

# Rethinking the front door

Our revised model, personalised and tailored to meet the needs of children and families in Surrey



## 1. Triage

If you have safeguarding concerns about a child or young person you can submit a request for support to the CSPA. The referrer will receive confirmation of receipt. The Request for Support Officer will undertake an initial check.

## 2. Threshold decision

The Continuum of Support is applied by a Social Worker to assess the needs of the child, young person and family.

*\*Requests for support which are deemed to be Universal or Community Support/Emerging needs can be accessed directly through the services and do not need a submission into CSPA.*

## 3. Allocation

The request will be allocated to the best team to undertake screening activity.

## Multi-agency checks (if required)

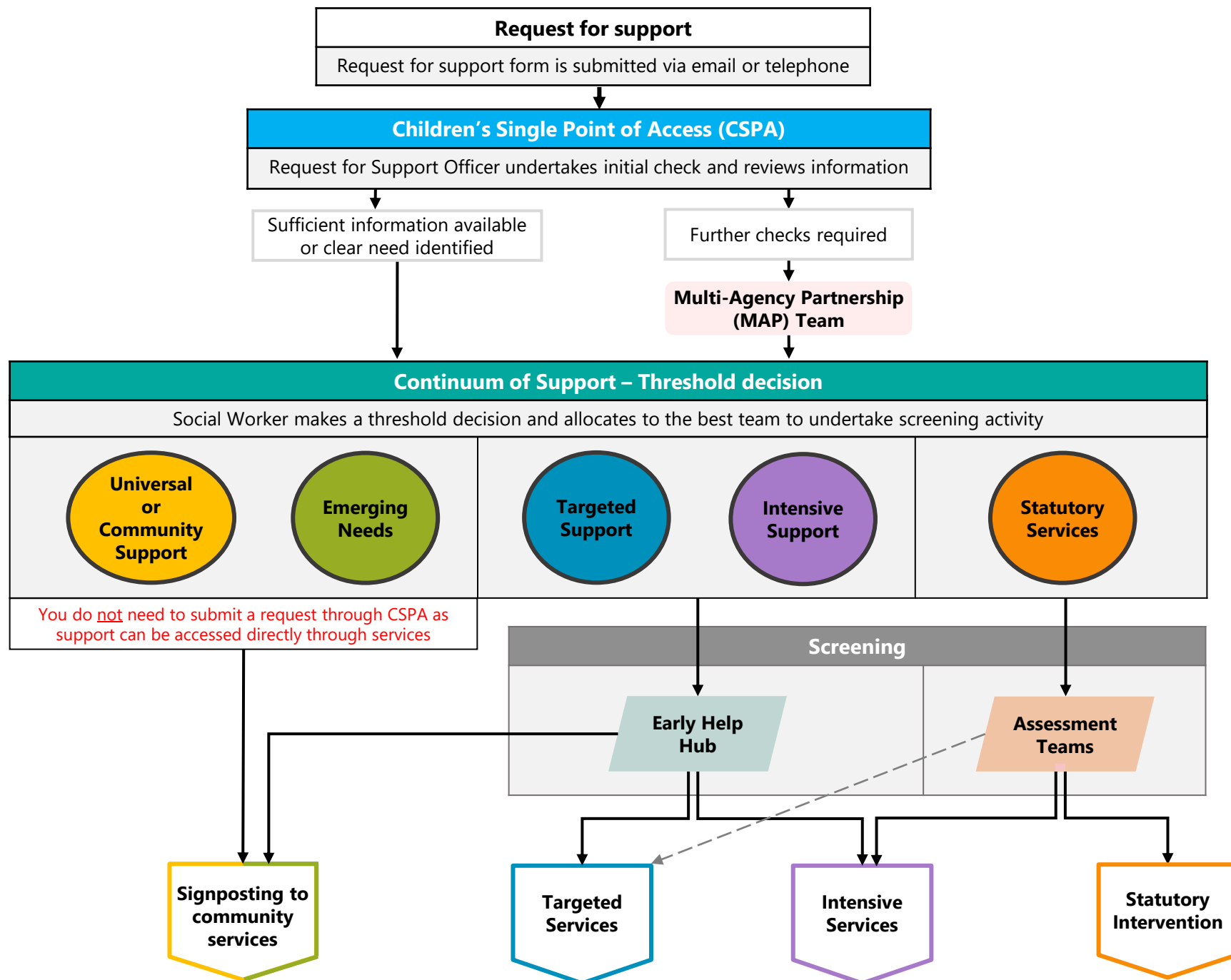
If necessary, the MAP team will undertake agency checks and make multi-agency decisions.

## 4. Screening

The team will gather information, speak to the family and key professionals to determine eligibility for early help services or threshold for section 17 or 47.

## 5. Outcome

Next steps are identified which may include signposting for the family or further support required. The referrer will be notified of the outcome.



# Our shared vision

**Children and Families receive the right support at the right time.**

**Working together to provide a more consistent, timely and unified multi-agency response to individual situations relating to welfare and safeguarding concerns for children and adults in the county.**

**Our front-door service will be:**



**Accessible and easy  
for families and  
partners to use**



**Timely and responsive  
to the needs of children  
and families**



**Collaborative and  
coordinated in its approach  
through co-location and  
effective information-sharing**

# Beyond the acronym: Demystifying the CSPA

A co-located multi-agency approach, supporting Surrey's children and families to receive the right support at the right time.



Our integrated front door responds to all safeguarding concerns regarding children and young people. We work together to provide a consistent, timely and unified multi-agency response.

This is our new visual model for understanding the CSPA. It provides a clear picture of the key partners and services that work together to keep children and families safe in Surrey.



## Request for Support Team

Provide excellent customer service, responding to and processing all initial requests for support and enquiries regarding children's safeguarding.

## Third Sector

Supporting children and families through a diverse range of independent and commissioned services across the continuum of support.

## Education

As the agency that has the most regular contact with children, Designated Safeguarding Leads (DSLs) in education and early years settings play a pivotal role in multiagency safeguarding. Drawing on their extensive insight gained from daily contact with their families, DSLs share key information with partners in the decisions to support families in achieving the best outcomes for their children.

## Early Help

A system of support for all families offered through universal services, community support, acute and targeted services. Aiming to improve resilience and reduce the need for further intervention. The Early Help Hub triage requests for support, signposting to appropriate community services in the community and where appropriate allocate to targeted services.

## Housing

Liaise with 11 Districts and Boroughs in respect of any safeguarding needs arising from a housing perspective.

## Key partners and services



Probation expected to join by 2025

## Adult's Social Care

Effectively share information relating to Adults who may have additional vulnerabilities eg mental health and there is known information suggesting they are having contact with children and/or are parents/carers/primary care givers.

## Police Single Point of Access (PSPA)

Review and share safeguarding referrals submitted by front line Police Officers and Staff, provide Police information for various safeguarding processes as well as acting as liaison between CSPA various Police teams.

## Children's services

A Team of qualified Social Workers and Team Managers reviewing requests for support for all children aged 0-18, where there are safeguarding concerns or support needs to determine the right service, the right time.

## Health

Safeguarding Nurse Advisors are an integral key part of the multiagency partnership, they share key health information and contribute towards the assessment and decision-making process, using their extensive skills and knowledge.

## Domestic Abuse

Two funded posts supporting the identification of domestic abuse and signposting to relevant specialist services.