



SAFEGUARDING CHILDREN, YOUNG PEOPLE & ADULTS POLICY & PROCEDURES

V001/2025

since 1910

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HERNE BAY ROLLER HOCKEY & SKATING CLUB

Training address: The Arena, Bullockstone Rd, Herne Bay CT6 7NS

Contents

1. Statement	2
2. Principles	2
3. Scope	2
4. Prevent and External Referrals	2
5. Safeguarding Governance & Leadership	3
6. Definitions	3
7. Aims & Key Principles	3
8. Core Principles Underpinning this Policy	3
9. Safeguarding Officer (SO)	4
10. Designated Safeguarding Officers (DSOs)	4
11. Safer Recruitment & Disclosure	4
12. Responsibility to Safeguard: Positions of Trust & Duty of Care	5
13. Protecting Children & Young People with Disabilities	5
14. Creating a Safe Environment	5
15. Facility Hire & Third-Party Working	6
16. Late Collection of Children	6
17. Good Practice	6
18. Poor Practice and Abuse	7
19. Signs and Types of Abuse	7
20. Responding to a Disclosure	7
21. Allegations Against Club Personnel	7
22. PREVENT – Radicalisation and Extremism	8
23. Historical Abuse	8
24. Peer-on-Peer Abuse	8
25. Use of Photography & Video	8
26. E-Safety and Social Media	9
27. Social Networking Guidance	9
28. Lone Working & One-to-One Situations	9
29. Supervision Ratios	9
30. Confidentiality	10
31. Safeguarding Adults at Risk	10
Appendixes	12

1. Statement

Herne Bay Roller Hockey & Skating Club (hereafter referred to as "the Club") is committed to providing opportunities for children and young people to participate in a wide range of roller hockey and skating activities in a safe and supportive environment. The Club recognises the importance of promoting a positive safeguarding culture for all participants.

The Club has a moral, legal, and social responsibility to ensure the welfare of all children and young people involved in its activities. Working in partnership with children, young people, parents/carers, and relevant agencies is essential to embedding this safeguarding policy in everything we do.

2. Principles

The Club is dedicated to ensuring the safety and well-being of all children and young people who take part in roller hockey and related club activities. This policy underpins a proactive and positive safeguarding culture, which aims to ensure that all young participants enjoy their experience in a safe and supportive environment.

This commitment extends equally to the welfare of staff, coaches, volunteers, and others who work with young people in the Club.

Anyone working with children or young people is placed in a position of trust, carrying authority, responsibility, and influence. When staff and volunteers act as positive role models and uphold high ethical standards, the benefits to young people's personal and social development can be substantial.

Roller hockey, as an engaging and inclusive sport, has the potential to inspire and positively impact individuals from all parts of the community.

3. Scope

This policy applies to everyone working with children and young people within the Club, including employees, coaches, volunteers, and external partners. Compliance with this safeguarding policy and procedures is mandatory and non-negotiable.

All individuals in roles involving children and young people must be familiar with this policy and, where applicable, undertake safeguarding training relevant to their position.

The Club has designated safeguarding responsibilities managed by the **Head of Safeguarding (HoS)**.

The Club fully acknowledges its duty of care and responsibility for the safety and well-being of all children and young people engaged in any club-related activity.

Safeguarding applies to activities held at:

- The Bay Arena Sports Centre
- Any other locations where Herne Bay Roller Hockey & Skating Club activities take place

The Club aligns its safeguarding procedures with those outlined by the **England Roller Hockey Association (ERHA)**, ensuring national safeguarding standards are met and applied consistently.

4. Prevent and External Referrals

In line with the Government's **PREVENT** strategy, the Club is alert to the risks of radicalisation.

Where appropriate, the Club will refer children, young people, and adults to the **Channel Programme**, which provides tailored support to those at risk. Radicalisation can affect individuals regardless of background and often involves grooming by others.

The Club also maintains regular contact with Local Safeguarding Children Partnerships (LSCPs) and will refer concerns to:

- Children's Social Care
- The Police
- The Local Authority Designated Officer (LADO)
- The Channel Programme (in cases of radicalisation)

Concerns regarding a person in a position of trust will be referred to the LADO in accordance with statutory guidance.

5. Safeguarding Governance & Leadership

The Club's **Trustee Group** provides strategic direction on safeguarding matters. Operational safeguarding is managed by **Team Managers and Coaches**, supported by:

- The **Head Coach**
- The **Club Safeguarding Officer**
- **Designated Safeguarding Officers (DSOs)**

These individuals provide localised safeguarding expertise and promote safeguarding awareness throughout the Club.

All safeguarding concerns—whether involving children, young people, or adults at risk—must be reported to the Safeguarding Officer or relevant DSO and escalated to the Head of Safeguarding. Reports should be made within **eight hours** of identifying a concern, using the Club's safeguarding reporting system (e.g., CPOMS or designated equivalent).

6. Definitions

Child: A person who has not yet reached the statutory school leaving age (generally the end of the school year in which they turn 16).

Young Person: Any individual under the age of 18.

