



Dover Channel Training

Safeguarding Procedures

Dover Channel Training
June 2022



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Safeguarding Procedures

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Introduction

[Dover Channel Training](#) is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to [Dover Channel Training Safeguarding Policy](#) and supporting information.

This procedure details the steps to be taken in responding to any concern that a person involved in [Dover Channel Training](#), or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- **For everyone**

Section 2: What happens next – **For Safeguarding Lead and organisational response**

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary

For more details please see the additional information sections of [Dover Channel Training](#) Safeguarding Policy.

| | |
|---------------------|--|
| Abuse | A violation of a person's physical, emotional or mental integrity by any other person. |
| Harm | Damage done to a person's well-being. |
| Safeguarding | Work to prevent and to stop abuse and neglect. |

Section 1: Reporting Concerns (For everyone)

Reporting Concerns About Yourself

If you are experiencing harm within [Dover Channel Training](#) contact [Mandi Bodemeaid](#)

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

Please contact the Safeguarding Lead [Mandi Bodemeaid](#). If you would prefer, please contact another member of the team who will help you raise the issue to the Safeguarding Lead.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to the [Dover Channel Training](#) Chief Executive.

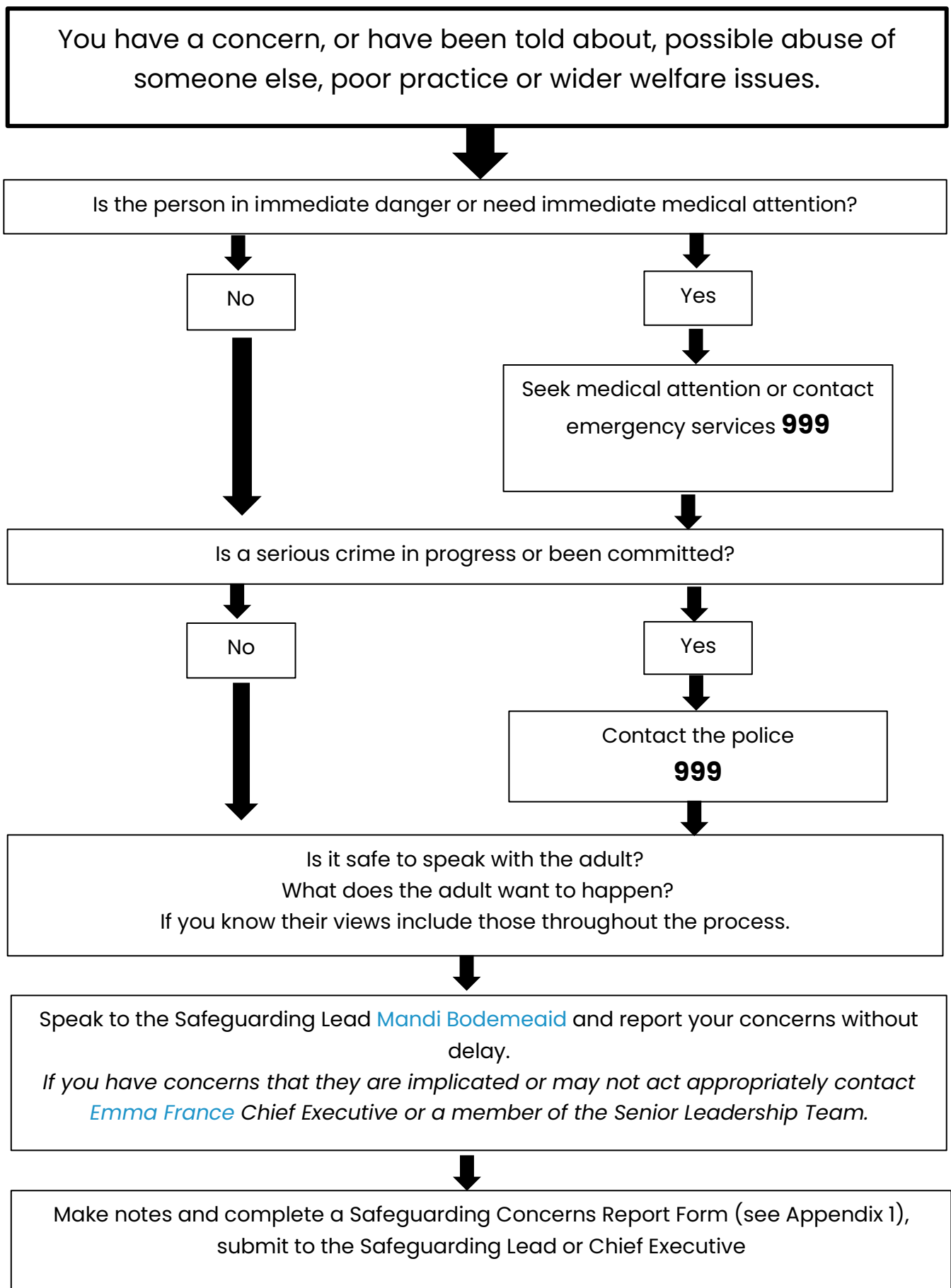
You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).

