

Safeguarding Standard

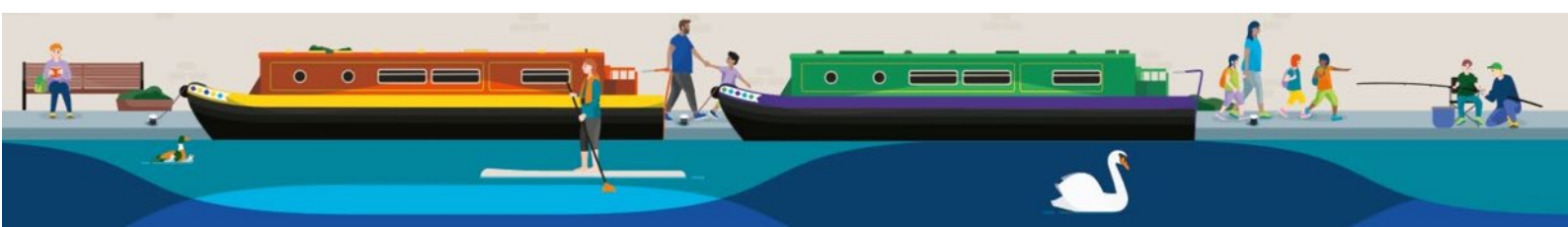
1. Management Brief

This Standard sets out information about safeguarding at the Trust together, how we put safeguarding commitments into practice and how to raise a safeguarding concern.

As there are differences between the English and Welsh regulatory frameworks, we must ensure that our safeguarding practice reflects the requirements of the jurisdiction that our activities are taking place in.

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3. Introduction

- 3.1 We are committed to safeguarding children, young people, and adults at risk. The purpose of this Standard is to clearly communicate the steps Trust colleagues must take to ensure appropriate safeguarding measures are consistently applied to activities and how to raise safeguarding concerns.
- 3.2 We all share an important responsibility to protect and promote the safety and wellbeing of others, and in particular children and adults who are at risk of abuse.
- 3.3 It is essential that we are all able to recognise safeguarding risks and concerns and know how to respond to these. Please take time to familiarise yourself with this Standard and its associated documents. Ensure that you regularly refresh your knowledge and understanding, promote the commitments set out in our Safeguarding Policy Statement and contact our Safeguarding Team (details below) if you have any questions or concerns.
- 3.4 This Standard applies to our activities across England and Wales. There are differences in the legislation, definitions, and safeguarding frameworks in these two jurisdictions (further information is set out in Appendix B and Appendix C). Safeguarding practice must reflect the applicable legislative framework and requirements, with activities and safeguarding practice in Wales complying with Welsh regulatory requirements, and activities and safeguarding practice in England complying with English regulatory requirements.

4. Applicability

- 4.1 This Standard applies to all employees, volunteers, agency workers, casual workers, consultants, and anyone else working for or on behalf of the Trust ("Trust Colleagues" and "you").
- 4.2 Customers and members of the public can also raise safeguarding concerns to our Safeguarding Team, using the contact details set out in this Standard.

5. What is Safeguarding?

- 5.1 Safeguarding means the measures we put in place to protect one another from harm or abuse.
- 5.2 Whilst the primary focus of safeguarding is the protection of children and 'adults at risk', caring is at the heart of our values and we will take seriously any report of suspected harm, abuse or neglect, no matter whom it relates to.

6. What do we mean by 'child'?

- 6.1 A child is someone who has not yet reached their 18th birthday.
- 6.2 We have contact with children in a variety of ways, including through public events, youth projects, education activities, our boating community, and work experience.

7. What do we mean by 'adult at risk'?

- 7.1 An 'adult at risk' is any person who:
- Is aged 18 years or over;
 - has needs for care and support (whether the local authority is meeting any of those needs);
 - is experiencing, or at risk of, abuse or neglect; and
 - as a result of their care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.
- 7.2 We may come into contact with 'adults at risk' within our boating community, our workforce, through our activities and events or as tenants of residential properties we operate.
- 7.3 In some cases, adults may tell us about their care and support needs, for example when they start working or volunteering for the Trust, book onto an activity, or apply for an equality adjustment to their boat licence terms. In other cases, it may not be obvious that you are interacting with an 'adult who has care and support needs. We do not expect you to assess whether someone is an 'adult at risk' before reporting concerns about abuse or neglect. If you feel that someone is at risk of abuse or neglect, tell the safeguarding team (details of how to do this are set out below).

