

Safeguarding Local Procedures

Aurora PEA

Please refer to Main Policy Adult Safeguarding Policy A2

Important contacts:

ROLE/ORGANISATION	NAME	CONTACT DETAILS						
Service Lead	Nicola Redhead	Nicola.redhead@theauroragroup.co.uk 07766 542872						
Designated Safeguarding Lead (DSL)	Nicola Redhead	Nicola.redhead@theauroragroup.co.uk 07766 542872						
Deputy DSLS	tbc							
Out of office hours contact:	Kim Welsh	Kim Welsh – can be contacted in an emergency throughout the summer holidays. Kim.Welsh@the-aurora-group.com 07392 872786						
Local Authority Safeguarding Board	Worcestershire	<table><tr><td>Worcestershire Adult Safeguarding Team</td><td>01905 768053</td></tr><tr><td>Worcestershire Adult Social Care Help Desk</td><td>01905 768020</td></tr><tr><td>Worcestershire Adult Emergency Duty Team</td><td>01905 768020</td></tr></table>	Worcestershire Adult Safeguarding Team	01905 768053	Worcestershire Adult Social Care Help Desk	01905 768020	Worcestershire Adult Emergency Duty Team	01905 768020
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Worcestershire Adult Emergency Duty Team	01905 768020							
Operations Director (acting as chair of governors)	Tony Wray	Tony.wray@theauroragroup.co.uk						
Aurora Safeguarding Lead	Kim Welsh	Kim.Welsh@theauroragroup.co.uk 07392 872 786						

Aurora Quality Assurance Director	Lesley Dalglish	Lesley.Dalglish@theauroragroup.co.uk 07884 748 859
Channel helpline		020 7340 7264
Local Authority Safeguarding Contact/s		Worcestershire Adult Safeguarding Team 01905 768053

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

Local Procedures

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

If an adult may be at imminent risk of significant harm, please call 999.

- You can contact Adult Social Care in Worcestershire by calling the Adult Front Door team at 01905 768053 or by submitting an online referral through the Worcestershire County Council Adult Social Care portal.
- Worcestershire County Council +1
- Contact Details & Hours
- Phone: 01905 768053
- Hours: Monday to Thursday, 9:00 AM to 5:00 PM; Friday, 9:00 AM to 4:30 PM.
- Emergency Out-of-Hours: 01905 768020 (for urgent situations outside normal office hours).
- Online: Use the Resident Contact Adult Social Care page to complete an online form or book a callback.

Other Services

CQC	03000 616161
Ofsted	0300 123 4666
Disclosure and Barring service	https://www.gov.uk/government/organisations/disclosure-and-barring-service
Whistleblowing helpline	020 7423 8787
	reporting@thwhistle.com
Employee Assistance Help line	0800 030 5182

Missing Adult

Our procedures are designed to ensure that a missing adult is found and returned to effective supervision as soon as possible. If an adult goes missing we will:

Missing adults:

Our procedures are designed to ensure that a missing adult is located and returned to appropriate support and supervision as soon as possible.

What happens if an adult does go missing?

- The most senior member of staff on site must be notified immediately whenever an adult cannot be accounted for.
- The senior member of staff will make a prompt decision on whether to immediately inform the Police and the adult's next of kin, family member, carer, or responsible professional, based on the assessed level of risk.

Following this, the senior person must promptly organise:

- A search of the site and surrounding grounds.
- A search of the local area, ensuring that staff involved maintain clear communication and provide regular updates on the situation.
- The gathering of information regarding the circumstances surrounding the adult's disappearance, including when and where they were last seen, their state of mind, general behaviour, known vulnerabilities, and any concerns which may place them at increased risk.
- The collection of information ready to pass to the Police, including home address, date of birth, age, current clothing and footwear, physical description, details of any medication or health conditions, emergency contact information, and any locations the adult is known to visit regularly.

Depending on the dynamic risk assessment made above, what happens if the adult is not found within 30 minutes or less according to their individual risk assessment or support plan?

If the adult is not found within the timescale determined by the senior manager, the Police and the adult's next of kin, family member, carer, or relevant professional must be contacted and informed that they are missing.

What will the Police do?

The Police will assess the information provided and determine the appropriate response. This may include recording the individual as absent where there is no apparent risk or treating the incident as a missing person investigation where vulnerabilities or concerns indicate a higher level of risk.

How will the incident be recorded?

The senior member of staff will maintain a written and timed record of all actions, communications, decisions, and events throughout the incident. The incident will be recorded on the organisation's reporting and safeguarding systems as appropriate.

What will happen once the adult is found?

If the adult returns independently, is located by the Police, is found and returned by staff, or is returned by a family member, carer, or responsible professional, the senior member of staff must notify all relevant parties who were informed of the incident and may not yet be aware that the adult has been found.

A debrief should be undertaken with the adult, where appropriate, to establish the circumstances surrounding the incident, identify any ongoing concerns, and review whether any amendments to their risk assessment, support plan, or safeguarding arrangements are required.

Refer to the organisation's **Missing Person Policy** for further guidance.