

Aurora

Child Protection and Safeguarding Local Procedures

Aurora Keyes Barn School

Please refer to Main Policy A1 Child Protection and Safeguarding

Important contacts:

ROLE/ORGANISATION	NAME	CONTACT DETAILS
Site Lead	Dalziel Mcalister	<p>Dalziel McAlister Headteacher/SENCO The Aurora Group t: 01772 673672 m: 07498499773 e: dalziel.mcalister@theauroragroup.co.uk w: www.the-aurora-group.com</p>
Designated Safeguarding Lead (DSL)	Dalziel Mcalister	<p>Dalziel McAlister Headteacher/SENCO The Aurora Group t: 01772 673672 m: 07498499773 e: dalziel.mcalister@the-aurora-group.com w: www.the-aurora-group.com</p>
Deputy DSLS	H Kelly McLaughlin Hollie Webster Michael Roberts	<p>Hollie Webster Keyworker and Therapy Support t: 01772 673672 e: hollie.webster@theauroragroup.co.uk Kelly McLaughlin HLTA T: 01772 673672 E: Kelly.McLaughlin@theauroragroup.co.uk Deputy Headteacher Michael Roberts Michael.Roberts@theauroragroup.co.uk</p>
Out of office hours contact:	Dalziel McAlister	07498 499773

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Local Authority Designated Officer (LADO)	Tim Booth	01772 536694 Email: tim.booth@lancashire.gov.uk Safeguarding Unit, Room B16 County Hall, Fishergate Hill Preston, PR1 8RJ
Operations Director (acting as chair of governors)	Pam Eyes	Pam.Eyre@the-aurora-group.com
Aurora Safeguarding Lead	Kim Welsh	Kim.Welsh@the-aurora-group.com 07392 872786
Aurora Quality Assurance Director	Lesley Dagleish	Lesley.Dagleish@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

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 Chief Operations Officer.

Important contacts:

Step	Action
1. Concern Identified	<p>A professional has a concern about a child's welfare.</p> <ul style="list-style-type: none"> ◇ Record the concern on MyConcern. ◇ If the concern is immediate, inform the Designated Safeguarding Lead (DSL) immediately.
2. Internal Consultation	<p>A member of the safeguarding team reviews the concern.</p> <ul style="list-style-type: none"> ◇ Discuss with relevant professionals within school.
3. Parent/Carer Consultation	<p>Where appropriate, discuss the concern with parents/carers.</p> <ul style="list-style-type: none"> ◇ Explain the concern and intended actions. ◇ Do not inform parents if doing so may: <ul style="list-style-type: none"> • Place the child at further risk

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	<ul style="list-style-type: none"> • Affect a police investigation ◊ In such cases, call the police.
4. Contact Children’s Social Care	If the child has an allocated social worker , contact them directly for advice.
5. Call Children’s Help Desk	<p>☎ 01772 531196 – Safeguarding Advice Line</p> <ul style="list-style-type: none"> ◊ Use this number to seek advice or discuss concerns with Lancashire Children’s Services.
6. Make a Referral	<p>If advised or appropriate, make a Request for Support or Referral to Children’s Social Services.</p> <ul style="list-style-type: none"> ◊ The referral is passed to a Social Work Team. ◊ A social worker will contact the referrer within 24 hours to discuss the referral and next steps.

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Listening to the Child

If a child makes an allegation or discloses information that raises concern about Significant Harm, the initial response should be limited to listening carefully to what the child says. The aim is to:

Clarify the concerns.

Offer reassurance about how they will be kept safe.

Explain that the information will be passed to Children's Social Care and/or the Police.

If a child is freely recalling events, the response should be to listen, rather than interrupt. However, the child should not be asked to repeat the information to a colleague or write it down.

If the child has an injury but does not offer an explanation, it is acceptable to enquire how the injury was sustained. However, the child must not be pressed for information, led, cross-examined, or given false assurances of absolute confidentiality. These actions, though well-intentioned, could prejudice Police investigations, especially in cases of Sexual Abuse.

For more information, refer to Achieving Best Evidence in Criminal Proceedings: Guidance on Interviewing Victims and Witnesses, and Using Special Measures.

A record of all conversations must be kept, including:

- Timings
- Setting
- Those present
- What was said by all parties
- Actions taken

No enquiries or investigations may be initiated without the authority of Children's Social Care or the Police.