[Dover Channel Training](#) will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact the Chief Executive or a member of the [Dover Channel Training](#) Senior Leadership Team.

At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of utmost importance to [Dover Channel Training](#) that you can take part in our activities safely and we will take every step to support you to do that.

Reporting Concerns About Others (Flowchart 1)



Reporting Concerns About Others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/ or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact the [Dover Channel Training](#) Safeguarding Lead as soon as you can.

- **Name:** [Mandi Bodemeaid](#)
- **Email:** mandi@paddlefish-panda.com
- **Phone:** [07795 691760](tel:07795691760)

If the Safeguarding Lead or Welfare Officer is implicated or you think has a conflict of interest, then report to the [Dover Channel training](#) Chief Executive.

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether a person has been harmed or abused. It is, however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the person and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding. **Do not** contact the person before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- **Remember not to confront the person thought to be causing the harm.**

Responding to a Direct Disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with [Dover Channel Training](#) Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support –see Appendix 6).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record Keeping

- Complete a Safeguarding Report Form (see Appendix 1) and submit to the [Dover Channel Training](#) Safeguarding Lead without delay.
- Describe the circumstances in which the concern came about and what action you took/ advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or over-heard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.

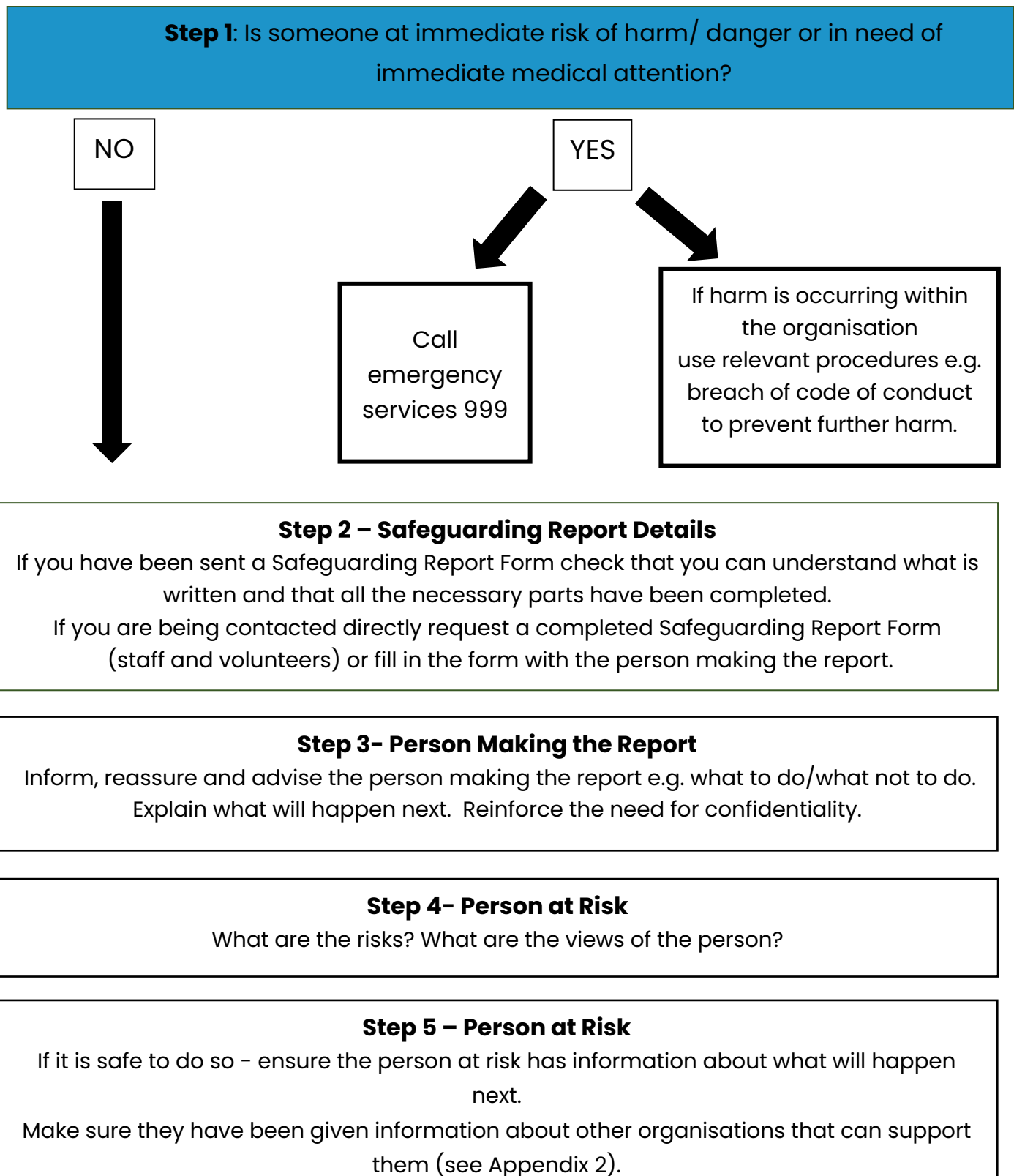
Be mindful of the need to be confidential at all times.

