENCE AND SAFEGUARDING

SURREY CHILDREN'S SINGLE POINT OF ACCESS (SPA)

WORKING WITH OUR PARTNERS TO DELIVER EXCELLENT SERVICES TO CHILDREN AND FAMILIES

Contact us:

To find the appropriate support for children and their families in Surrey contact Surrey Children's Single Point of Access (SPA).

The way to contact the SPA has not changed:

- **Phone:** 0300 470 9100
- **Availability:** Monday to Friday, 9am – 5pm
- **Out of hours phone:** 01483 517898 to speak to our [emergency duty team](#).
- **Email:** For concerns for a child or young person email: csmash@surreycc.gov.uk
 - Emails are dealt with during normal office hours

Child Protection Consultation Line for Schools and Early Years Settings

- **Phone:** 0300 470 9100
 - Select the Consultation Line option
- **Availability:** Monday to Friday, 9am – 5pm

All requests for support and contact with the SPA will be directed through the contact centre to the **Children's Request for Support team**.

The team will perform initial triage on all contacts from members of the public and professionals.

The Surrey Children's Single Point of Access (SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey Children.

- The SPA is the conduit for access to services at levels 2, 3 and 4 of Effective Family Resilience.
- It also provides direct information, advice and guidance to residents and people who work with children in Surrey about where and how to find the appropriate support for families.

We are committed to children and their families receiving the **right help** at the **right time** and our SPA enables us to fulfil this commitment.

The success of our new model is based on having **strong relationships with families** and we have to start this relationship in an **open and transparent** way.

- We are asking for everyone who seeks support for a family via the SPA to have **express consent** from the parents (or Fraser competent young person) when submitting that request.
- There will be some exceptional circumstances whereby to speak to the parents would likely cause harm to the child and we would not expect consent to be sought.
- When people request support it is implicit that the family is not being undermined or accused, but that the request is for children's services to join the **existing network around the family**.