



Child Protection and Safeguarding Local Procedures

Aurora Poppyfield School

Please refer to Main Policy A1 Child Protection and Safeguarding Policy

Important contacts:

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Site Lead	David Thomas – Principal	07721 210 970 David.thomas@the-aurora-group.com
	Emma Williams– Head of School	07880 138 048 Emma.williams@the-aurora-group.com
Designated Safeguarding Lead (DSL)	Louise Kyriakides	07827 957778 Louise.kyriakides@the-aurora-group.com
	Charlotte Potter	07825 431546 charlotte.potter@the-aurora-group.com
Deputy DSLS	David Thomas Emma Williams Hollie Riley	07721 210 970 07880 138 048 07778 323 800
Out of office hours contact:	Louise Kyriakides	07827 957778 Louise.kyriakides@the-aurora-group.com

Aurora

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Local Authority Designated Officer (LADO)	Local office	0300 123 1650 (option 3) or email LADO@surreycc.gov.uk
Operations Director (acting as chair of governors)	Phil Jonas	Phil.Jonas@the-aurora-group.com 07770 072 870
Aurora Safeguarding Lead	Kim Welsh	Kim.Welsh@the-aurora-group.com 07392 872 786
Aurora Quality Assurance Director	Lesley Dalglish	Lesley.Dalglish@the-aurora-group.com 07884 748 859

Aurora

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Channel helpline		020 7340 7264
How to report child abuse to the Local Council		https://www.gov.uk/report-child-abuse-to-local-council
C-SPA	Children's Single Point of Access (C-SPA), (previously known as Multi Agency Safeguarding Hub (MASH))	cspa@surreycc.gov.uk 0300 470 9100

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

Below is a list of external agencies that can be contacted if you are unable to contact the schools DSL or if you consider the young person to be at immediate risk of harm.

If a child may be at imminent risk of significant harm, please call 999.

Children's Single Point of Access (C-SPA)

The C-SPA team acts as the front door to children's services in Surrey and provides direct information, advice and guidance about where and how to find the appropriate support for children and families.

If you require support from Surrey Children's Services, please contact us using the details below:

Availability: 9am to 5pm, Monday to Friday

Phone: 0300 470 9100

Out of hours phone: 01483 517898 to speak to our emergency duty team.

Email: cspa@surreycc.gov.uk

SMS: 07527 182 861 (for the deaf or hard of hearing)

Aurora

VRS: Sign Language Video Relay Service

Fax number: 01483 519862

If you have already been in touch with children's social care services and would like to contact your allocated social worker or family support worker directly, please find your local area number below.

For out of hours support, contact the Emergency Duty Team (EDT)

Please note that due to the current Coronavirus situation, the Emergency Duty Team are working remotely. Your call will not be immediately picked up and you will be asked to leave a message with your name and contact number and a social worker will call you back as soon as possible.

The Emergency Duty Team service is not intended as an alternative means of accessing the usual daily activities of Surrey County Council. The team operates outside of normal office hours.

Contact the team:

Phone: 01483 517898

Email: edt.ssd@surreycc.gov.uk

SMS number: 07800000388 (for deaf and hard of hearing callers online)

To make a call via text direct, please dial 18001 01483 517898

Fax: 01483 517895

C-SPA Child Protection Consultation Line

The Child Protection Consultation Line provides advice and support to professionals to ensure we are able to direct you to the most appropriate service that can meet the child and family's needs.

The Consultation Line is open to all professionals who work with families who live in Surrey.

Availability: 9am to 5pm, Monday to Friday

Phone: 0300 470 9100 option 3

Local Authority Designated Officer (LADO)

Availability: Monday to Friday from 9am to 5pm

The LADO Service manages allegations against individuals who work or volunteer with children in Surrey. If you have a concern regarding someone who works with children please contact the LADO on 0300 123 1650* or LADO@surreycc.gov.uk.

Whistleblowing Line: 0207 423 8787

Email: reporting@thwhistle.com

[How parents, carers and children can report serious safeguarding concerns](#)

Aurora

If you are a child or young person being abused or neglected, or an adult who is concerned about a child or young person's safety and wellbeing and you do not want to raise this via the school, please call Surrey Social Care on 0300 470 9100.

Out of hours or bank holidays, call the emergency duty team on 01483 517898.

If you have concerns about an adult call 0300 470 9100 or email ascmash@surreycc.gov.uk (available 9am to 5pm, Monday to Friday).

Non-collection of children

If a child is not collected at the end of the session/day, we will make every effort to contact alternative emergency contacts and ascertain reasons for the missed collection. If contact cannot be made staff will remain with the child and make contact with the duty social work team to make a referral and seek advice.

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 school missing protocol, a copy of which is available from the school on request.

Aurora Poppyfield recognises that there are several reasons why a child might miss education and these include:

- › failing to make a successful transition
- › exclusion
- › mid-year transfer of education provision
- › families moving into a new area

Aurora Poppyfield also accepts that there are some students who might be particularly vulnerable to missing education. Aurora Poppyfield will promote the importance of attendance to parents and students. Should attendance become a concern, the school will act in accordance with the Aurora Poppyfield Attendance Policy and requirements stipulated in Government statutory guidance:

- › <https://www.gov.uk/government/publications/children-missing-education>

Poppyfield's Safeguarding Approach

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.

Safeguarding and child protection education occurs regularly throughout the year and through delivery of key issues such as Peer on Peer abuse via PHSE delivery ensure young people are aware of appropriate and inappropriate behavior and relationships and provide a safe forum to be open about issues and concerns.

Aurora

The school is committed to safeguarding children and will always make safeguarding decisions that are in the best interests of each child. For further information or if you have any queries about this policy, please contact the school.