

Denbighshire Leisure Limited

Safeguarding Policy

Current Version

| Approved By | Version | Date Approved | Policy Owner | Next Review Date |
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1 Introduction

1.1 Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults, and takes the work extremely seriously.

1.2 Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Safeguarding policies and procedures. All staff have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation and abuse.

1.3 The three pillars of Denbighshire Leisure Ltd:

- **Our Community**

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

- **Our People**

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

- **Our Business**

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

2 Safeguarding

2.1 “Safeguarding” is a wider concept than the protection of children and adults and deals with the promoting of:

- physical, emotional and mental health;
- protection from harm and neglect;
- education, training and leisure;
- contribution to society;
- social and economic well-being.

3 Purpose

3.1 The purpose of this document is to ensure Denbighshire Leisure Limited has in place sufficient guidance and information to make staff aware of safeguarding responsibilities in their own area of work and the process for reporting of any potential safeguarding issues in compliance with the Company’s Policy and Guidelines and Procedures for Safeguarding both Children and Adults.

3.2 Safeguarding Children, Young People and Adults at Risk is a key priority for Denbighshire Leisure Limited, and to support this a Safeguarding and Volunteering Group has been established to manage safeguarding risk and compliance on behalf of the Company’s Managing Director. The group will plan, implement, monitor, review and improve safeguarding arrangements across Denbighshire Leisure.

4 Designated Safeguarding Manager & Safeguarding and Volunteering Group

- 4.1 The company is required to have a designated manager for dealing with Safeguarding issue and concerns. The manager will act as a key source of advice and support for staff within the company for all safeguarding matters.
- 4.2 In addition to this the service has Designated Service Safeguarding Representatives for Denbighshire Leisure Limited. These form part of the DLL Safeguarding and Volunteering Group – and are noted below:

| Name | Role | Title | Phone Number |
|-------------------|---|--|--------------|
| Ian Olson | Chair and Designated Safeguarding Manager | Commercial Manager – Leisure Contracts, Facilities and Attractions - Cluster 1 | 01824 712375 |
| Sian Bennett | Deputy Chair | Head of Active Communities | 01824 712710 |
| Andy Moreland | | Head of Governance & Business Support | 01824 706724 |
| Marian Harvey | | Business Support & Administration Manager | 01824 712706 |
| Daniel Roebuck | | Assistant Leisure Officer | 01824 706478 |
| Gareth Owen | | Assistant Leisure Officer | 01824712307 |
| Hollie Collins | | Community Leadership Manager | 01824 712709 |
| Dafydd Howatson | | Group Food & Beverage Operations Manager | 01824 706672 |
| Sian Davies | | County Events Manager | 01824 706651 |
| Bob Howatson | | Facilities Manager | 01824 708231 |
| Leah Thomas | | Welsh Language PR, Communications & Media Officer | 01824 712705 |
| Felicity Chandler | | Business Support Manager – Our People | 01824 706194 |

5 Concerns

- 5.1 Any staff member who has a general concern should discuss this with their line manager in the first instance who will then contact the designated safeguarding representative for their service.
- 5.2 Concerns about School Pupils/School Staff during school time, staff should contact the Designated Safeguarding Manager who will contact the Designated School Safeguarding Manager.

6 Process

6.1 Concerns Raised – Monitor

- 6.1.1 Contact your Denbighshire Leisure Safeguarding Representative
- 6.1.2 Safeguarding Representative discusses with Designated Safeguarding Manager
- 6.1.3 Concerns logged on a Personal Involvement Record form

6.2 Concerns Raised – Refer

- 6.2.1 Safeguarding Representative discusses with Designated Safeguarding Manager
- 6.2.2 Logged via DLL Safeguarding Refer Process (see below)