This information must only be shared with your Safeguarding Lead and others that have a need to know –e.g. to keep the person safe whilst waiting for action to be taken.

Section 2: What happens next? (Safeguarding Lead and organisational response)

Procedure for Safeguarding Lead (Flowchart 2)

Steps 1-5 **Initial response** (as soon as you receive the Safeguarding referral)



Steps 6- 14 Taking Action

Step 6 – Consult and Decide

As needed consult Chief Executive or Senior Leadership Team for [Dover Channel Training](#), the Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If harm is suspected of being caused within [Dover Channel Training](#)

e.g. by a volunteer or staff member report to relevant manager/s

Organisation takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, coach, volunteer or member

Step 9

Consult with and inform the person

Organisation decides who will maintain regular contact with the person(s) who have been at risk of harm

Step 10

Take advice from and **coordinate actions** taken by [Dover Channel Training](#) with those of any **other agencies**.

Step 11

Senior Leadership Team meeting to coordinate actions by [Dover Channel Training](#)

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Unsubstantiated – no further action
- Person receives information about the process
- Person supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation/sport

Step 12

Recording and reporting

Ensure decisions made, actions taken, and outcomes logged and reported

Once a concern has been passed to the [Dover Channel Training](#) Safeguarding Lead, they will coordinate the [Dover Channel Training](#) Safeguarding Adults Procedure (see Flowchart 2 below).

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Senior Management Team, will take the following actions:

Immediate Response

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken.

If the risk is said to be due to the behaviour of a volunteer, employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Report Form** check that you can understand what is written and that all the necessary parts have been completed.

If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Report Form if they have not already done so (see Appendix 1) as soon as possible.

If the report is being made by the person themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

4. Consider what is known about the situation, what the risks are, what is known of **the views of the person** and whether they have given their consent to the report being made.

Decide if you need to **contact the person** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **person has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

Taking Action

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as the Police.

6. Consult and Decide

If necessary, consult with Senior Leadership Team or Chief Executive and with the Police and decide which of the following actions need to be taken.

7. Contact the police (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the person has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. Use policy and procedures to stop harm within the organisation

If the person who may be causing harm is a person involved in [Dover Channel Training](#) in whatever capacity inform the Chief Executive / Senior Leadership Team Safeguarding Lead.

