

How to contact or make a referral

T: 01628 683150

E: mash@achievingforchildren.org.uk

Monday to Thursday, 8.45am to 5.15pm

Friday, 8.45am to 4.45pm

At all other times contact the **Emergency Duty Team:**

T: 01344 786543

If you have concerns that a criminal offence has been committed please contact the police straight away. Thames Valley Police: **999**

Allegations or concerns about individuals working with children

If a service user or another professional makes an allegation about a professional or volunteer, it must be reported to a senior manager in your service and the local authority designated Officer (LADO) straight away, either directly or via the safeguarding referral and assessment team.

The LADO will advise you on the next steps to take.

If you have a concern about the suitability of a professional or volunteer to work with children or young people please contact the LADO for advice or talk to your agency's nominated senior officer for allegations.

T: 01628 683202

E: lado@achievingforchildren.org.uk

www.rbwm.gov.uk



Royal Borough
of Windsor &
Maidenhead



Single Point of Access and MASH



**achieving
for children**

We believe that every child or young person should be able to grow up free from the fear of abuse or neglect.

Professionals, whose work brings them into contact with children and young people in whatever role or setting, have a duty to safeguard and promote their welfare. This means they have a duty to report any concern or allegations that come to their attention.

Concerns of abuse and neglect may arise from a child's behaviour, appearance, or other information, however if a young person or child tells you something about their abuse or neglect:

- listen carefully to what the child says and take it seriously
- reassure the child that they have done the right thing and that you believe them
- explain that you will share this information with a senior member of staff in order to help them
- do not ask leading questions, investigation is not your role
- do not promise to keep secrets. All allegations of harm, or potential harm, must be acted upon
- do not confront the abuser or accused individual
- record what the child said and what you did as soon as possible, keep confidential and only share with people who need to know

About the team

The Single Point Of Access (SPA) 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 where there are concerns.

The SPA is the single point of contact for all safeguarding and wellbeing concerns regarding children and young people in Royal Borough Windsor and Maidenhead.

We are committed to ensuring that all children and young people with additional needs are identified early.

We ensure information is shared effectively between different agencies, offering advice and guidance and referring children, young people and their families to services that can help them.

The SPA is designed to meet the two key principles of effective safeguarding as defined by 'Working Together' 2018.

- **Safeguarding is everyone's responsibility:** for services to be effective each professional and organisation should play their full part.
- **A child-centered approach:** for services to be effective they should be based on a clear understanding of the needs and views of children.

The children's SPA is where you raise a concern about a child (pre-birth to 18 years old) in Windsor and Maidenhead. This includes safeguarding and child protection. Having a Single Point of Access allows us to make timely, informed, evidence based decisions to ensure a child's safety. This has been developed in partnership with services across Windsor and Maidenhead to create a simple communications channel for everyone.

Team members

Access officers receive your calls and can provide information, advice and signpost.

Social workers assess the needs or concerns raised about a child or young person.

Police officers assess information and notifications about children and young people coming to the attention of the police.

Health visitor advises on the developmental needs of children under 5 with additional needs that are referred to the SPA to ensure they receive the most appropriate support.

When the SPA is contacted about a child or young person, they will decide within 24 hours about what action should be taken next.

To help the team make an informed decision they may contact you or other agencies for further information.

The SPA will feedback to the person who initially made contact with the MASH within 72 hours to let them know of their decision and the next steps.