8. What is abuse?

- 8.1 There are four recognised categories of abuse relating to children in England: physical abuse; sexual abuse; emotional abuse; and neglect. In Wales, in addition to these categories of abuse, a fifth category of abuse is recognised: financial abuse.
- 8.2 In England, 10 categories of abuse relating to adults are recognised: physical abuse; psychological abuse; financial or material abuse; sexual abuse; neglect and acts of omission; self-neglect; organisational abuse; domestic abuse; modern slavery; and discriminatory abuse.
- 8.3 In Wales, there are:
- (a) five recognised categories of abuse relating to adults, being: physical abuse; sexual abuse; emotional abuse; neglect; and financial abuse; and
 - (b) five categories of 'situational risk,' being: self-neglect; organisational abuse; domestic abuse; modern slavery; and discriminatory abuse.

- 8.4 Our employees and volunteers can find more information on categories of abuse and behavioural indicators in our guidance document: Recognising Possible Signs of Harm or Abuse, available on the Safeguarding pages of Navigate (for employees) and Assemble (for volunteers).

9. Safeguarding Committee

- 9.1 We have a Safeguarding Steering Committee, chaired by our Chief Executive, which is responsible for setting the Trust's safeguarding strategies.
- 9.2 We have appointed a Safeguarding Trustee, who is a member of the Safeguarding Steering Committee. This helps to ensure that our Board maintains ongoing and detailed awareness of safeguarding practices, risks and reports and can directly input into strategic safeguarding decisions.
- 9.3 Our Safeguarding Steering Committee meets quarterly to discuss safeguarding risks and referrals, and to direct any actions required for the continuous improvement of our safeguarding regime.
- 9.4 The Trust is committed to continuous safeguarding improvement through external engagement, including sector bodies and safeguarding networks, and through regular review of safeguarding practice, trends and learning.
- 9.5 The Safeguarding Manager maintains a safeguarding improvement action tracker to monitor delivery of safeguarding priorities, including external recommendations. Progress against actions must be reviewed regularly by the Safeguarding Committee, to ensure Board-level oversight of compliance actions, including ownership, timescales, and status.

10. Safeguarding Team

- 10.1 We have a Safeguarding Team which deals with safeguarding referrals, provides guidance, and contributes to the continuous improvement of the Trust's safeguarding regime. Safeguarding Team members follow the processes set out in the Safeguarding Team Working Protocol.
- 10.2 The Safeguarding Manager must regularly review the Trust's Safeguarding Standard and associated guidance, ensure safeguarding requirements are clearly communicated to colleagues, and report safeguarding information to the Safeguarding Committee.
- 10.3 The Safeguarding Team is supported by Local Safeguarding Leads, who provide a local point of contact for safeguarding information and raise the profile of safeguarding across our charity.

- 10.4 You can contact the Safeguarding Team via safeguarding@canalrivertrust.org.uk to report any safeguarding concerns or to ask any questions you may have about safeguarding at the Trust. Individual contact details are included in the team sheet available on the Safeguarding Pages on Navigate (for employees) and Assemble (for volunteers).
- 10.5 Local Safeguarding Representatives must contact the Designated Safeguarding Lead for all safeguarding practice, advice, and coordination. Designated Safeguarding Lead (DSL) with other contacts are identified and detailed in Appendix D section with roles, locations, and contact details.

