

Children's Single Point of Access (CSPA)

CSPA Child Protection Consultation Line Guidance

October 2024



Version Control

Date issued	Version	Author	Approved by	Review frequency
May 2019	v1	Neena Koshla	Jackie Clementson	
October 2024	v2	Fardowsa Ga'al	Nicole Miller	12 months

What is the CSPA Child Protection Consultation Line?

The CSPA Child Protection Consultation Line is available to all professionals working with children and families in Surrey. Professionals can call this dedicated line to talk to a Social Worker about any safeguarding concerns they have about a child or family.

The Social Worker will offer advice, support, and information on relevant services to meet the family's needs. Additionally, the Social Worker can guide the professional on whether to make a request for support to the CSPA. Please note the consultation line does not replace the current safeguarding process.

You do not need parental consent to have an anonymous consultation.

What information will be shared and recorded?

To use the service, you will need to provide the following information:

- Your name, role and organisation
- Overview of your concerns

The information listed below will be recorded in order to assess and monitor the use of the service and to identify trends/themes so that additional support can be provided. This information will be kept for internal use only and stored securely.

Information recorded:

- Your name, role, organisation and contact detail (email or phone)
- Nature of your call
- Advice given

The information will be retained securely for a maximum of three years, after which point it will be fully anonymised. For further information on how Surrey County Council manages personal data please see the privacy notice for Children, Families and Lifelong Learning: [Children, Families and Lifelong Learning - Privacy Notice - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/children-families-and-lifelong-learning/privacy-notice)

The personal details of children/families will remain anonymous and will not be recorded. However, if information is shared and it is evident there are serious immediate safeguarding concerns then confidentiality may cease, and the need for consent may be overridden to share information identifying the child/family. In this instance any information regarding the child/family will be collected/recorded where it is necessary and there is legal basis for this.

In instances where there are immediate safeguarding concerns, the Social Worker will take the referral over the phone and the Referrer will be advised to submit an online request for support using the online request for support form within 24 hours.

The consultation line will be dip sampled and audited every 6 months to review the appropriateness of approach and outcome.

CSPA Contact Details:

Please refer to the website for up to date contact information: [Report a concern about a child or young person - Surrey County Council](#)