



Child Protection and Safeguarding Local Procedures

Aurora Meldreth Manor

Please refer to Main Policy A1 Child Protection and Safeguarding Policy

Important contacts:

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Site Lead	Denise Grayston	01763 268010 Denise.grayston@the-aurora-group.com
Designated Safeguarding Lead (DSL)	Denise Grayston	01763 268010 Denise.grayston@the-aurora-group.com
Deputy DSLS	Emily Willis	01763 268000/07464 496833 emily.willis@the-aurora-group.com
	Emma Fergus	01763 268000/07442 495607 Emma.fergus@the-aurora-group.com
	Gemma Cootes	01763 268000/07741 637473 Gemma.cootes@the-aurora-group.com
	Faiza Derraz	011763 268000/ 07741 642069 Faiza.derraz@the-aurora-group.com
Out of office hours contact:	Emergency Duty Team	01733 234724
Local Authority Designated Officer (LADO)		01223 727967 LADO@cambridgeshire.gov.uk
Operations Director (acting as chair of governors)	Phil Jonas	07770 072870 Phil.Jonas@the-aurora-group.com

Aurora

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Aurora Safeguarding Lead	Kim Welsh	Kim.Welsh@the-aurora-group.com 07392 872786
Aurora Quality Assurance Director	Lesley Dalglish	Lesley.Dalglish@the-aurora-group.com 07884 748 859
Channel helpline		020 7340 7264
How to report child abuse to the Local Council		https://www.gov.uk/report-child-abuse-to-local-council
Cambridgeshire Local Safeguarding Children Board		0345 045 5203 Referralcentre.children@cambridgeshire.gov.uk

In the event of an allegation against the Service Lead, you should contact the Operations Director. An allegation against an Operations Director should be reported to the Quality Assurance Director.

18. Local Procedures

At Meldreth Manor, we operate a 24hr on call service that will be covered by Care Managers or other Senior Managers who are all part of the DSL team. Therefore, we are able to respond quickly to all Safeguarding concerns.

In relation to MyConcern and the triaging of concerns within 2hrs (as outlined in Figure 1) we consider between the hours of 10pm - 8am is 'out of hours' and triaging of concerns received during these times will be delayed.

If the concern requires immediate action, you will contact the Duty Manager on site, who if not part of the DSL team themselves, will contact the Manager/DSL on call.

As we are a special needs service our children are more vulnerable to all forms of abuse. Communication barriers and negative experiences of education/care in the past may also make it harder for our children/families to disclose concerns. As such we use a range of approaches such as team meetings and briefings, progress reviews and ongoing work to develop strong and supportive relationships to review possible risks and signs of abuse.

Non-collection of children

If a child is not collected at the end of the session/day, we will:

- Ensure that the student is safe and supported by staff that know the student well.
- Contact transport provider and parents immediately.
- Take the student home using a school vehicle if that is the appropriate action.
- Contact Social Worker.
- Record the incident as a safeguarding concern on MyConcern.
- Agree a plan of action minimise risk of a repeat event.

Missing pupils/children

Our procedures are designed to ensure that a missing child is found and returned to effective supervision as soon as possible.

If a child goes missing, we will follow the Missing Person Procedure - AMM9

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