Adult: An adult at risk is anyone aged 18 or over who:

7. Aims & Key Principles

The aims of the Club's Safeguarding Policy and Procedures are to:

- Safeguard all children, young people, and adults at risk involved with the Club
 - Uphold and demonstrate best practices in safeguarding
 - Foster a positive and proactive safeguarding culture
 - Promote enjoyment and ensure a safe environment in roller hockey activities
 - Maintain the highest ethical standards across the Club
-

8. Core Principles Underpinning this Policy

- The welfare of the child, young person, or adult at risk is the **paramount** consideration.
- All individuals, regardless of age, gender, race, disability, sexual orientation, religion, or belief, have the right to protection from abuse.
- All suspicions or allegations of abuse or poor practice will be taken seriously and responded

- to appropriately.
- All Club staff and volunteers are expected to act as positive role models.
- Working in partnership with children, young people, families, and other agencies is essential to effective safeguarding.

9. Safeguarding Officer (SO)

The role of the Club's Safeguarding Officer is to:

- Support the Head of Safeguarding in delivering best practice in safeguarding and child protection within the organisation, ensuring the highest standards for protecting children, young people, and adults at risk.
 - Take a lead in promoting safeguarding knowledge and responsibilities through regular training for Club staff
 - Work continuously with the Head of Safeguarding and Designated Safeguarding Officers (DSOs) to maintain, embed, and improve the Club's safeguarding provision in line with the England Roller Hockey Association's safeguarding principles and guidance.
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10. Designated Safeguarding Officers (DSOs)

The role of the Club's DSOs is to:

- Support the Head of Safeguarding Officer in implementing safeguarding procedures and fulfilling the Club's duty of care to children and young people — particularly within specific groups such as training squads, match days, and junior teams.
 - Manage safeguarding issues at the TEAM level, actively promote a safe culture within their group.
 - Act as the first point of contact for staff, parents/carers, children and young people for safeguarding matters, and where necessary, external agencies.
 - Ensure all incidents and concerns are recorded and referred in a timely manner to the Head of Safeguarding.
 - Treat all safeguarding matters with discretion, professionalism, and in line with data protection laws.
 - Attend DSO meetings, safeguarding CPD sessions, and supervision to stay updated on legislation and good practice.
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11. Safer Recruitment & Disclosure

As part of the Club's recruitment process, all positions involving regulated activity with children, young people, or adults at risk are subject to:

- A satisfactory Enhanced Disclosure and Barring Service (DBS) check.
- Two verified references.
- Adherence to the Club's Safer Recruitment Policy and the ERHA guidance on safer recruitment.

Until DBS clearance and all checks are confirmed, individuals will not be permitted to engage in regulated activities. Overseas checks are also required for anyone who has lived or worked abroad in the last three years.

Any 'spent' or 'unspent' criminal convictions must be disclosed during recruitment if the role involves working with children. Offences will be risk assessed, and the individual may be interviewed before a final decision is made. The Club will involve the ERHA or relevant Safeguarding Board where

necessary.

Volunteer Training

All volunteers working directly with children and young people are required to complete:

- The *England Roller Hockey Association's Online Safeguarding Training*.

Training will be refreshed regularly, and compliance tracked by the Club Secretary and Head Coach.

Designated staff will also receive additional CPD and safeguarding supervision in accordance with ERHA standards.

12. Responsibility to Safeguard: Positions of Trust & Duty of Care

All Club staff — paid or voluntary — working with children, young people, and adults are in a position of trust and must uphold the highest standards of care, professionalism, and behaviour. This applies to:

- Coaches and team staff
- Match day officials
- Volunteers
- Support roles including medical staff, drivers, and media

They are expected to demonstrate maturity, integrity, and awareness of their role in ensuring a safe and respectful environment.

13. Protecting Children & Young People with Disabilities

Children with disabilities are more vulnerable to abuse due to:

- Communication barriers
- Increased physical dependency
- Multiple caregivers
- Social isolation

The Club is committed to creating inclusive, protective environments. This includes:

- Ensuring additional staff training on supporting disabled children
 - Involving parents and carers in care arrangements
 - Supporting children to speak up and exercise choice
 - Respecting their privacy, dignity, and age-appropriate autonomy
-

14. Creating a Safe Environment

A safe environment at the Club includes:

- All staff being trained in safeguarding awareness
- Clear and accessible safeguarding policies
- Open and supportive communication
- Knowing and documenting medical needs
- Emergency contact access
- Respectful handling of care, especially for children with disabilities

- Clear behaviour policies and non-physical interventions
 - Actively involving children and parents in safeguarding culture
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15. Facility Hire & Third-Party Working

Any external club, school, or provider using Club facilities or delivering regulated activity must:

- Provide evidence of their safeguarding policy
- Identify a safeguarding lead
- Provide DBS checks and safeguarding training documentation for all involved staff

The Club ensures third-party adherence to its safeguarding standards. Where no adequate safeguarding framework exists, the Club's policy will supersede external arrangements.

