

Denbighshire Leisure Limited

Safeguarding Policy

Current Version

Approved By	Version	Date Approved	Policy Owner	Next Review Date
DLL Executive Team	V1.2	26/09/2022	Ian Olson (Designated Safeguarding Officer)	24/03/2022

Version Control

Approved By	Date Approved	Version	Amendments in Subsequent Version
DLL Executive Team	20/09/2021	V1.0	Draft document accepted without amendment.
DLL Executive Team	24/03/2022	V1.1	Updated table of group members. Updated reference section.
DLL Executive Team	26/09/2022	V1.2	Updated table of group members. Addition of debrief with employee as part of incident process. Addition of staff DBS renewals process
DLL Safeguarding & Volunteering Group	16/03/2023	V1.3	Updated table of group members. Amendment to 10.2 Club bookings information required. Addition of 3-year refresher training on e-learning.

Contents

Section	Item	Page
1	Introduction	4
2	Safeguarding	5
3	Purpose	5
4	Designated Safeguarding Manager & Safeguarding and Volunteering Group	6
5	Concerns	7
6	Process	8
7	Responsibility of Managing Director	9
8	Responsibility of Senior Managers	9
9	Responsibility of staff	9
10	Organisations using our facilities	10
11	Contractors	10
12	Safeguarding Training	11
13	Safer Recruitment	12
14	Compliance of staff	13
15	Reporting, Monitoring and Reviewing	13
16	Further Detailed Guidance	14
17	DLL Safeguarding Referral process	15

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
Gemma Adams		Assistant Leisure Officer	01824 706478
Gareth Owen		Assistant Leisure Officer	01824712307
Hollie Anderson		Community Leadership Manager	01824 712307
Dafydd Howatson		Group Food & Beverage Operations Manager	01824 706672
Sara Gray		Food & Beverage Manager	01824 712308
Sian Davies		County Events Manager	01824 706651
Bob Howatson		Facilities Manager	01824 708231
Felicity Chandler		Business Support Manager – Our People	01824 706194
Nicola James	Secretary	Business Support Assistant	

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.

- 6.5 Manager to hold a brief with staff member involved in incident, to safeguard the employee's wellbeing, providing support as necessary

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 must be confirmed at the time of booking, and copies may be requested as part of DLL's audit processes:
- 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, and refreshed every 3 years. It is the manager's responsibility to ensure this is completed.
- 12.2 Further Level 2 Safeguarding training is also provided in house by Denbighshire Leisure. Staff who work closely with children and/or vulnerable adults on a daily basis 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. We acknowledge that for some individuals, obtaining 2 references will be difficult. We will seek 2 references in all cases, however, where we have been unable to obtain 2 references, and the employee has completed a satisfactory probationary period, Denbighshire Leisure Ltd. will act as the second referee.
- 13.2 Employee's must provide at least 1 referee. Every effort will be made to obtain 1 reference, including the use of telephone references in exceptional circumstances (using template provided). Where no references are provided by 4 months of employment, the employee will not pass their probationary period and as such the employment will be terminated.
- 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 We recognise that in some areas of the Company, there are time sensitive pressures, and enabling staff to commence in post before all safer recruitment checks have been received, is required. When appointing any new starter, managers will be required to undertake a Pre-Employment Risk Assessment as normal practice. This will be signed by the relevant Executive Team Manager and the Managing Director along with the standard appointment information, before the person starts work.
- 13.5 Pre-Employment Risk Assessments will be valid for 4 months only.
- 13.6 Pre-Employment Risk Assessments that are in place for the purpose of assessing DBS risk will only be valid for up to 4 months. If, after 4 months in post, we do not have a DBS clearance, the member of staff must be removed from front-line duties until a DBS is obtained. Casual staff will not be used in their casual role until DBS clearance has come through.
- 13.7 If a member of staff has a satisfactory DBS check, a signed Pre-Employment Risk Assessment form and performance is satisfactory at Stage 1 of their probationary (3 months), they will be marked as compliant for the purpose of our reporting.
- 13.8 The following appointments require the option for prospective staff to complete a trial shift:
- Lifeguards
 - Head Chef
 - Sous Chef
 - Assistant Chef
 - Kitchen Porter

- Front of House roles including F&B Assistant, Catering and Front of House Assistant

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

13.10 Any exceptions to this process, which would mean a member of staff falling outside the parameters noted in 13.1 – 13.9, need to be reported to Executive Management in a timely manner. Executive Management will then review the case and present the exception to the Managing Director and Company Secretary for approval.