11. Reporting a Concern

- 11.1 You may develop a safeguarding concern in a number of ways, including:
- An individual may tell you that they are suffering abuse or neglect.
 - An individual may tell you something which makes you suspect that they are suffering abuse or neglect.
 - You may witness abuse taking place.
 - You may see signs of abuse or neglect.
- 11.2 You must report safeguarding concerns to the Safeguarding Team without delay.
- 11.3 Important Note: If you ever feel anyone is in immediate danger of serious harm, call 999 and seek assistance from the relevant emergency services before contacting the Safeguarding Team.
- 11.4 Guidance on how to respond to disclosures by children is contained in our e-learning training (accessible through Dayforce for employees) and within our Safeguarding FAQs, which is available on the Safeguarding pages of Navigate (for employees) and Assemble (for volunteers). Our guidance on Recognising Possible Signs of Abuse or Harm is available to employees via the Navigate Safeguarding page, and for volunteers via Assemble.
- 11.5 We recognise that not all concerns are easy to categorise. If in doubt – get in touch. We take all concerns seriously. Even if, on assessment, a concern is not deemed to be a safeguarding matter, the Safeguarding Team can signpost you to the appropriate department to help with your concern or enquiry.
- 11.6 If you develop a concern, whether this is because of something you have been told or something you have seen, make a record of what you have seen / been told as soon as possible, while the details are still fresh in your mind. Keep information factual. Do not investigate the concern yourself.

- 11.7 Once all information has been shared with a member of the Safeguarding Team, delete all emails and documents (both electronic and hardcopy) you hold about the matter. The records will be saved in a secure location by the Safeguarding Team. Deleting unnecessary duplicates helps the Trust to comply with its data protection obligations.
- 11.8 All concerns reported to the Safeguarding Team will be taken seriously. The Safeguarding Team will assess the case and decide whether a referral to a relevant authority is required. Details will be recorded in the safeguarding register.
- 11.9 Where appropriate, referrals will be discussed with the Chief Assurance Officer to determine whether a serious incident report should be made to the Charity Commission under the Trust's Serious Incident Reporting Standard.
- 11.10 If you have a serious concern about organisational safeguarding practice at the Trust, a concern which you do not consider has been adequately addressed through the normal reporting avenues set out in this Standard, or which for another good reason you need to escalate, you can raise the concern to the independent whistleblowing services provider AAB People. Details of how to do this are set out in the Trust's Whistleblowing Policy Statement and Whistleblowing Standard, which are available on Navigate (for employees) and Assemble (for volunteers).
- 11.11 **Managing Allegations Against Staff and Volunteers**
- Allegations relating to staff or volunteers will be managed in line with appropriate safeguarding procedures and external statutory guidance. Where appropriate, concerns will be referred to relevant safeguarding authorities and managed in consultation with the Designated Safeguarding Lead and relevant members of the Assurance team.
- 11.12 A safeguarding reporting flowchart is included within this Standard to support clear and consistent decision-making (see Appendix E).
Showing concern → record → report → decision → escalation and 5 Rs.

12. Safeguarding Training & Awareness

- 12.1 All employees, and volunteers carrying out certain activities, are required to complete the Trust's mandatory e-learning safeguarding training, plus refresher training every three years. Enhanced safeguarding training is provided for some roles. The training is available in Dayforce for Trust employees and Assemble for volunteers. Safeguarding training aligns with national standards under both English and Welsh safeguarding frameworks.
- 12.2 Further guidance about recognising and reporting safeguarding concerns can be found in our:

- Safeguarding Guidance and FAQs document; and
- Guidance on Recognising Possible Signs of Abuse or Harm.

12.3 Our Safeguarding Toolbox Talk provides guidance on engaging safely with children and young people. Those working with children and young people must be familiar with Safeguarding Toolbox Talk.

12.4 The documents referred to in this section are available on the Safeguarding Pages of Navigate (for employees) and Assemble (for volunteers), together with additional information and guidance for anyone working directly with children and young people. Any Trust Colleagues who are unable to access any document referred to in this Standard can contact safeguarding@canalrivertrust.org.uk to receive a copy by email.

13. Safer Recruitment

13.1 Safe recruitment practices help us to identify applicants who share our values and minimise the risk of engaging individuals who may cause harm to others.