16. Late Collection of Children

- Parents/carers must ensure prompt drop-off and collection of their child or young person.
 - Children must not be released to unknown or unauthorised individuals unless prior written consent has been given.
 - A register system must be used to sign children out of sessions.
 - Children not collected within 15 minutes will trigger safeguarding procedures, including contacting emergency numbers.
 - At least two responsible adults will remain with the child until collected.
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17. Good Practice

All volunteers, coaches, committee members, and anyone involved with the Roller Hockey Club who works with or supports children and young people must follow these principles:

- Be familiar with and have access to the Club's Safeguarding Policy and procedures.
- Know who the Club's Welfare Officer(s) are and how to contact them.
- Always put the welfare and safety of children and young people first.
- Make sure activities are safe, inclusive, and appropriate for the age and ability of participants.
- Report any safeguarding concerns or disclosures promptly to the Club Welfare Officer using the Club's procedures.
- Keep all sensitive information about children or young people confidential, and share only when necessary for safeguarding purposes.
- Foster a welcoming environment where everyone feels comfortable raising concerns or worries.
- Follow the Club's Code of Conduct and encourage respectful, responsible behaviour at all times.
- Physical contact should only occur when necessary (e.g., first aid or coaching support), be appropriate, and with the child or young person's consent.
- Never enter changing rooms alone; two adults should be present if supervision is needed.
- Obtain written consent from parents/carers before transporting children or arranging trips or overnight stays.
- Ensure at least one adult present at each session is trained in first aid.
- Avoid being alone with a child or young person wherever possible, including during lifts or one-to-one conversations.

- Lead by example: avoid smoking, drinking alcohol, or using inappropriate language around children and young people.
 - Keep a written record of any accidents, injuries, or incidents.
 - Follow the Club's policies on lone working, late collection, and missing persons.
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18. Poor Practice and Abuse

Poor practice is when the expected standards of care, behaviour, or safeguarding are not met.

Repeated or serious poor practice can cause harm and may be abusive. Examples include:

- Spending time alone with a child unnecessarily.
- Entering changing rooms or shower areas alone.
- Giving lifts to children alone without prior parental consent.
- Inviting a child to your home.
- Engaging in inappropriate games, touching, or rough physical contact.
- Not challenging inappropriate or discriminatory language or behaviour.
- Making sexual, suggestive, or demeaning comments to or about children.
- Ignoring or failing to report concerns or allegations raised by a child or young person.
- Doing things of a personal nature for a child that they can do themselves.
- Using personal social media or messaging to communicate directly with children (except for official Club purposes, always including the parent/carer).

Volunteers must always challenge bullying, aggressive behaviour, or discriminatory actions.

19. Signs and Types of Abuse

Abuse can occur anywhere and by anyone. Common types of abuse include:

- **Physical:** Injuries without explanation or reluctance to explain them.
- **Neglect:** Persistent failure to meet a child's basic needs.
- **Sexual:** Any form of sexual contact or exploitation, including grooming.
- **Emotional:** Ongoing emotional ill-treatment causing harm to development.

Volunteers should also be aware of signs of **radicalisation**, **peer-on-peer abuse**, and **county lines exploitation**. Any concern, no matter how small, should be reported to the Club Welfare Officer.

Safeguarding is everyone's responsibility.

20. Responding to a Disclosure

If a child or young person tells you something concerning:

- Stay calm and listen. Let them talk.
- Don't promise to keep it secret.
- Reassure them that they've done the right thing by telling you.
- Don't investigate or question further.
- Record what they've said as soon as possible and report it to the Club Welfare Officer.

You're not expected to decide if abuse has occurred — only to report concerns.

21. Allegations Against Club Personnel

If an allegation is made about a Club volunteer or coach:

- The Club will treat all concerns seriously and take appropriate action.
 - The Club Welfare Officer will liaise with the Local Authority Designated Officer (LADO) and other statutory agencies where necessary.
 - Allegations may also be handled alongside disciplinary or complaints processes.
 - Confidentiality will be respected, but safeguarding takes priority.
 - The accused volunteer may be temporarily suspended while investigations take place.
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22. PREVENT – Radicalisation and Extremism

While this Club is not a public body, we recognise our role in keeping children safe from all forms of exploitation. Volunteers should be aware of:

- Sudden changes in behaviour or beliefs.
- Sharing extremist materials or engaging in hate speech.
- Isolating themselves from friends or activities.

Use the **Notice – Check – Share** approach:

1. **Notice** anything concerning.
 2. **Check** if others have noticed similar things.
 3. **Share** your concerns with the Club Welfare Officer.
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23. Historical Abuse

If someone shares a concern about non-recent or past abuse:

- It must still be taken seriously and reported.
 - Historical concerns should be referred to the Club Welfare Officer or, if preferred, directly to the NSPCC or police.
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24. Peer-on-Peer Abuse

Abuse can also occur between children or young people and may include:

- Bullying (including online).
- Harmful sexual behaviour.
- Physical violence or coercive behaviour.
- Sharing inappropriate content.

Volunteers should never dismiss this as “banter” or “just messing about.” All concerns should be reported.

25. Use of Photography & Video

To keep children and young people safe:

- Parental/carers consent must be obtained in writing before taking photos or video.
 - Children under court orders will not be photographed.
 - Images must not be stored on personal phones or devices.
 - All images should focus on activities, not individuals.
 - Images should not be shared with identifying personal details.
 - No photography in changing rooms is allowed.
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26. E-Safety and Social Media

- Never add or follow children on personal social media.
- Do not message children directly; always include the parent/carer.
- Only use official Club accounts for communication.
- Report any online concerns to the Club Welfare Officer.

For more detailed guidance, see the Club's Social Media and E-Safety Policies.