6.3 Immediate Disclosure Referral:

- 6.3.1 Any member of staff with reportable or immediate concerns regarding the safety of an individual, or the behaviour of a colleague towards children or an adult should contact the appropriate services immediately, if staff are unsure of what they should do, then they should contact a Denbighshire Leisure Safeguarding representative who can advise.
- 6.3.2 If appropriate they will then escalate this to a Denbighshire Leisure Designated Safeguarding Manager, and if they are unavailable, then the matter must be referred to SPOA (Single Point of Access for Adults) 0300 456 1000 or The Children's Gateway 01824 712200 (for Children and Young People) immediately. It is crucial not to delay this process.
- 6.3.3 If allegations are made against the Designated Safeguarding Manager, the individual should refer their concerns directly to Jamie Groves, Managing Director, Denbighshire Leisure Ltd (Jamie.groves@denbighshireleisure.co.uk or 07891 097951)
- 6.3.4 If the issue arises after 5.00pm, Monday to Friday and on weekends and Bank Holidays, the Social Services Out-of-Hours Team should be contacted on 0345 053 3116.

6.4 The Police must be contacted immediately if the child or adult is in danger.

7 Responsibility of Managing Director

- 7.1 The Managing Director must establish arrangements to ensure the company complies with the requirements of this policy and the Company's Safer Recruitment Policy.
- 7.2 The Managing Director must ensure that records are kept of every check that is made by the Disclosure and Barring Service. For Denbighshire Leisure Limited, this will be monitored by our Safeguarding and Volunteering Group, who in turn report to the Executive Team on a monthly basis.

8 Responsibility of Senior Managers

- 8.1 It is the responsibility of all Senior Managers to ensure that;
 - 8.1.1 Staff are appropriately checked through the Disclosure and Barring Service procedures and records are appropriately kept and maintained.
 - 8.1.2 Mandatory Safeguarding awareness training is included in the departmental induction process for all new starters within the service, this needs to be completed prior to attending any additional training.
 - 8.1.3 This guidance should be included within the induction process for staff. Staff must confirm that they have read, understood and conform to this policy document
 - 8.1.4 Ensure that Safeguarding is a standing agenda item on team meetings

9 Responsibility of staff

- 9.1 Every member of staff and all volunteers are responsible for undertaking their duties in a manner which safeguards and promotes the welfare of children and adults.
- 9.2 They must also act in a way which protects them against false allegations of abuse as far as possible and in accordance with this policy.
- 9.3 They must bring issues of concern regarding the safety and welfare of children and adults to the attention of their Line Manager or Safeguarding Representative.

10 Organisations using our facilities

- 10.1 As part of our responsibilities in relation to Safeguarding, we require all clubs and organisations who hire our facilities, to complete a safeguarding form. The form covers safeguarding requirements and is particularly applicable to those who coach / teach / instruct persons under the age of 18 years.
- 10.2 The following information is required at the time of booking:
- 10.2.1 Public liability insurance provider and policy number (min £5 million)
 - 10.2.2 Confirmation that a Risk Assessment is in place
 - 10.2.3 Confirmation that an Operating Procedure and Emergency Action Plan is in place
 - 10.2.4 DBS certificate numbers must be provided for all sessions where coaching, teaching or instructing of under 18s takes place
 - 10.2.5 Confirmation that all coaches have the relevant Coaching Qualifications
- 10.3 Bookings are not accepted unless the safeguarding form is returned.

11 Contractors

- 11.1 Contractors, sub-contractors or other organisations funded by or on behalf of Denbighshire Leisure and/or Denbighshire County Council are responsible for arranging checks (where appropriate) through the Disclosure and Barring Service and the Independent Safeguarding Authority and for ensuring that their staff comply with regulatory and contractual arrangements relating to safeguarding children and adults. A section on Safeguarding must be included in all external contracts.
- 11.2 This should highlight the requirements of Denbighshire Leisure's Safeguarding Policy and Guidelines, and any monitoring of safeguarding arrangements and reporting outcomes, as part of contract monitoring arrangements. Contractors are also responsible for informing relevant managers within the Company about any concerns they may have and to refer concerns.