If the child can understand the significance and consequences of making a referral, they should be asked for their views by the referring professional. While the child's views should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of the child and any other children.

Informing Parents

When sharing information about a child or family with Children's Social Care, practitioners should aim to be transparent about their concerns and work cooperatively with parents or carers. Practitioners should usually inform parents/carers (and the child, depending on age and understanding) that a referral is being made.

However, referrals can be made without informing parents/carers if doing so would place the child at risk. If a referral is made without informing the parents/carers, this must be:

- Recorded on my concern.
- Confirmed in the referral to Children's Social Care.

Making a Referral

Referrals concerning a child at risk of Significant Harm must be made in one of the following ways:

- In person or by telephone to the relevant Children's Social Care Office.
- In emergencies outside office hours, contact the Out of Hours Service / Emergency Duty Team or the Police.
- All professionals must confirm verbal and telephone referrals in writing within 48 hours.







If an agency disagrees with the response or decision made by Children's Social Care, the referring agency should discuss concerns directly with the line manager of the social worker. See also: Resolving Professional Disagreements (Escalation and Conflict Resolution) Procedure.

Referrals should be made to the duty officer at the Children's Social Care Team where the child is living or found. A written follow-up referral must be made within 48 hours using the agreed referral process.

Local Referral Procedures

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Blackpool:

Step	Action
1	<p>Complete the Referral Form: Use the Blackpool Request for Support Hub online referral form to raise safeguarding concerns. Access the form here</p>
2	<p>Send the Referral: Email the completed form to:  duty.assessment@blackpool.gov.uk</p>
3	<p>Contact Numbers:</p> <ul style="list-style-type: none">  01253 477299 (Mon–Fri, 9am–5pm) – Request for Support Hub  01253 477600 – Emergency Duty Team (Out of Hours)  999 – If the child is at immediate risk
4	<p>Escalation: If concerns remain or no response is received, escalate via the Children’s Social Care Customer Feedback Procedure. Contact:  customerrelations@blackpool.gov.uk  01253 477700</p>







Lancashire:

Step	Action
1	Download and complete the Lancashire CSC Referral Form
2	Email to cypreferrals@lancashire.gov.uk
3	For urgent cases, call 0300 123 6720
4	If the child is at immediate risk, call 999



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5	If the child has an allocated social worker, contact them directly
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Bury:

Step	Action
1	<p>Complete the Referral Form: Download the Safeguarding Children Referral Form from the Bury Safeguarding Partnership:  Referral Form (DOCX)</p>
2	<p>Send the Referral: Email the completed form to:  Childwellbeing@bury.gov.uk</p>
3	<p>Contact Numbers:  0161 253 5678 – MASH (Mon–Fri, 8:45am–4:45pm)  0161 253 6606 – Emergency Duty Team (Out of Hours)  999 – If the child is at immediate risk</p>
4	<p>Escalation: If concerns remain or there is disagreement about the response, follow the Bury Escalation Policy:  Escalation Policy (PDF)</p> <p>Always consult your Designated Safeguarding Lead before escalating.</p>






Sefton:

Step	Action
1	<p>Complete the Referral Form: Use the Sefton MASH (Multi-Agency Safeguarding Hub) Referral Form to raise safeguarding concerns.  Download the form here</p>
2	<p>Send the Referral: Email the completed form to:  mash@sefton.gov.uk (standard referral email)</p>

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3	<p>Contact Numbers:</p> <p> 0151 934 4013 – Children’s Help and Advice Team (CHAT), Mon–Fri</p> <p> 0151 934 3555 – Emergency Duty Team (Out of Hours)</p> <p> 999 – If the child is at immediate risk</p>
4	<p>Escalation:</p> <p>If concerns remain or no response is received, follow the Sefton Escalation Procedure outlined in the <i>Level of Need Guidance</i>.</p> <p> Escalation Procedure PDF</p>

Bolton

Step	Action
1	<p>Complete the Referral Form:</p> <p>Use the Bolton Integrated Front Door Online Referral Form to raise safeguarding concerns.</p> <p> Access the form here</p>
2	<p>Send the Referral:</p> <p>Referrals are submitted online via the form. There is no separate email address for standard referrals.</p>
3	<p>Contact Numbers:</p> <p> 01204 331500 – Integrated Front Door (Mon–Fri, 8:45am–5pm)</p> <ul style="list-style-type: none"> • Press Option 1 – Early Help Access Point • Press Option 2 – Safeguarding concerns • Press Option 3 – Consultation Line (anonymous advice) <p> 01204 337777 – Emergency Duty Team (Out of Hours)</p> <p> 999 – If the child is at immediate risk</p>
4	<p>Escalation:</p> <p>If concerns remain or no response is received, follow the Children’s Social Care Complaints and Representation Procedure.</p> <p> View the procedure here</p>

If it is not possible to contact Children’s Social Care, report the concern to the Police or the Duty Inspector at the nearest station. If the Police receive a referral before Children’s Social Care, they must consult with Children’s Social Care as soon as practicable and before taking any action, if possible.