27. Social Networking Guidance

The Club recognises that social media offers valuable opportunities to connect with our community, promote the sport, and engage positively with a wide audience. However, we are equally aware of the safeguarding risks posed to children and young people through misuse or inappropriate interaction on these platforms. To ensure safety and maintain professional boundaries, the following guidance must be followed:

- **Do not initiate or accept 'friend' or 'follow' requests** from children or young people under your care in roller hockey on platforms such as Facebook, Instagram, Twitter, TikTok, or similar.
 - **Do not engage in one-to-one messaging** with children or young people. If electronic communication is necessary, always include the parent, guardian, or carer in the communication.
 - Be mindful of the content you post and interact with, ensuring it upholds the Club's values and safeguarding expectations.
 - For comprehensive guidance on acceptable social media use, refer to the Club's **Social Media Policy**.
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28. Lone Working & One-to-One Situations

Lone working refers to situations where staff or partners are conducting club-related activities without direct supervision or the presence of other staff members. This can carry specific safeguarding risks. To minimise these risks:

- **Avoid any lone visits to the homes of children or young people**, except as part of a pre-approved arrangement with the Club and the child's parent or guardian.
 - **Do not invite children or adults at risk to your home** or that of friends, family members, or colleagues.
 - All contact or meetings outside standard club activities must have the prior knowledge and agreement of the Club.
 - Maintain transparency in your interactions and work in a way that protects both you and the children or young people involved.
-

29. Supervision Ratios

Ensuring appropriate supervision is a fundamental aspect of safeguarding. Staff and partners are expected to maintain safe supervision levels at all times. When determining supervision ratios, the following must be considered:

- **Age, developmental needs, and behaviours** of the children or young people involved.
- The **experience and competence** of those supervising.

- The **type, risk level, and duration** of the activity.
- Any **relevant risk assessments**, including known behavioural issues.
- **National governing body recommendations** and other regulatory guidance should be followed in determining minimum supervision ratios.

All activity plans should be discussed with the Club to ensure adequate supervision is in place and well documented.

30. Confidentiality

Staff, volunteers, and partners may become privy to confidential and sensitive information in the course of their roles. It is essential that such information is handled with the utmost discretion, and only shared when necessary for safeguarding purposes. Specifically:

- **Never use confidential information** for personal benefit, to intimidate, humiliate, or embarrass a child or young person.
 - Share information **only on a need-to-know basis**, and anonymise it where possible.
 - If there is a safeguarding concern, **information must be passed immediately** to the Club's Designated Safeguarding Lead (DSL) or team — not discussed informally or shared with unauthorised individuals.
 - If in doubt, always consult the safeguarding team before sharing information.
 - All media or legal requests should be directed to the Club's **Head of Communication and Media Relations**.
 - Personal data must be managed in line with the **Data Protection Act 2018**. Staff must refer to the Club's data handling policies for detailed guidance.
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31. Safeguarding Adults at Risk

An *adult at risk* is anyone aged 18 or over who:

- Has needs for care and support (whether or not these are being met),
- Is experiencing or is at risk of abuse or neglect,
- And, as a result of those needs, is unable to protect themselves from harm or exploitation.

This may include individuals with disabilities, mental health needs, cognitive impairments, or those temporarily vulnerable due to illness, trauma, or circumstances such as domestic abuse or substance misuse.

Types of Abuse Affecting Adults

Adults at risk can be subject to similar abuse as children, as well as adult-specific abuse, including:

- **Physical abuse** (e.g. hitting, misuse of medication)
 - **Emotional/psychological abuse** (e.g. threats, humiliation, isolation)
 - **Financial or material abuse** (e.g. theft, fraud, misuse of property or benefits)
 - **Sexual abuse** (e.g. sexual acts without consent)
 - **Neglect or acts of omission** (e.g. failing to meet basic care needs)
 - **Self-neglect**
 - **Discriminatory abuse** (e.g. based on age, gender, disability, race)
 - **Organisational abuse** (e.g. poor care practice in settings or groups)
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Recognising Signs in Adults

Signs that an adult may be at risk include:

- Unexplained injuries or changes in appearance
- Withdrawal or fearfulness

- Sudden financial problems or confusion over money
- Poor hygiene or untreated medical needs
- Reluctance to be left alone with certain individuals
- Inconsistent stories or distress when discussing a situation

How to Report Adult Safeguarding Concerns

All concerns about adult welfare must be taken seriously and acted upon.

Club members, coaches, and volunteers should:

1. Report concerns to the Club's **Designated Safeguarding Officer (DSO)** immediately.
2. Record factual information promptly and securely.
3. In urgent situations, or where there is immediate danger, call **999**.

Roles and Responsibilities in Adult Safeguarding

- The **Club Welfare Officer / DSO** oversees adult safeguarding procedures and ensures concerns are acted on.
- All staff, coaches, and volunteers are responsible for recognising concerns, maintaining appropriate boundaries, and reporting issues.
- The Club will work with external agencies such as **Kent County Council Adult Social Services**, the **Police**, and **NHS safeguarding leads** as required.

Appendixes

Appendix 1: Signs & Indicators of Abuse

Recognising abuse is vital to safeguarding. A single sign may not confirm abuse, but repeated or combined indicators should prompt concern and action.