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 Staff requiring a DBS for their role are required to renew their DBS certificate every 4 years. A link for renewal will be sent to the employee from HR, and it is expected that staff will complete this as soon as possible. It is the responsibility of both the staff member and the manager to ensure this is completed before the current DBS expires, or within 1 month of receiving the link at the latest. Staff will be sent home to retrieve their ID if this is not forthcoming and will not be paid for the time taken to do so.

14.4 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;

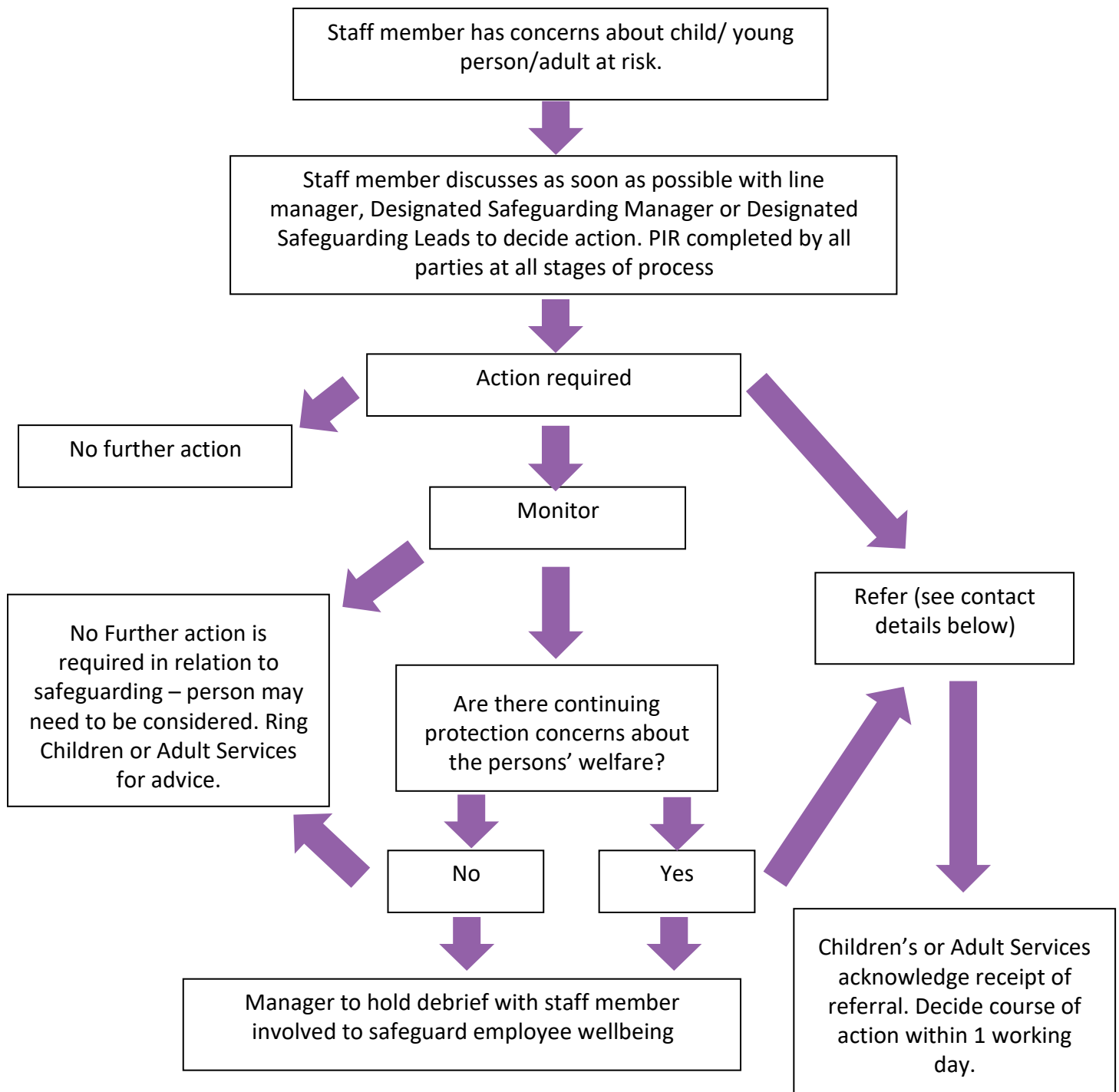
- % of staff commencing in post with reference/s and a DBS check
- % of staff who have completed mandatory corporate safeguarding training

- 15.3 Further measures for good safeguarding practise 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