

Safeguarding processes flowchart – Richmond

Practitioner has concerns about child's welfare or an allegation against an adult. Practitioner ensures they have discussed these concerns with parent or carer unless they are concerned the child is in immediate danger.
Call 999 if you think a child is in immediate danger

Early years providers: Practitioner shares concerns with manager and/or the designated safeguarding lead as appropriate
Children's centres: Practitioner shares concerns with designated safeguarding lead for the children's centre. Report to the Single Point of Access (SPA) or allocated social worker where known.
Childminders: may refer to SPA directly

SPA offer phone consultations to professionals and will provide advice and support in managing concerns
Any individual with concerns may also contact SPA directly

Still has concerns

No longer has concerns

Designated lead or practitioner contacts Single Point of Access
Richmond SPA: 020 8547 5008
 Out of hours: 020 8770 5000
For children living in the Richmond borough

An online SPA referral can be made at:
https://www.richmond.gov.uk/home/services/children_and_family_care/single_point_of_access/single_point_of_access_for_professionals/make_a_referral_to_spa

Follow any advice given by SPA or LADO
 Use the safeguarding incident recording form to record information and support discussions

Early Years providers:
 Contact Ofsted on 0300 123 1231 or your childminder agency to report a significant event within 14 days. Inform your Inclusion and Improvement Advisor (I&I)
Children's centres: record activity at centre level and monitor.

SPA acknowledges receipt of referral and decides on next course of action within one working day.

Local authority children's social care starts initial assessment or LADO requests initial meeting.

Ensure accurate records are collated, maintained and that they are securely stored.

It is your duty to protect any information you send electronically.

Ensure children's details are e-mailed securely and do not breach the Information Commissioners Office guidance. Confidentiality must be maintained adopting a 'need to know' approach.

No further child protection action.

Early Years providers: may need to act to ensure services are provided and discuss this with inclusion and improvement advisor for further support.

Children's centres: Continue to engage with the family through children's centre services. Bring to children's centre multi-agency meeting and locality meeting.

No further local authority children's social care involvement at this stage, although other action may be necessary e.g. onward referral to the Early Help Team, Primary Mental Health and children's centre manager, or an Early Help Assessment (EHA) may be required.

The Early Years' Service is available for advice and support at **any** point during this process.
 This is a reference document that you should adapt for your own provision (updated Apr 21)