



Safeguarding

November 2024

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Quality Leisure Management Ltd is a wholly owned subsidiary of PHSC Plc

PHSC plc

Purpose

Quality Leisure Management Ltd is committed to safeguarding adults and creating safe, inclusive environments where all adults, including adults with care and support needs, can learn and be free from abuse, neglect, harassment, exploitation or radicalising influences.

Quality Leisure Management Ltd upholds the six principles of adult safeguarding (Empowerment, Prevention, Proportionality, Protection, Partnership, Accountability) and making safeguarding personal.

We align our approach to sector standards set out by CIMSPA and adopt best practice from the Ann Craft Trust for sport and physical activity, where appropriate. Quality Leisure management Ltd adopt proportionate measures, recognising that while leisure operators are not usually specified authorities, we often work in partnership with those that are (e.g., local authority clients), and we will cooperate with them to reduce permissive environments.

Scope

This policy applies to all Quality Leisure Management Ltd employees, associate consultants and those operating as part of or contracted by Quality Leisure Management Ltd and PHSC Plc and learners engaged in training course, including representation on digital platforms, apps, social channels or via online classes.

Quality Leisure Management Ltd implements the six adult safeguarding principles in day-to-day operations and adopt proportionate preventative measures to reduce permissive environments (e.g., venue hire conditions, staff awareness and escalation routes) consistent with guidance.

Legal and Standards Framework

- Care Act 2014 & Statutory Guidance (adult safeguarding duties; six principles; information-sharing, partnership and SAB procedures).
- Six principles of adult safeguarding—Empowerment, Prevention, Proportionality, Protection, Partnership, Accountability.
- CIMSPA—Safeguarding Adults and Adults at Risk Technical Specialism; CIMSPA organisational safeguarding policies.
- Ann Craft Trust—Safeguarding Adults in Sport Framework (themes: governance, responsibility, training, safer recruitment, codes of conduct, case management).
- Prevent Duty Guidance (England & Wales 2023)—objectives, leadership & partnership, capabilities (training/risk assessment), and reducing permissive environments.
- Sport England guidance for schools/leisure providers—policies, nominated welfare lead, complaints handling, safe recruitment, and training expectations.

Definitions

Adult at risk: A person aged 18+ who has needs for care and support and is unable to protect themselves from abuse or neglect or the risk of it.

Abuse and neglect: Includes physical, domestic, sexual, psychological, financial or material, modern slavery, discriminatory, organisational, neglect and acts of omission, and self-neglect.

Prevent: Part of the UK's CONTEST strategy aiming to reduce the risk of terrorism.

Roles and Responsibilities

- Board: Ensures resources, oversight, and review.
- Chief Executive Officer / Senior Leadership Team: Embeds safeguarding and Prevent into strategy, risk management, contracts and partnerships.
- Tutors and assessors: Ensure local implementation, learner safety, monitoring and to report concerns.
- All staff: It's everyone's responsibility to recognise, record and report concern immediately.

Whistleblowing: Staff may contact external agencies if internal reporting is not possible.

Responsibilities of Tutors and Assessors

- Complete safeguarding and Prevent training.
- Maintain professional boundaries.
- Report concerns promptly to SLT.

Safeguarding During Training Delivery

Embed awareness and resilience in course content, monitor discussions, and escalate concerns about radicalisation.

Tutors must dynamically assess classrooms and practical sessions, maintain professional boundaries, and ensure safe learning environments, whether in-person or via online learning platforms.

Trainers use secure platforms, moderate forums, and provide clear reporting routes for online learners.

Learner Support

Provide induction information on safeguarding and prevent, confidential reporting channels, and direct to support services.

Training and Capability

- Induction: All tutors and assessors complete adult awareness training and know how to escalate concerns. Including Prevent awareness and proportionate staff awareness, including spotting indicators, internal escalation, and when to liaise with local Prevent partners.
- Refresher: At least every 3 years or sooner based on role or risk as determined by managers/SLT.
- Prevent awareness: Proportionate staff awareness, including spotting indicators, internal escalation, and when to liaise with local Prevent partners.

Recognising and Responding to Concerns

Immediate danger / serious crime in progress → Call 999 (Police/Ambulance). Then inform the SLT at the earliest opportunity.

Concern or allegation: Recognise indicators, respond (listen, reassure, no promises), record facts, report to SLT immediately.

Reporting Procedures

- Step 1 – Immediate Risk: If someone is in immediate danger or a crime is in progress, call 999 first. Then notify the SLT.
- Step 2 – Internal Reporting: Report any safeguarding or Prevent concern without delay to the SLT within 24 hours.
- Step 3 – Escalation: SLT reviews the concern, assesses risk, and decides next steps (refer to Adult Social Care, Police, or Prevent team).
- Step 4 – External Reporting: Share information with statutory agencies under Care Act and Prevent Duty Guidance.
- Step 5 – Record Keeping: All reports and actions are logged and maintained by the SLT.

Whistleblowing: If unable to report internally, contact Local Authority Adult Social Care, Police, or Ann Craft Trust Helpline.

Information Sharing & Recording

We record concerns securely and share information lawfully and proportionately with safeguarding partners.

Prevent: Reducing Permissive Environments

QLM will assess venues, embed conditions in hires, and provide staff awareness to reduce permissive environments.

Whistleblowing & Complaints

QLM encourages speaking up. Concerns can be raised internally or externally without fear of reprisal.

Monitoring & Review

- Board: Ensures resources, oversight, including monitoring and review.
- Chief Executive Officer / Senior Leadership Team: Embeds safeguarding and Prevent into strategy, risk management, contracts and partnerships and monitors and reviews as necessary and appropriate.
- Tutors and assessors: Ensure local implementation, learner safety, monitoring and to report concerns.
- All staff: It's everyone's responsibility to recognise, record and report concern immediately.

Signed:



Date:

29 November 2024

Leigh Simmonds BA(Hons) CMIOSH MIIRSM MCIMSPA
Managing Director
Quality Leisure Management Ltd