13.2 All hiring managers must comply with the Trust's Inclusive & Safer Recruitment Standard and must:

- Ensure safeguarding responsibilities are included in role profiles.
- Ensure that you have assessed the level of Disclosure & Barring (DBS) Check required (if any) required for the post-holder based on the nature and frequency of any contact the role holder will have with children and/or adults at risk. If you need support with the assessment, contact the Safeguarding Team.
- Ask mandatory safeguarding questions at interview.
- Liaise with the People Services Team to promptly arrange criminal record checks (Disclosure and Barring Service checks) where appropriate for the role.
- Identity verification must be completed and documented for all individuals prior to appointment, in accordance with the Trust's safer recruitment procedures. Evidence of identity checks must be retained as part of the recruitment record.
- Risk assess criminal record information, which is disclosed by applicants or through DBS checks, and only proceed with the appointment if any risks can be appropriately controlled and the proper approvals have been obtained. Guidance can be found on the Safeguarding pages of Navigate.
- Ensure satisfactory references are received before the post-holder carries out any activities which require a DBS Check and (in all cases) before passing the probationary period, seeking assistance from the People Business Partner as required. Carry out compliant 'Right to Work' checks before the employment starts and send completed documents to People Services.
- Safer recruitment requirements apply to individuals transferring between roles within the Trust. Where staff undertake temporary secondments, volunteering activities, or other short-term placements, a risk assessment must be completed and appropriate

supervision arrangements implemented, taking account of the level of recruitment checks already in place and the nature of the role.

- (i) Ensure that new colleagues complete our mandatory safeguarding training during their induction period.

14. Standards of Behaviour

- 14.1 We all have a right to be treated with dignity and respect. By ensuring that we treat each other appropriately, we act in line with the Trust's values and help to safeguard each other's wellbeing.
- 14.2 Employees must act appropriately at all times and in line with the Trust's Code of Conduct and Respect at Work Standard, which can be found on the People Policies section of Navigate. Our Volunteer's Handbook (available via Assemble) contains information about expected standards of behaviour for volunteers.
- 14.3 When engaging with children, you must be mindful that you are in a position of trust and influence, must maintain appropriate relationship boundaries, and must role model inclusive, appropriate behaviour at all times. You can find a non-exhaustive list of 'dos and don'ts' at Appendix A to this Standard.

15. Working Safely & Risk Assessments

- 15.1 All activities involving children, young people and/or adults with care and support needs must be carefully planned. This includes online activities and activities which involve processing sensitive information about children and adults at risk.
- 15.2 Where a new activity of a type not previously undertaken by the Trust involves children or adults at risk, you must take advice from a member of the Safeguarding Team in advance.
- 15.3 Where a project or activity involving schools is being planned, you must ensure the Explorers guidance (which can be found on Navigate) is followed, as well as all other safeguarding practice requirements.
- 15.4 If you engage contractors or volunteers to lead activities involving children or adults at risk on behalf of the Trust, you must ensure that they comply with the requirements of this Standard.
- 15.5 Appropriate risk assessments must be carried out in respect of all activities and events.
- 15.6 Completed risk assessments must be securely stored in a location which can be accessed by other colleagues for the purposes of arranging absence cover and carrying out audits.
- 15.7 The following must be incorporated into activity planning and risk assessments:

- (a) Planning must comply with the provisions of this Standard.
- (b) Attention must be given to health and safety requirements.
- (c) Any risks associated with the age of participants must be considered and assessed.
- (d) Any risks associated with the individual needs of participants must be considered and assessed, for example disabilities and/or the need to be supported by a carer.
- (e) Whether any parental / guardian consent is required for an individual to participate in the planned activity.
- (f) Plan to avoid 1:1 situation as far as is possible.
- (g) Plan to avoid lone working where possible and ensure any lone working practices which cannot be avoided are planned and carried out in accordance with the Trust's Lone Working Policy, which can be found on the Safety Navigate page.
- (h) Document how safeguarding concerns will be dealt with.

15.8 Guidance on working with children and young people and safeguarding in risk assessments can be found on the safeguarding page of Navigate (for employees) and via their Task Manager for any volunteers responsible for writing risk assessments. It is the responsibility of the Task Manager to ensure volunteers responsible for risk assessing activities are provided with a copy of this guidance.