12 Safeguarding Training

- 12.1 All Denbighshire Leisure Staff will be required to complete the mandatory online safeguarding awareness training as part of their induction process. It is the manager's responsibility to ensure this is completed.
- 12.2 Further Level 2 Safeguarding training is also provided in house by the Denbighshire Leisure Training Officer. Relevant staff must complete this training every 2 years.

13 Safer Recruitment

- 13.1 All new employees will need to complete a DBS check, if relevant to the post, and produce satisfactory references. The number of references required for a new employee will depend on the job role, with some requiring just 1 (typically roles where a DBS is not required, or a Standard DBS is required) instead of the standard 2 to cover 3 years of employment.
- 13.2 Job roles that only require 1 reference:
- Group Exercise Instructor
 - Leisure Attendants / Fitness Instructors / Holiday Activity Instructors / Play Host / TAG Host
 - Assistant Swimming Instructor
 - Administration / Gallery Sales
 - Food & Beverage (F&B) / Catering & FOH / Waiting On Assistants / Bar Staff
 - Kitchen staff – Kitchen Porters, Assistant Chefs, Sous Chefs, Head Chefs
 - Cleaners
 - Community Sport Activators
 - Events Assistant
 - Head Fly Person
 - Electricians
 - Technical Assistant / Officer
 - Theatre Assistant / Usher
- 13.3 All documents related to the Right to work in the UK, will also be requested. All this information is required to show that the member of staff meets all the safer recruitment checks, and is required, prior to the person starting work.
- 13.4 If for business continuity reasons, someone is required to start work prior to their reference/s or DBS checks being returned then a Pre-Employment Risk Assessment form must be completed by the manager and signed by the employee. This must then be signed by the relevant Executive Team Manager and the Managing Director, before the person starts work.
- 13.5 If a member of staff has a satisfactory DBS check, a signed Pre-Employment Risk Assessment form and has completed their 6-month probation period satisfactorily, they will be marked as compliant for the purpose of our reporting.
- 13.6 The following F&B appointments require the option for prospective staff to complete a trial shift:
- Head Chef
 - Sous Chef

- Assistant Chef
- Kitchen Porter
- Front of house roles including F&B Assistant, Catering and Front of House Assistant

13.7 In these cases, a Risk Assessment will be completed by the Manager, with the prospective staff member being fully supervised at all times.

14 Compliance of staff

- 14.1 As highlighted all staff have a role in relation to Safeguarding. Incidents of non-compliance identified should be raised with the Designated Safeguarding Manager in the first instance.
- 14.2 These incidents will then be formally raised by the Designated Safeguarding Manager with the Company Secretary and the relevant Executive Team Manager, and Managing Director if appropriate.
- 14.3 Failure to adhere to this policy could lead to disciplinary action.