Decide what policy and procedures the organisation will use to decide which

actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the person, who may be being harmed, to be able to continue participating in training.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

9. If statutory agencies are involved **work together** with them to agree the next steps. E.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop [Dover Channel Training](#) taking internal steps to safeguard the person.

10. Decide who in the organisation will **maintain contact with the person** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by the Police, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

11. Convene a **Senior Leadership Team Meeting** to coordinate actions internally to your organisation:
 - share information about what has happened with those within [Dover Channel Training](#) who have a role in safeguarding the person.
 - share the views of the person.
 - share any actions being taken by the Police.
 - agree who will coordinate between [Dover Channel Training](#) and other agencies.
 - decide what actions [Dover Channel Training](#) will take.

- Coordinate action by [Dover Channel Training](#).

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the person about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with the organisation/sport.
- Offering support to staff, volunteers and members affected by the circumstances.
- Ensuring senior managers will be updated as needed.

12. Senior Management Team must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

13. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to senior leadership team as requested**.

Further Information and Useful Contacts

Policies, procedures and supporting information are available on the [Dover Channel Training](#) website: www.doverchanneltraining.com

Safeguarding Lead or Welfare Officer:

- **Name:** [Mandi Bodemeaid](#)
- **Email:** Mandi@paddlefish-panda.com
- **Phone:** [07795 691760](tel:07795691760)

Section 3: Appendices

Appendices

Appendix 1 – Safeguarding Report Form

To be completed as fully as possible if you have concerns regarding someone.

If it is safe to do so, it is important to inform the person about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.

| Section 1 – Details of person (you have concerns about) | |
|---|--|
| Name of person | |
| Address | |
| Date of Birth/ Age | |
| Contact number | |
| Emergency contact if known | |
| Consent to share information with emergency contact? | |
| Section 2 – Details of the person completing this form/ Your details | |
| Name | |
| Contact phone number(s) | |
| Email address | |
| Your Role in Dover Channel Training | |
| Section 3 – Details of concern | |
| Please explain why you are concerned. Please give details about what you have seen/been told/other that makes you believe the person is at risk of harm or is being abused or neglected (include dates/times/evidence from records/photos etc.) | |
| | |

| | |
|---|---------------|
| | |
| Date/ Time | What happened |
| | |
| | |
| | |
| | |
| | |
| Section 5 – Details of the person thought to be causing harm (if known) | |
| Name | |
| Address | |
| Date of Birth/Age | |
| Relationship/connection to person | |
| Role in organisation | |
| Section 6 – Have you discussed your concerns with the person? What are their views, What have they stated about what they want to happen and what outcomes they want? | |
| | |
| Section 6A – Reasons for not discussing with the adult | |
| Discussion would put the person or others at risk. Please explain: | |
| Adult unable to communicate their views. Please explain: | |

| | |
|--|---|
| Section 7 – Risk to others | |
| Are any other people at risk Yes/No/Not known – delete as appropriate If yes please fill in another form answering questions 1-6 | |
| Section 8 – What action have you taken if any /agreed with the person to reduce the risks? | |
| Actions by organisation: e.g. person causing harm suspended. | |
| Section 9: Other agencies contacted | Who contacted/reference number/contact details/advice gained/action being taken |
| Police | |
| Ambulance | |
| Other – please state who and why: | |
| Section 10: Contact with others within the organisation | |
| Who else has been informed of this issue? – and what was the reason for information sharing | |
| Consultation with Safeguarding Lead | Dates and times |
| | |
| | |
| | |
| Completed Form copied to Safeguarding Lead; Date and time | |
| Signed: | |
| Date: | |

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Section 11 – Sharing the concerns (To be completed by Safeguarding Lead)

Details of your contact with the adult at risk of harm. Have they consented to information being shared outside of [Dover Channel Training](#)?

Details of any other agencies contacted:

Details of the outcome of this concern:

Appendix 2 – Sources of Information and Support

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector.

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: [020 83921839](tel:02083921839)

Fax: [020 8392 1830](tel:02083921830)

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: [0808 168 9111](tel:08081689111)

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support