16. Supervision & Adult-Child Ratios

16.1 When you are leading activities with children at any of our locations, you must:

- (a) Ensure there are always at least two supervising adults present, no matter how many participants are in the group.
- (b) Ensure that all colleagues and volunteers involved in delivering the activities have appropriate vetting checks and training in place.
- (c) Ensure the following responsible adult to child ratios are adhered to:
 - 0 – 2 years – one adult to three children
 - 2 – 3 years – one adult to four children
 - 4 – 8 years – one adult to six children
 - 9 – 13 years – one adult to eight children
 - 13 - 18 years – one adult to ten children

*Note that, where you are involved in the delivery of activities which is being led by a third party, for example delivering sessions in schools, the school or other organisation will be responsible for setting appropriate ratios for the activity

16.2 Always consider whether the needs and abilities of the children, and the nature and setting of the activity, mean that a higher adult to child ratio is necessary. For example, higher ratios may well be needed when supervising children with special

educational needs or disabilities and/or due to the nature of the activities. These considerations must be built into your risk assessment.

17. Online Activities

- 17.1. If you engage with children, young people, and/or adults online on behalf of the Trust, you must:
- (a) be aware of the safeguarding risks that come with the benefits of using social media and other digital communications;
 - (b) risk assess the activity and ensure all necessary controls are implemented; and
 - (c) ensure you and any other Trust Colleagues involved in delivering the activity work safely and conduct themselves appropriate in the online setting.
- 17.2. Our Online Safety Guidance (available on the Safeguarding Navigate page (for employees) and our volunteer management system Assemble (for volunteers)) provides information about engaging with children safely and effectively online and on digital platforms.

18. Data Protection

- 18.1. The Trust takes its data protection obligations seriously. However, it is important to remember that these obligations are not a barrier to taking appropriate action in response to safeguarding concerns. Our standards are designed to prioritise safety and wellbeing within the boundaries of acceptable Data Protection practice. Reporting concerns to the safeguarding team will not breach data protection laws.
- 18.2. We record safeguarding information in secure locations and appropriately limit access to that information.
- 18.3. We only share personal data when it is appropriate to do so, for example when we know or have concerns that someone has been abused or harmed or is at risk of abuse or harm.

19. Roles and Responsibilities

- 19.1. The Board:
- (a) Recognises that it is jointly responsible for safeguarding at the Trust.
 - (b) Requires each Board member to be familiar with the Charity Commission Safeguarding Guidance for Trustees.

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- (c) Has designate a Safeguarding Trustee to sit on the Safeguarding Steering Group.
 - (d) Scrutinises all safeguarding reports provided to it (including but not limited to the annual safeguarding report).
- 19.2. The Safeguarding Committee (SC):
- (a) Sets the Trust's safeguarding strategy.
 - (b) Meets quarterly to discuss strategic decisions, performance, assurance and safeguarding cases.
- 19.3. The Chief Assurance Officer must:
- (a) Provide an annual safeguarding report to the Board.
- 19.4. The Safeguarding Manager (Designated Safeguarding Lead (DSL)) must:
- (a) Review this Standard annually and in response to any significant regulatory changes or incident.
 - (b) Report key safeguarding information to the SC.
 - (c) Carry out actions set by the SC.
- 19.5. The Safeguarding Team must:
- (a) Deal promptly and appropriately with safeguarding referrals.
 - (b) Support the DSL in identifying safeguarding risk areas and driving awareness.
- 19.6. The Talent Development Team must:
- (a) Ensure that mandatory safeguarding training requirements are clearly communicated to employees and ensure a robust system of escalation is in place in relation to non-compliance.
- 19.7. All Trust Colleagues must:
- (a) Comply with this Standard.
 - (b) Consider safeguarding risks in relation to all activities and implement necessary controls.
 - (c) Complete all mandatory safeguarding training.
 - (d) Promptly report any safeguarding concerns to the Safeguarding Team.

Appendix A

Do's and Dont's

a. When running events and activities, you must always:

- Treat everyone with respect and dignity.
- Respect and be sensitive to individual beliefs, faiths, and religions.
Provide an environment which encourages individuals to feel comfortable and confident in challenging discriminatory, bullying or otherwise inappropriate attitudes or behaviours.
- Show understanding and sensitivity when dealing with emotional issues.
- Respect privacy and confidentiality.
- Take all allegations, suspicions, or concerns about abuse seriously (including those made against other colleagues) and report them without delay in line with this Safeguarding Standard.

b. When running events and activities, you must never:

- Permit or accept abusive or discriminatory behaviour or peer-led activities, for example: initiation ceremonies, bullying, taunting.
- Engage in, or allow others to engage in, inappropriate behaviour or contact, for example: physical, verbal, sexual, including "horseplay."
- Give or lend personal money to participants.
- Invite children your home, arrange to meet up with children outside of our work setting or befriend children online.
- Show favouritism to anyone.
- Jump to conclusions without checking facts.
- Use or be under the influence of alcohol, drugs or other substances when working.
- Deliberately or negligently become involved in compromising or potentially dangerous situations.
- Promote your own religious or political ideas or beliefs.

