

WESTERN ROAD COMMUNITY PRIMARY SCHOOL
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SAFEGUARDING INFORMATION

Effective 01.09.2025, document to be reviewed on a termly basis



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As of 09.10.2025

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Deputy Designated Safeguarding Lead

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Before you contact the SPoA

Discuss your concerns about a young person with your safeguarding lead. Assess the level of need by reading and using the [Continuum of Need](#)

Do not contact SPoA

- when families already have a social worker. Contact the social worker directly. (The exception is if you are making a CAMHS referral.) If you are unsure who their worker is, you can get this from SingleView.
- about Level 1 and 2 needs. The Council doesn't normally offer advice about Level 1 and 2. Instead, see [Organisations that help families](#)

Call SPoA on 01323 464222

- if the child does not have a social worker and you have immediate safeguarding concerns. Or if the child is at risk of harm, or has sustained an injury.
- if the practitioner has Level 3 or 4 concerns (targeted and child protection services.)
- when a practitioner and safeguarding lead manager have assessed a child as being at immediate risk of significant harm. Phone SPoA straight away and say your concern is about immediate risk.
- when the safeguarding lead is not available.
- when practitioners have a concern about a child with emotional, wellbeing or mental health issues. (SPoA is now the contact point for referrals to Child and Adolescent Mental Health Services (CAMHS))

What SPoA will ask you

- have you checked SingleView? Are any Council services already supporting the child?
- have you spoken to any of these services?
- who else you have spoken to?
- details of child and family
- a summary of your concerns
- have you referred to the Continuum of Need?
- do you need to report a child protection concern? (Forms below.)

Reporting a child protection concern using a form

You can report a child protection on the Children's Portal to report your concerns to SPOA.

- [Register for the Children's Portal and submit the form online](#)
- [Download a paper form](#) and email it to the [Single Point of Advice team](#)

If a child is at risk of immediate harm, or has sustained an injury, please call SPOA directly on 01323 464 222 before completing your referral.

Contacting the SPoA

Telephone: 01323 464 222 Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.

Email: [Single Point of Advice team](#) (Do not use GCSx email – it is no longer in use.)

Out of hours: Telephone: 01273 335 906 or 01273 335 905

Contact our Emergency Duty Service (EDS) with serious concerns that cannot wait until the next working day.

EDS operates Monday to Thursday 5pm to 8.30am and Fridays, weekends and bank holidays, 4.30pm to 8.30am.

Allegations about adults who work with children - the LADO

The Local Authority Designated Officer (LADO) oversees allegations about adults who work or volunteer with children. We offer advice to employers and agencies when an allegation has been made about a person, whether at work or in their private life.

Refer directly to the [Single Point of Advice \(SPoA\)](#)

when a child is at risk of, or has suffered, significant harm and an adult who is working or volunteering with children has:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child
- behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, or
- behaved or may have behaved in a way that indicates they may not be suitable to work with children

For other concerns about conduct, you can make a referral to the LADO.

<https://www.eastsussex.gov.uk/children-families/professional-resources/allegations/referrals/form-lado-referral>