Most agencies have internal procedures identifying Designated Senior Persons or Named Professionals who can advise on child protection matters and decide on the necessity of a referral. If the designated person is unavailable, the referral must still be made without delay.

A referral or any urgent medical treatment must not be delayed by the unavailability of designated or named professionals.

Information to Provide When Making a Referral

If available, the following information should be provided. However, absence of information must not delay a referral:

- Full name, aliases, date of birth, and gender of the child/children.
- Full family address and any known previous addresses.
- Identity of those with parental responsibility.
- Names, dates of birth, and details of all household members and significant people outside the household.
- Ethnicity, first language, and religion of the child and parents/carers.
- Any need for an interpreter, signer, or communication aid.
- Any additional needs of the child.
- School registration and attendance details.
- Significant recent or historical events/incidents in the child or family's life.
- Recent travel abroad or new arrival in the area.
- Cause for concern, including allegations, sources, timing, and location.
- Identity and current whereabouts of the suspected/alleged perpetrator.
- Child's current location and emotional/physical condition.
- Whether the child is currently safe or needs immediate protection.
- Child's account and parents' response to concerns (if known).
- Referrer's relationship and knowledge of the child and family.
- Current or previous involvement of other agencies/professionals.

Information regarding parental knowledge of and agreement to the referral.

Safeguarding Lead Availability

The Designated Safeguarding Lead is available during opening hours.

Out of hours are from 16:00 to 08:00.

Key Stages in the Referral Process

1. Concern Identified

- A professional (e.g. teacher, GP, police officer) becomes concerned about a child's welfare.
- They gather relevant information and assess whether the child may be at risk of **Significant Harm**.

2. Referral Made

- Referral is submitted to the **local authority Children's Social Care** via phone, email, or online form.
- Consent from parents/carers is sought **unless doing so would place the child at further risk**.

3. Initial Screening

- The **Multi-Agency Safeguarding Hub (MASH)** or equivalent team screens the referral.
- They check:

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- If the child is already known to services.
- Whether the threshold for statutory intervention is met.
- If Early Help is more appropriate.

4. Decision Point

- If the threshold is **not met**:
 - Referral may be redirected to **Early Help** or other support services.
- If the threshold **is met**:
 - A **statutory assessment** begins under Section 17 (Child in Need) or Section 47 (Child Protection) of the Children Act 1989.

5. Strategy Discussion (if needed)

- If there is a risk of **Significant Harm**, a **strategy discussion** is held with police, health, and other relevant agencies.

6. Child Protection Investigation

- A **Section 47 enquiry** is initiated.
- The child may be seen alone, and further information is gathered from family and professionals.

7. Outcome

- Possible outcomes include:
 - No further action.
 - Provision of services under a **Child in Need Plan**.
 - Convening of an **Initial Child Protection Conference**.
 - Legal action (e.g. Emergency Protection Order).

Additional School Procedures

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 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

Children Missing from Education can be a potential sign of abuse or neglect including sexual exploitation, child criminal exploitation, undergoing female genital mutilation, forced marriage or travelling to conflict zones.

- ALL staff and volunteers follow school procedures when a child misses education

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particularly on repeat occasions to help identify the risk of abuse and neglect

- The school Attendance Policy is up to date, reviewed annually and includes reference to procedures followed in the case of children missing or who have attendance concerns
- There is an admissions policy and an attendance register
- The Local Authority is informed of any pupil who fails to attend school regularly and when attendance becomes a safeguarding concern.
- Where reasonably possible schools and colleges should hold more than one emergency contact number for their pupils and students and contact when appropriate.
- ALL staff will be aware that children going missing from education can be a warning sign of safeguarding considerations.
- If appropriate, an allocated keyworker or head teacher will attempt a home visit