

Reading's Children's Single Point of Access

The Children's Single Point of Access is Reading's arrangement for you to raise concerns about a child (pre-birth to 18 years old - up to 25 years for children and young people with special needs) 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. It is a single point of contact for all early help and children's social care service, including disabled children. The line is open to all practitioners and the general public.

There are 3 ways to contact the team:

Using a web form, which is the most secure and effective way of requesting help for a child. The form can be found at: <https://brighterfuturesforchildren.org/report-concerns-about-a-child/>

Calling the team on 0118 937 3641

Emailing the team on cspoa@brighterfuturesforchildren.org

What will happen once I've made contact?

If you have contacted CSPOA using the web form, you will receive an automatic reply acknowledging your enquiry. You may be contacted by the team to provide more information.

If you have completed the Children's Single Point of Access referral form, they will let you know what course of action they intend taking with you within two working days.

Wokingham Borough Council's Children's Services

Duty Triage and Assessment Team can be contacted by:

Phone: 0118 908 8002

Email: triage@wokingham.gov.uk

After 5pm or on weekends and bank holidays phone 01344 351 999 – for safeguarding emergencies that can't wait until the next working day.

Contact, Advice and Assessment Service, West Berkshire Council

Members of the public and professionals who are worried about a child, or think that a child is at risk of being harmed or abused, should contact the **Contact, Advice and Assessment Service (CAAS)** during office hours (between 8:30am and 5pm Monday to Thursday, and 8:30am to 4:30pm on Friday), using the details below:

Other useful links, websites and services

<https://parentwise.campaign.gov.uk>

<https://brighterfuturesforchildren.org>

<https://www.nspcc.org.uk>

<https://nationalonlinesafety.com>

<https://www.annafreud.org/parents-and-carers/about>

<https://www.daisysdream.org.uk/>

<https://www.hopeagain.org.uk/hope-again-parent>

<https://www.cruse.org.uk/>

<https://www.parentingspecialchildren.co.uk/>

<https://voiceofthechild.org/>

<https://www.readingiass.org/how-we-can-help/>

<https://www.pactcharity.org/>

<https://www.familylives.org.uk/>

<https://www.mindcharity.co.uk/>

<https://www.gov.uk/government/publications/coronavirus-covid-19-keeping-children-safe-from-abuse-and-harm/advice-to-parents-and-carers-on-keeping-children-safe-from-abuse-and-harm>

Maiden Erlegh School in Reading,
81 Crescent Road, Reading RG1 5SL
www.maidenerleghschoolreading.co.uk

Keeping Families Safe



MAIDEN ERLEGH
SCHOOL IN READING

Keeping Families Safe at Maiden Erlegh School in Reading

Are you worried about your child? Are you worried about someone else's child? Do you need support or advice but unsure where to turn?

Maiden Erlegh School in Reading is dedicated to the safety and wellbeing of all our students and their families but sometimes it may feel like you don't know where to turn to get the right support. There are so many different issues that can affect your child and your family and parenting is hard! This leaflet is aimed at providing information on who you can turn to for support, not only within the school, but also in the community.

Who can you speak to about your child and family in school?

Mr Graham - Head Teacher and Safeguarding Lead

Miss Davies - Assistant Head and Designated Safeguarding Lead

Miss Murudza - Deputy Safeguarding Lead

Miss Hancock - Assistant Head & Safeguarding Lead

Mrs Ellis - Safeguarding and Outreach Worker

Your Child's Head Of Year

The team have a wealth of knowledge and experience of supporting students and their families. And if we don't know the answers, we know someone who will!

All the above can be contact by calling or emailing the school. All safeguarding concerns are treated confidentially, and your concerns and information will only be shared with the relevant member of staff and/or agency.

Sometimes we may need to seek advice and guidance from outside agencies such as Children's Social Services but we

aim to work transparently with all members of the school community as much as possible so you will always be consulted in any of these circumstances unless deemed unsafe to you or your child to do so.

Teachers can be contacted via the school office email address. Our School Reception is open from 8.00am to 4.00pm Monday to Friday.

If you wish to contact a specific member of staff, please use the email address below with 'FAO: followed by the department name or the name of the member of staff' in the subject line. This will then be forwarded onto them.

Email: MERoffice@maidenerleghtrust.org

Phone Main Office and Reception: 0118 966 8065

Website: <https://www.maidenerleghschoolreading.co.uk>

Who can I turn to in my community?

The Family Information Service Reading.

Parents and carers are the most important people in a child's life, but family life can be challenging and difficult at times. Every family is different and has different needs and requirements so it's important that parents and carers can find the best help they need at the time they need it. The Family Information Service is a statutory service providing free individually tailored information, advice and guidance on any family matter. The service is available to any family member taking care of children or young people aged 0-19 years of age inclusive (up to 25 years for children and young people with special needs) as well as professionals working with families in Reading. The service is delivered by level 3 & level 4 qualified staff in Information, Advice & Guidance. Information available on Ofsted registered childcare, educational services, support organisations, health, leisure activities, children centres, special needs and much more...

Email: fis@reading.gov.uk **Phone:** 0118 937 3777 opt2

Facebook www.facebook.com/readingfis

Website www.reading.gov.uk/fis

West Berkshire

Community Support Hub for information and advice in West Berkshire. **Call** 01635 503579 or

email: westberksbct@westberks.gov.uk

Mon to Thurs 8.30am to 5.00pm, Fri 8.30am to 4.30pm

Wokingham

Phone 0118 935 2255

Website <https://www.wokingham.gov.uk/children-and-families/>

Berkshire West Safeguarding Children's Partnership

The three LSCBs of West Berkshire, Reading and Wokingham have worked closely together for many years, with a shared Independent Chair and a number of shared sub-groups. These three LSCBs have now come together to create the Berkshire West Safeguarding Children Partnership.

this website has a wealth of information on all areas of safety and wellbeing for children, young people and families as well as links to agencies across Reading, West Berkshire and Wokingham to help support you and your family.

www.berkshirewestsafeguardingchildrenpartnership.org.uk

High Level Concerns

If you have immediate concerns about yours, a child's or someone you know, safety, please contact the police:

For emergencies, call 999

For non-emergencies, call 101

The police are the only agency that are able to act immediately to ensure everyone is safe and protected from harm.

If you are worried a child or a child you know may be at risk of harm and abuse, contact the local authority the child is under.