



**Urgent out of hours support**  
**Tel: 07565 493818**  
**Mrs. Pickles will be on call 24/7**

**In operation from 17.00 – 09.00 Monday to Friday,  
Saturday and Sunday 24 hours daily**

**What we do**

During emergencies, we help:

- Children and young people requiring medical attention
- Safeguarding concerns
- Missing pupils or young person

We will work with other emergency services including health services and police.

**What is an emergency?**

An emergency is something that cannot safely wait until the next working day, for example you are in a situation that makes you feel threatened or uncomfortable. It does not include losing your personal items.

**What happens when you call us?**

Your call will be answered by a member of Berkeley Guardians who is on emergency response. They will take your details and discuss the reason for your call with you to find out how urgent it is. If necessary, they will also contact the Designated Safeguarding Lead: Mrs Karen Pickles who will then follow the procedures as laid out in the Safeguarding Policy.