Staff, volunteers, and partners should watch for:

- Sudden changes in behaviour, mood, or performance
- Verbal disclosures of harm or distress
- Unexplained physical injuries (e.g., bruises, burns, cuts)

Type of Abuse	Physical Signs	Behavioural Signs
Physical Abuse	Physical signs such as unexplained and unusual bruising, finger and strap marks, injuries, cigarette burns, bite marks, fractures, scalds, missing teeth.	Behavioural signs such as fear of contact, aggression, temper, running away, fear of going home, reluctance to change or uncover body, depression, withdrawal, bullying or abuse of others.
Neglect	Physical signs such as constant hunger, ill-fitting or inappropriate clothes, weight change, untreated conditions, continual minor infections, failure to supply hearing aids, glasses and or inhalers.	Behavioural signs such as always being tired, early or late, absent, few friends, regularly left alone, stealing, no money, parent or person responsible not attending or supportive.
Sexual Abuse	Physical signs such as genital pain, itching, bleeding, bruising, discharge, stomach pains, discomfort, pregnancy, incontinence, urinary infections or STDs, thrush, anal pain on passing motions.	Behavioural signs such as apparent fear of someone, nightmares, running away, sexually explicit knowledge or behaviour, masturbation, bed-wetting, eating problems, substance abuse, unexplained money or gifts, acting out with toys, self-harm.
Bullying	Physical signs such as weight change, unexplained injuries and bruising, stomach and headaches, bed-wetting, disturbed sleep, hair pulled out.	Behavioural signs such as difficulty making friends, anxiety over school, truancy, withdrawn, anger, moodiness, suicide attempts, reduced performance, money and possessions reported as lost, stealing from within the family, distress and anxiety on reading texts or e-mails.
Emotional Abuse	Physical signs such as weight change, lack of growth or development, unexplained speech disorders, self-harm, clothing inappropriate for child's age, gender or culture etc.	Behavioural signs such as unable to play, fear of mistakes, fear of telling parents, withdrawn, unexplained speech and language difficulties, few friends.
Radicalisation	Physical signs such as they are observed downloading, viewing or sharing extremist propaganda from the web. They may change their appearance, their health may suffer (including mental health) and they may become isolated from family, friends, peers or social groups.	They become withdrawn and focused on one ideology. They express a desire/ intent to take part in or support extremist activity. Their views become increasingly extreme regarding another section of society or government policy. An individual becomes increasingly intolerant of more moderate views.

Appendix 2: Responding to a Safeguarding Disclosure

If a child or young person discloses a safeguarding concern, it is vital to respond calmly, respectfully, and in accordance with this policy. You are not expected to investigate – only to listen, support, and refer appropriately.

Stage 1 – Immediate Response

Your role is to support the child and report the concern, not to investigate or judge the situation. All disclosures **must** be taken seriously, even if the details seem unclear.

DO:

- Stay calm and put your own emotions aside.
- Allow the child to speak freely at their own pace.
- Listen actively – avoid interrupting or rushing them.
- Accept what the child says without challenge or disbelief.
- Reassure them they've done the right thing by speaking up.
- Be honest about what you can and cannot do – especially regarding confidentiality.
- Let them know who you will report the information to (e.g., Club Welfare Officer / Designated Safeguarding Lead).
- Use open prompts like **“Tell me...”, “Explain to me...”, “Describe to me...” (TED)**.
- Respect confidentiality – only share information with those who *need to know* to protect the child.

DO NOT:

- Investigate or ask leading, suggestive, or excessive questions (e.g., “Did your coach do this?”).
- Promise absolute confidentiality – you must explain you may need to share the information to keep them safe.
- Ask the child to show injuries or remove clothing.
- Share the disclosure with anyone not directly involved in safeguarding.

Next Steps

Once you've heard the disclosure:

- **Do not continue questioning.** End the conversation supportively.
- **Report the concern immediately** to the Club's Designated Safeguarding Lead (DSL) or Club Welfare Officer.
- If they are unavailable and the child is at **immediate risk**, contact local children's social care services or the police.
- **Record the disclosure in writing** as soon as possible using the Club's safeguarding reporting form.

REMEMBER!

When a child or young person discloses, they may feel:

- **Guilt:** They may blame themselves for the abuse and often feel guilt for telling.
- **Ashamed:** They may feel mortified about the abuse itself.
- **Confused:** They may be muddled about their feelings for the alleged abuser.
- **Scared:** They may fear the repercussions. They may fear the alleged abuser.

Be careful about touching (e.g., hugging or cuddling) the child or young person if they have not initiated the contact. They may be upset by physical contact.

Stage 2: Report the Disclosure

Once the child or young person is safe and supported, **report the disclosure as soon as possible** to the Club's **Designated Safeguarding Lead (DSL)** or **Club Welfare Officer**.

- If the DSL is **unavailable**, or if they are **implicated in the concern**, contact the **Senior Safeguarding Lead, Head of HR**, or **refer directly to statutory agencies** (e.g., Police, Social Services) if there is **immediate risk**.
- Keep the matter **confidential**, sharing it only with those who need to know to protect the child.

Stage 3: Record the Disclosure

You must make a **clear and factual written record** as soon as possible after the disclosure.

Include:

- **Date and time** of the conversation.
- **Location/context** where the disclosure took place.
- **Exact words** or key phrases used by the child (use their language, not your interpretation).
- **Any individuals or details mentioned** (names, events, etc.).