Appendix B

Legislation and Legal Framework

The Trust is committed to safeguarding and promoting the welfare of children, young people, and adults at risk. This policy is underpinned by the following legislation and statutory guidance:

Children and Young People - England

- **Children Act 1989** – establishes the duty to safeguard and promote the welfare of children and provides the legal framework for child protection interventions.
- **Children Act 2004** – places duties on organisations and agencies to plan to safeguard and promote the welfare of children.
- **Children and Social Work Act 2017** – strengthens multi-agency safeguarding arrangements and child protection responsibilities.
- **Working Together to Safeguard Children** (latest statutory guidance) – sets out how organisations and professionals should work together to safeguard and promote the welfare of children.
- **Keeping Children Safe in Education (KCSIE)** – statutory guidance for safeguarding children within educational settings.

Adults at Risk – England

- **Care Act 2014** – provides the statutory framework for adult safeguarding, including duties to prevent abuse and neglect and requirements for Safeguarding Adults Boards.

Children & Adults at Risk – Wales

- **Social Services and Well-being (Wales) Act 2014** – establishes duties to promote wellbeing and protect individuals from abuse and neglect.
- **Wales Safeguarding Procedures** – provide guidance for safeguarding children and adults across Wales. Section 5 includes strengthened guidance for addressing allegations against practitioners (workers and volunteers) and people in a position of trust to ensure a fair and consistent approach.

Cross-Cutting Legislation (England & Wales)

- **Safeguarding Vulnerable Groups Act 2006** – establishes safer recruitment and barring arrangements.
- **Mental Capacity Act 2005** – supports decision-making for individuals who may lack capacity and includes safeguards against abuse.
- **Human Rights Act 1998**
- **Equality Act 2010**

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- Data Protection Act 2018 and UK GDPR
 - Domestic Abuse Act 2021
 - Modern Slavery Act 2015
 - Counter-Terrorism and Security Act 2015 (Prevent Duty)

Appendix C

Definitions and Terminology

Safeguarding

Safeguarding is the action taken to promote the welfare of children, young people, and adults at risk and to protect them from harm, abuse, neglect, and exploitation.

Child

A child is anyone who has not yet reached their 18th birthday.

Adult at Risk

An adult at risk is a person aged 18 or over who:

- Has needs for care and support (whether these are being met); and
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those needs is unable to protect themselves from abuse or neglect.

Abuse

Abuse may take many forms, including:

Physical Abuse

The intentional use of force resulting in injury, pain, or impairment.

Emotional/Psychological Abuse

Behaviour that causes mental distress, fear, humiliation, or loss of self-esteem.

Sexual Abuse

Any sexual activity or behaviour without informed consent, or where consent cannot be given.

Financial or Material Abuse

The misuse of money, property, benefits, or assets.



Neglect and Acts of Omission

Failure to meet basic physical, emotional, or medical needs.

Domestic Abuse

Controlling, coercive, threatening, degrading or violent behaviour between individuals who are personally connected.

Discriminatory Abuse

Harassment, bullying, or unequal treatment because of protected characteristics.

Organisational Abuse

Poor care practices within an institution, care setting, or organisation.

Online/Digital Abuse

Exploitation, harassment, grooming or abuse using digital platforms and technology.

Self-Neglect

A failure to care for personal hygiene, health, or surroundings.

Disclosure

When a child, young person or adult shares information indicating they may be experiencing abuse, neglect, or exploitation.

Concern

Any information, observation or allegation that suggests an individual may be at risk of harm.

Appendix D

National Safeguarding Manager/Designated Safeguarding Lead Contact

The appropriately trained individual with lead responsibility for receiving concerns, providing advice, and coordinating safeguarding responses within the organisation.

