

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

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.

You may also refer to the [KRSCP's pathway for resolving professional differences \(escalations\)](#).

Learning Opportunities for Partners

[SPA webcast](#) - a brief introduction to the SPA that accompanies this handout.

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 with the subject line, '**Learning Opportunity**'.

Contextual Safeguarding

Are you worried about a location in the community? Email 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.