👉 Use the Club's **Safeguarding Incident Report Form** or, preferably, log the report on **CPOMS** if available.

What Happens Next?

- The **DSL** should update you within **8 hours** about the action taken.
- If no update is received, **follow up** to ensure the concern is being managed appropriately.
- If you believe the concern has not been handled properly, escalate to the **Head of HR**, or directly contact a **statutory agency** or the **ERHA Safeguarding Lead**.

Other Ways Concerns May Arise

Disclosures can come from:

- Another adult or child.
- Observations of concerning behaviour or injuries.
- Anonymous tips or indirect conversations.

👉 **Respond the same way:** report, record, and refer.

👉 **Taking no action is not an option.**

Safeguarding Procedures at Herne Bay Roller Hockey Club

The Club is committed to a **culture of safety and accountability**. Any concerns about **poor practice or abuse** must be reported promptly.

Raising a Concern: Step-by-Step

1. **Stage 1:** Report concerns to the **Club's Designated Safeguarding Officer**.
2. **Stage 2:** If unable, report directly to the **Head of Safeguarding**.
3. **Stage 3:** If necessary, or if concerns remain, contact the **England Roller Hockey Association's Head of Safeguarding** at **020 7864 9000**. You may also use the **Club's Confidential Reporting Procedure**.

The Club will ensure all concerns are **fully investigated**, and if required, **refer to statutory agencies** or the **ERHA** for appropriate action.

🔒 **REMEMBER: The welfare of the child always comes first.**

See **Appendix 3** for full details on safeguarding in a roller hockey setting.

Remember the Five 'R's'

RECOGNISE

- Recognising abuse or harm is often not easy.
- You need to act when you suspect Harm or Abuse is or has taken place, not just when you are sure that harm has occurred.
- You may not have proof, but it does not mean you are jumping to conclusions, it simply means you do not have the poof that the abuse is taking place.
- As soon as you suspect any kind of Abuse or Harm you should raise the concern.

RESPOND

- Responding to abuse is vital, and you have a responsibility to report any concerns you have to the safeguarding team – first instance HoS or nominated DSO and your line manager.
- You may need to find out the basic facts, ensure you allow the individual to speak without interruption, do not make any judgement.
- Reassure them and let them know that you are going to have to speak to somebody to ensure that they are safe.

REFER/REPORT

- Contact your DSO or HoS, if you cannot reach them contact your line manager, you should also consider contacting local authorities. For example, the Police or social services.

