

# Safeguarding



## Out of Hours signposting procedure

The safety and well-being of our learners is our top priority. We understand that safeguarding issues can occur at any time, not just during operating hours. This guide provides key safeguarding contacts for business hours, as well as information on who to contact for self-referral and support outside of business hours, ensuring continuous protection for all learners.



**Julie Gillies**

Designated Safeguarding Lead (DSL) and Named Person for Child Protection

## Working Hours

### Safeguarding Arrangements Across Sites

The DSL, alongside the Designated Safeguarding Officers (DSO) ensures the safety and wellbeing of learners by ensuring a safe educational environment by proactively managing and addressing safeguarding concerns.

Location	Working Hours	Contact Details
All sites	<b>Mon – Fri</b>   8am– 4pm	Julie.gillies@gceducationandskills.ac.uk 07586116383
Green Skills	<b>Mon – Fri</b>   8am– 4pm	Jackie.Fretwell@gceducationandskills.ac.uk 07590183510
Lee House	<b>Mon- Thursday</b>   9am to 5pm <b>Friday</b>   9am to 4.30pm	<b>HE and Access</b> Rosemarie.Davies@gceducationandskills.ac.uk 07803119945
Skills Centre	<b>Mon- Thursday</b>   8am to 4.00pm <b>Friday</b>   8am to 3.30pm	Lee.Beveridge@gceducationandskills.ac.uk 0161 238 4517 Sophie.Robinson@gceducationandskills.ac.uk 07711784897
Training Centres	<b>Mon- Thursday</b>   8am to 4.30pm <b>Friday</b>   8am to 3.30pm	<b>Wigan &amp; Stockport</b> Amy.Mansour@gceducationandskills.ac.uk 07543 220101 <b>Tameside</b> Jill.Hudson@gceducationandskills.ac.uk 0161 359 3017 <b>Salford</b> Pauline.Blackshaw@gceducationandskills.ac.uk 07783169154 <b>Longsight &amp; Rochdale</b> Kelly.Swindlehurst@gceducationandskills.ac.uk 0161 237 4499 <b>St.Helens</b> Neil.Rigby@gceducationandskills.ac.uk 01744 750467

## Out of Hours Safeguarding Arrangements

Outside of The Growth Company Education and Skills working hours, learners can access support from several external agencies.

**Local Authorities:** Learners can contact local safeguarding authorities or social services out of hours that provide 24/7 support.

### Greater Manchester Out-of-Hours Social Services Contacts

**Bolton Council: Emergency Duty Team (EDT): 01204 337 777**

**Bury Council: Emergency Duty Team (EDT): 0161 253 6606**

**Manchester City Council: Emergency Duty Team (EDT): 0161 234 5001**

**Oldham Council: Emergency Duty Team (EDT): 0161 770 6936**

**Rochdale Borough Council: Emergency Duty Team (EDT): 0300 303 8875**

**Salford City Council: Emergency Duty Team (EDT): 0161 794 8888**

**Stockport Council: Emergency Duty Team (EDT): 0161 718 2118**

**Tameside Council: Emergency Duty Team (EDT): 0161 342 2222**

**Trafford Council: Emergency Duty Team (EDT): 0800 328 3321**

**Wigan Council: Emergency Duty Team (EDT): 01942 828300**

## General Advice

### Emergency Services:

For immediate danger, always call the emergency services at 999. If you're unsure which service to contact, you can use the general NHS non-emergency number 111 for advice.



### Hub of Hope

Mental Health Support Network provided by  
Chasing the Stigma | Hub of hope

## Helplines

### 42nd Street

Support for young people aged 11-25 with mental health and emotional well-being

Helpline: 0161 228 1888  
[42ndstreet.org.uk](http://42ndstreet.org.uk)

### Childline

Support for anyone under 19 years old

Helpline: 0800 1111  
[childline.org.uk](http://childline.org.uk)

### Kooth

Free, safe, and anonymous online support for young people

[kooth.com](http://kooth.com)

### Nightline

Confidential listening and information service

[nightline.ac.uk](http://nightline.ac.uk)

### Samaritans

Confidential support for people experiencing feelings of distress or despair

Helpline: 116 123 (24/7)  
[samaritans.org](http://samaritans.org)

### The Mix

Support service for young people under 25 on various issues

Helpline: 0808 808 4994 (Free)  
Text: THEMIX to 85258  
[themix.org.uk](http://themix.org.uk)

### Papyrus HOPELINEUK

Support for young people under 35 who are experiencing thoughts of suicide

Helpline: 0800 068 4141  
Text: 07860 039967  
Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
[papyrus-uk.org](http://papyrus-uk.org)

### Young Minds Crisis Messenger

Provides free, 24/7 crisis support for young people experiencing a mental health crisis

Text: YM to 85258  
[youngminds.org.uk](http://youngminds.org.uk)

All our safeguarding information is communicated through the following channels

**Induction:** Learners receive a comprehensive information pack that includes contact details for all relevant safeguarding and emergency services.

**Posters and Notices:** There are display posters around the premises with clear instructions on what to do and whom to contact in case of an emergency outside normal hours.

**Mobile Apps:** mobile apps to scan barcodes that provide direct access to self-help safeguarding information and support.

**Website:** [GC website](#) has necessary safeguarding information.