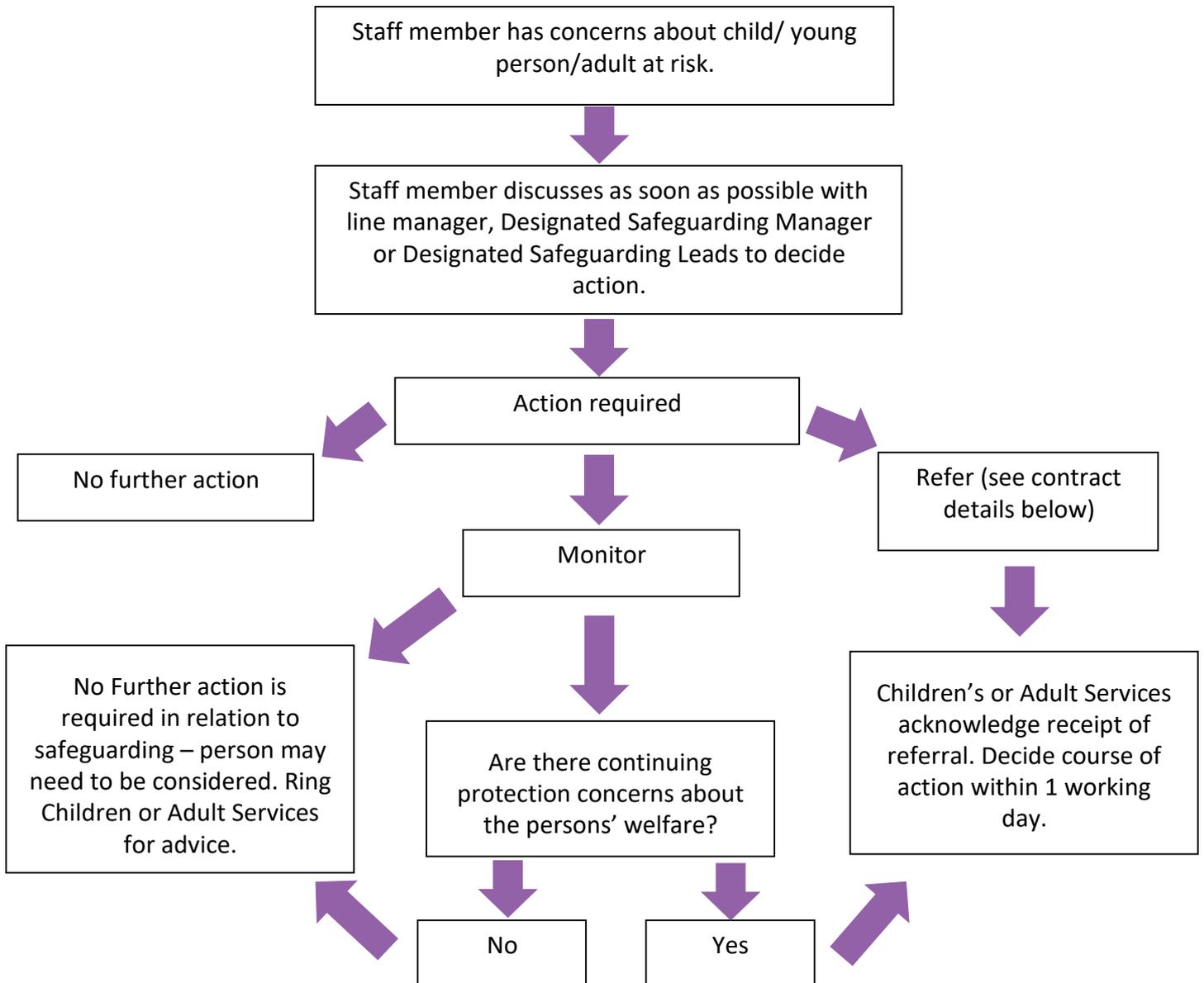
15 Reporting, Monitoring and Reviewing

- 15.1 The Denbighshire Leisure Safeguarding and Volunteering Group will be responsible for collating the Company data and reporting in accordance with the Company's Safeguarding Policy and Guidelines.
- 15.2 The indicators that will be reported are;
- % of staff commencing in post with reference/s and a DBS check
 - % of staff who have completed mandatory corporate safeguarding training
- 15.3 Further measures for good safeguarding practice will be developed.
- 15.4 The Denbighshire Leisure Safeguarding Policy will be reviewed annually by the Safeguarding and Volunteering Group.
- 15.5 Spot Checks on the information supplied are undertaken by the Safeguarding and Volunteering Group on a bi-monthly basis and reported back for compliance.

16 Further Detailed Guidance

- 16.1 Further information on the Wales Safeguarding Procedures can be found on the following website <https://www.safeguarding.wales/>

17 DLL Safeguarding Referral process



For Children / Young People report to:

- 01824 712200– Monday to Thursday 9am – 5pm, Friday 9am – 4:30pm
- 0345 053 3116 – Evenings and weekends
- Email cfsgateway@denbighshire.gov.uk.

SPOA (Single Point of Access for Adults) report to:

- 0300 4561000 - Monday to Thursday 9am – 5pm, Friday 9am – 4:30pm
- 0345 053 3116 – Evenings and weekends
- Complete online form via DCC website