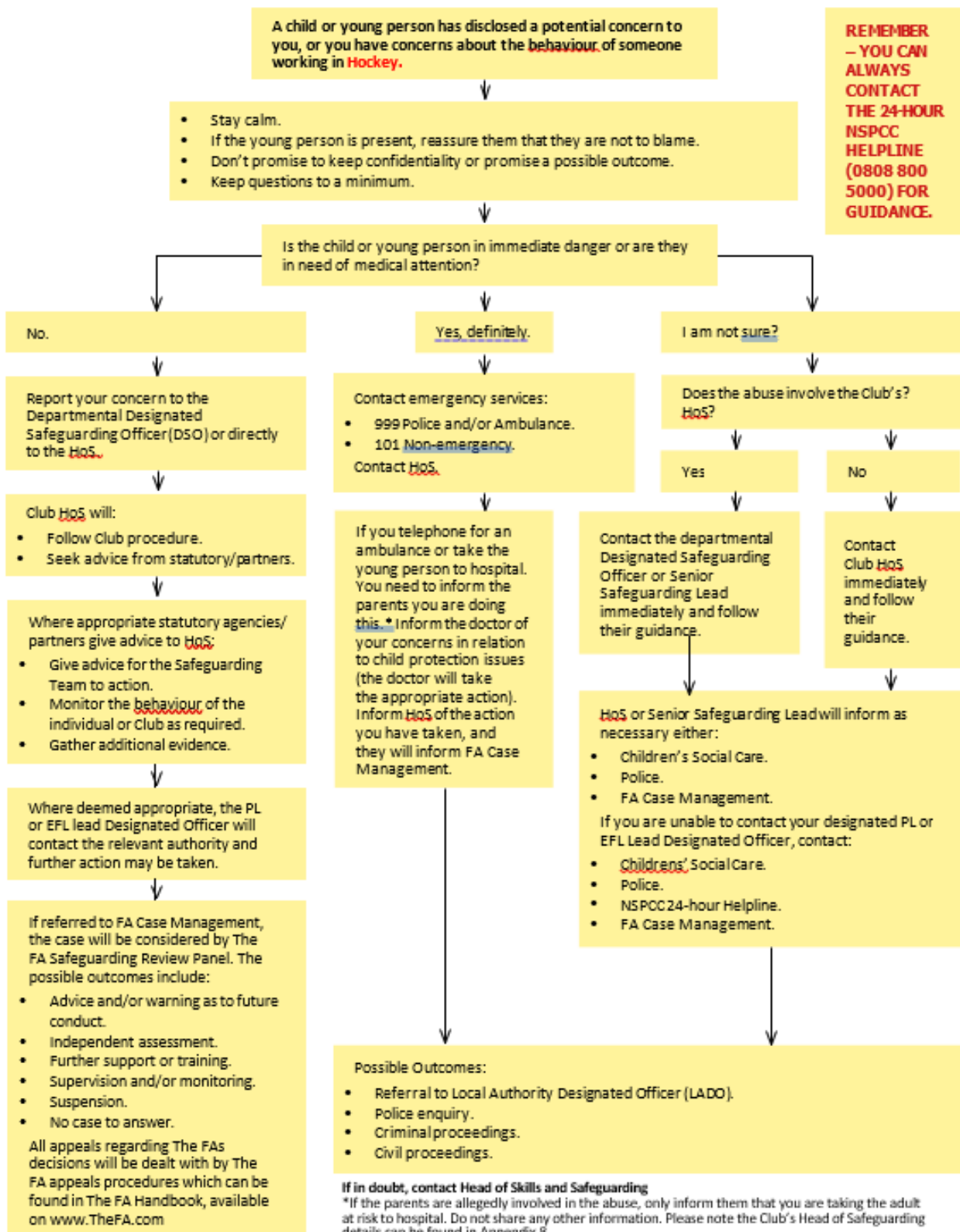
RECORD

- You should also make sure you make a note of any disclosure so that this can be recorded on the Club's secure system.

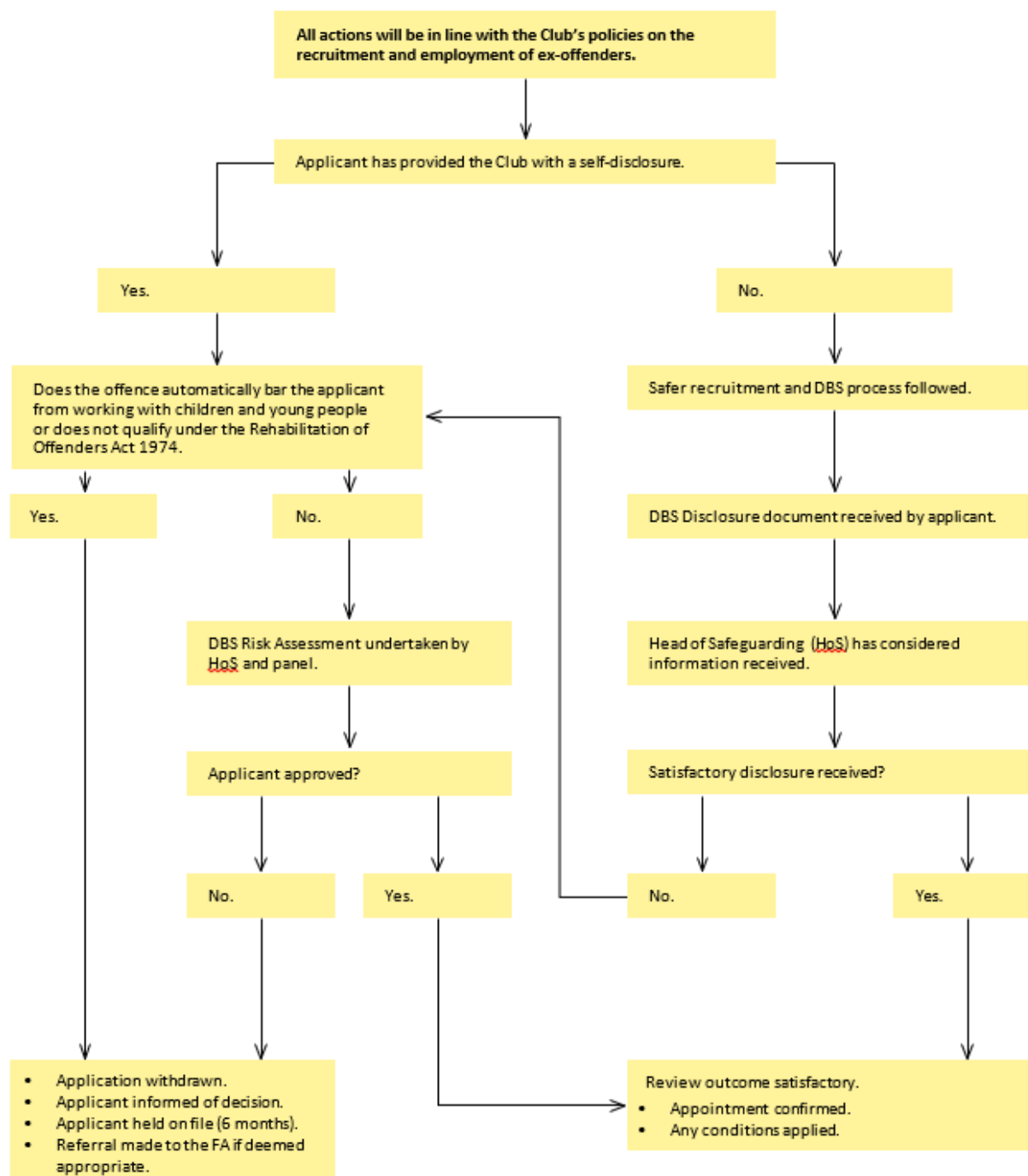
RESPECT

- Respect the confidentiality of the discloser and do not share information with anyone other than those who need to know.
- Those who need to know have a role to play in protecting children and young people.

