

children's *single point* of access

I'm worried
about a child

I'd like to refer a
family for extra
support

I need some
help being a
parent

Web Form: www.reading.gov.uk/childrensreferralform

Call: 0118 937 3641 (Mon-Fri: 9am to 5pm)

Overview

The **Children's Single Point of Access** is how you raise a concern about a child (pre-birth to 18 years old) in Reading. 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 Reading to create a **simple communications channel for everyone**.

What is the Children's Single Point of Access?

The Children's Single Point of Access is a single point of contact for **all** early help and children's social care services, including disabled children. The line is open to all **practitioners and the general public**.

Why contact the Children's Single Point of Access?

Practitioners

If you believe a child or their family is in need of additional support or a child is suffering significant harm.

Parents or Carers

If you are in need of extra support or advice to manage family life.

Children

If you are stressed or worried about something.

General Public

If you are concerned for a child's protection or if you think there is a safeguarding issue that needs to be raised.



Reading
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How will I know if a child protection or safeguarding issue needs to be raised?

The Reading Local Safeguarding Children Board (Reading LSCB), have provided a helpful **Threshold Guide** that breaks down the decision making process. There are four levels of need, these are:

Level 1 No Additional Needs	Children with no identified additional needs. Their health and developmental needs are met by universal services. You do not need to contact the Children's Single Point of Access.
Level 2 Additional Needs	Some children will have additional needs. There may be early signs of abuse and/or neglect, with their needs being unclear, unmet or unknown. Contact the Children's Single Point of Access.
Level 3 Complex and Multiple Needs	The children are unlikely to achieve or maintain a satisfactory level of health or development. They may require longer term intervention from statutory or specialist services. Contact the Children's Single Point of Access.
Level 4 Acute Needs	These are children who are suffering or are likely to suffer from significant harm, abuse and neglect. Contact the Children's Single Point of Access immediately. If the child is in immediate danger contact the Police on 999.

For more information, please see the full [Reading Threshold Guidance](#).

If you are still unsure as to whether or not a call to the Children's Single Point of Access is required, please consider the following or see the [LSCB Top Tips Sheet](#):

What has the child experienced? | What support is currently in place for the child?
What would happen to the child if there was no intervention?
What is going well for the child?

What will happen once I've made contact?

If you contacted the Children's Single Point of Access via the web form, you will receive an automatic reply acknowledging your enquiry. You may be contacted by the team to provide more information. **Your enquiry will be reviewed by the team and you will be advised the best course of action within 2 working days of submitting the enquiry.**

How do I contact the Children's Single point of Access?

- Using a web form, which is the most secure and effective way of requesting help for a child. The form can be found at: www.reading.gov.uk/childrensreferralform
- Calling the team on 0118 937 3641 (available Mon-Fri 9am to 5pm)
- For urgent enquiries out of hours, call the Emergency Duty Team on 01344 786543
- Emailing the team on ChildrensSinglePointofAccess@reading.gcsx.gov.uk



Reporting a Concern About a Child

When raising a concern for a child it is important to provide as much information and evidence as possible. Please keep a record of what has happened, when it has happened, parties involved, and any actions on your part. This is the pathway for both professionals and the general public.

