



Round and Round the Gardens Childcare

... the natural choice for your child.

Jack Temple Building . Pyrford Road . Pyrford . Surrey . GU22 8UQ
01932 355322

Company Director / Nursery Manager
Suzanne Filson BA (Hons) / EYPS
manager@roundandroundthegardens.co.uk

Company Secretary / Business Manager
Andi Hart Assoc. CIPD MIPA
admin@roundandroundthegardens.co.uk

Child Protection

What to do if you are concerned about a child in your care:

Round and Round the Gardens Childcare protocol:

What to do if *you* have concerns...

Advice from Surrey CC website taken on 11/1/17

If you are concerned about the safety of a child, young person or an adult you can contact our Multi-Agency Safeguarding Hub (MASH). The Multi-Agency Safeguarding Hub (MASH) responds to initial enquiries about children, young people and adults. The MASH is based at Guildford Police Station and combines Children's Service social workers, Adult's Service social workers, and health and police staff.

- **Availability:** Monday to Friday: 9am - 5pm
- **Phone:** 0300 470 9100
- **Email:** mash@surreycc.gov.uk - emails are dealt with during normal office hours
- **Out of hours phone:** 01483 517898 to speak to our [emergency duty team](#).

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 any general or non-safeguarding concerns in relation to an adult (including young adults) please [contact Adult Social Care](#). However, if you are seriously concerned about a child's immediate safety, **always dial 999**

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- You **MUST TELL SOMEONE** - your Designated Safeguarding Lead (DSL) is Suzanne Dawe. You **MUST** inform her about your concerns
 - IF you have concerns about the Manager please contact the Deputy Manager and Deputy DSL - Alanna Griffiths/ Sarah Wilkinson- Smith about your concerns.
 - It is helpful if you document these concerns; sensitively, objectively and confidentially without using the child's name. Date all notes and try to use an expressions of concern form.
 - Tell your Manager or Senior Practitioner. Be objective and factual
 - Your Manager/Senior Practitioner may wish to discuss the situation with you further and perhaps even the parent/carer
 - Your Manager/Senior Practitioner may contact Surrey's Multi Agency Safeguarding Hub on **0300 4709100** or the **FAMILY SUPPORT TEAM** at **WOKING ON: 01483 743 812** and ask to speak to the **Team Manager - Adam Thomas** for advice. You may also call Ofsted on **0300 1231231**.
 - IF your Manager/Senior Practitioner are not around you have a duty to contact the Family Support team/Child Protection on the above number. You can say that you are 'phoning for advice and they will be able to help.



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- IF you have concerns about the Manager please contact the Deputy Manager and Deputy CPLO - Sarah Wilkinson- Smith about your concerns.

It is important to do SOMETHING if you are concerned

Your Manager - Suzanne Dawe is the Designated Safeguarding Lead (DSL)
Her mobile telephone number is 07787 565736

If you have a concern about a staff member in your team this must be reported to -

Local Authority Designated Officer (LADO)

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.

Also this **MUST** be reported to Ofsted within 24 hours.