Appendix 3. Dealing With Concerns in a Roller Hockey Setting



Appendix 4. DBS Assessment Procedure



Guidance and criteria on the filtering of these cautions and convictions can be found on the Ministry of Justice website – [Guidance on the Rehabilitation of Offenders Act 1974 and the Exceptions Order 1975](#) - GOV.UK (www.gov.uk)

Appendix 5. Managing Allegations Against Employees, Workers, Consultants, Agency Staff or Volunteers

Safeguarding allegation raised about the conduct or behaviors of a volunteer, staff or other member of the club.

Is the concern about the Head of Safeguarding or Designated Safeguarding Officer?

Yes.

Inform the Senior Safeguarding Lead immediately, and the employee, worker, consultant, agency worker or volunteer raising the concern should complete the Incident Report form as soon as possible and within 8 hours and send it to the Senior Safeguarding Lead.

No.

Inform the Head of Safeguarding immediately and the employee, worker, consultant, agency staff or volunteer raising the concern should complete the Incident Report as soon as possible and within 24 hours and send to the Safeguarding Team.

Senior Safeguarding Lead (if the allegation is a member of the Safeguarding Team) decides whether the employee, worker, consultant, agency staff or volunteer has:

- behaved in a way that has harmed a child or young person.
- possibly committed a criminal offence towards a child or young person.
- behaved towards a child or young person in a way that indicates they are unsuitable to work with children or young people.

Safeguarding Team/Head of HR complete the relevant sections of the Incident Report form or via CPOMS system.

Head of Safeguarding Team/Head contact Hertfordshire Safeguarding Children Partnership (HSCP) and/or Police for advice and support. The Head of Safeguarding and Community Director will act on the advice of Hertfordshire Safeguarding Children Partnership (HSCP) and the Police. The Club will also inform the England Roller Hockey Association and The ERHA.

The Club will decide whether to suspend the employee, worker, consultant, agency staff or volunteer pending the statutory investigations and inform the Hertfordshire Safeguarding Children Partnership (HSCP) and Police of the Club's decision.

Once any statutory investigations are concluded or where appropriate in parallel, the Club will undertake its investigation and decide what sanction should be taken against the employee, worker, consultant, agency staff or volunteer. If the employee, worker, consultant, agency staff or volunteer is removed from their role and a referral will be made to the Disclosure and Barring Service (DBS).

The Club will decide whether to suspend the employee, worker, consultant, agency staff or volunteer pending the statutory investigations and inform Hertfordshire Safeguarding Children Partnership (HSCP) and Police of the Club's decision.

Appendix 6: Internet Grooming


Children and young people should understand that no one has the right to pressure them—or their friends—into doing anything they’re uncomfortable with. If something feels wrong, they should trust their instincts and speak to a trusted adult—such as a parent, carer, teacher, coach, or safeguarding officer.

At Herne Bay Roller Hockey Club, we are committed to identifying and responding to the risks of online grooming and sexual exploitation. This includes being able to recognise key warning signs and knowing how to support those at risk.

Key Questions to Help Recognise Grooming & Exploitation:

- What does it feel like to be groomed?
- What might a friend observe or notice?
- What could sexual exploitation look or feel like to a young person?
- What is sexual exploitation?

These questions can help staff, volunteers, parents, and young people recognise when something is wrong and take timely safeguarding action.

 **Reminder:** All concerns relating to online grooming or exploitation must be reported immediately to the Club’s Designated Safeguarding Lead and, where appropriate, to statutory services or the ERHA Safeguarding Team.

What does it feel like to be groomed?

- Special/loved
- What you want
- Understood
- You have control
- New friends
- Exciting
- You’ve changed
- Grown up
- Sexualised conversations

What might sexual exploitation feel like?

- You owe something
- In love and no one else matters
- No going back
- Humiliated or threatened
- Scared or trapped
- You deserve it
- No-one will believe you
- Fooling yourself that it is okay
- Pressured to get friends involved
- Used

What might a friend see?

- Gifts or money
- Increased Secrecy
- Drug and alcohol misuse
- Criminal activity
- Changing appearance
- Going missing
- Self-harm
- STI’s and pregnancies
- Online relationships with strangers
- Suicidal thoughts
- Injuries

What is sexual exploitation?

- Doing sexual things you find horrible
- Sexual things with an older person
- Forced to have sex with strangers
- Made to send naked pictures
- Having sex in front of others
- Rape
- Drink or drugs addiction
- Being hurt or beaten up
- Forced not to leave when you want to

Appendix 7. Key Safeguarding Contacts

Service	Phone Number	Hours
Club's Head of Safeguarding	tbc	tbc
Club's Safeguarding Officer	tbc	tbc
Police (Emergency)	999	24/7
Police (Non-Emergency)	101	24/7
Kent Police Child Abuse Unit	01622 690 690	Office hours
Kent Adult Safeguarding	03000 41 61 61 03000 41 91 91	9–5 / Out-of-hours
Kent LADO	03000 410 888 03000 41 91 91 (urgent)	24/7
NSPCC Helpline	0808 800 5000	24/7
Childline (U18s)	0800 1111	24/7

Appendix 8. Club Safeguarding Team

Title	Name	Phone Number
Chairman and Trustee	Mick Harris	07598299774
Trustee	Dave Knowles	07912221815
Trustee	Olha Hanzlik	07711300758