Safeguarding Contacts

Internal Safeguarding Contacts

Role	Contact Details
National Safeguarding Manager/ Designated Safeguarding Lead (DSL)	safeguarding@canalrivertrust.org.uk

External Contacts

England

- Police (Emergency): 999
- Police (non-emergency): 101
- NSPCC Helpline: 0808 800 5000
- Childline: 0800 1111
- [Find your local council - GOV.UK](#)

Wales

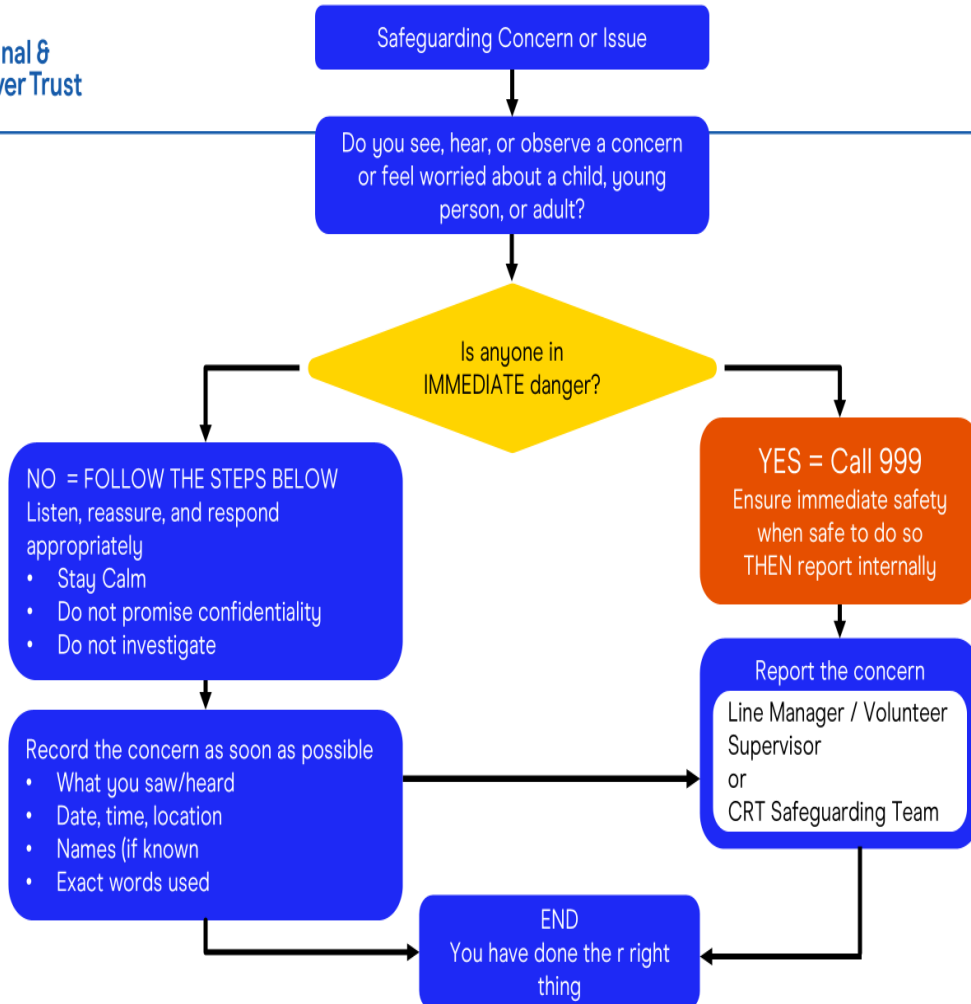
- Police (Emergency): 999
- Police (non-emergency): 101
- NSPCC Helpline: 0808 800 5000
- Childline: 0800 1111
- <https://www.gov.wales/find-your-local-authority>

Reporting a Safeguarding Concern

1. Record the concern promptly and factually.
2. Report immediately to the Designated Safeguarding Person or Duty Cover Officer.
3. Where there is an immediate risk of harm, contact emergency services (999).
4. Maintain confidentiality and share information only on a need-to-know basis.
5. Ensure all concerns and actions are appropriately documented.

Appendix E

Flowchart and Safeguarding Information Card



20. Approval & version control

Version number:	1.3
Date approved:	21.09.2026
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