

# PLYMOUTH ARENA

## SAFEGUARDING POLICY

VERSION: 2.0

DATE: 06/11/2025

REFERENCE NUMBER: PA/IND16/2025/SGP

RESPONSIBLE PERSON: SLT

DATE FOR RENEWAL: JULY 2026

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## POLICY STATEMENT

Plymouth Arena are dedicated to creating a secure environment, ensuring the safety, security, and well-being of all staff, visitors and clients, including children, young people, and adults at risk, while they are on our premises or engaging in our services.

We are committed to maintaining an inclusive, welcoming, and protective environment where safeguarding concerns are promptly identified and addressed.

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## PURPOSE

This Safeguarding Policy aims to:

- Protect all staff, visitors and clients from harm, abuse, neglect, or exploitation.
- Provide clear procedures and guidance for identifying, reporting, and managing safeguarding concerns for all stakeholders, including staff, visitors and clients.
- Outline staff responsibilities in identifying and responding to safeguarding concerns.
- Foster a culture of safety and accountability among staff, contractors, and partners.

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## SCOPE

This policy applies to:

- All staff, visitors and clients, including children, young people, adults at risk, and their families or carers.
- All activities and events conducted at Plymouth Arena or under its management.

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## SAFEGUARDING PRINCIPLES

TPPL and SWTS adheres to the following safeguarding principles:

- **Zero Tolerance:** No form of abuse, neglect, or exploitation will be tolerated.
- **Prevention:** Proactive measures will be taken to minimise risks and ensure safety.
- **Empowerment:** Staff, visitors and clients are supported to voice concerns and understand how to raise safeguarding concerns.
- **Partnership:** Collaboration with external agencies and stakeholders to safeguard individuals at risk, when necessary.
- **Confidentiality:** Information related to safeguarding concerns will be handled sensitively and shared only with relevant authorities when necessary.

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## DEFINITIONS

The following definitions referred to in this policy

- **Children and Young People** - Individuals under the age of 18.
- **Adults at Risk** - An adult (18 years or older) who may require additional support due to age, disability, mental health, or life circumstances.
- **Safeguarding** - Protecting individuals from harm, abuse, or neglect and promoting their welfare and well-being.

Abuse can take many forms

- **Physical:** Causing physical harm or injury.
- **Emotional:** Causing emotional distress through threats, bullying, or coercion.
- **Sexual:** Any non-consensual sexual activity or behavior.
- **Neglect:** Failing to meet an individual's basic needs.
- **Financial:** Exploitation of an individual's financial resources.

For further information on how to recognise different types of abuse, please see Appendix 1.

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## ROLES AND RESPONSIBILITIES

We all play a part in our responsibilities for safeguarding duties, these are as follows.

### **All Staff and Volunteers**

- Be vigilant for signs of abuse or neglect.
- Familiarise and follow the procedures outlined in this policy for reporting concerns.
- Maintain a professional and appropriate relationship with all staff, visitors and clients.

### **Designated Safeguarding Officer (DSO)**

- Serve as the primary contact for safeguarding concerns.
- Provide support and advice to staff and stakeholders, when called upon.
- Liaise with external safeguarding agencies when necessary.
- Maintain records of safeguarding incidents.

### **Clients and Visitors**

- Familiarise themselves with the safeguarding policy and procedures set within, this can be found on our website and on our promoter hub.
- Ensure that their activities align with TPPL safeguarding standards.
- Report any safeguarding concerns to the DSO immediately.

### **Senior Leadership Team (SLT)**

- Oversee the implementation of this policy.
- Allocate resources such as training to support safeguarding practices where necessary.
- Review and update this policy regularly or following significant incidents.

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## **SAFEGUARDING PROCEDURES**

### **Identifying Safeguarding Concerns**

Staff, visitors, clients and all stakeholders should be alert to the following signs of potential abuse or harm:

- Unexplained injuries, changes in behavior, or signs of distress.
- This includes neglect or inadequate care for dependents.
- Disclosures from individuals indicating they feel unsafe or have been harmed.

### **Responding to Disclosures**

When a staff member, visitor or client discloses a safeguarding concern please follow the below guidelines. For further information on responding to a safeguarding concern, please see **Appendix 2**.

- **Listen:** Stay calm, listen carefully, and avoid interrupting.
- **Reassure:** Let them know they are being taken seriously.
- **Explain:** Inform them that you must share the information to ensure their safety.
- **Record:** Write down what they say, using their words as much as possible.

### **Reporting Concerns**

- All concerns should be reported immediately to the DSO. In the absence of the DSO concerns should be reported to the Duty Manager.
- In emergencies, staff should call emergency services (999) directly. A safeguarding emergency would be considered at immediate risk of harm.
- Complete a Safeguarding Incident Report Form (IRF) to document the concern. Please see **Appendix 3**
- Avoid investigating the matter independently.
- Once an IRF form has been completed this is sent to the DSO.

### **External Reporting**

- The DSO will assess the concern and, if necessary, refer it to external agencies.
- Local safeguarding authorities (children's or adult social care), as detailed under Key Contacts.
- The Police, in cases of immediate danger or criminal activity.

For more guidance on what to do if a safeguarding issue is brought to your attention, please see Appendix 3.

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## SAFETY MEASURES

TPPL and SWTS will ensure that the following safety measures are in place for all staff, visitors and clients.

### **Risk Assessments**

- Annual risk assessments will be conducted for all activities, events, and public spaces to identify and mitigate potential risks concerning staff, clients and visitors.
- Special attention will be given to areas where children or vulnerable adults may gather and in instances where staff members, clients or visitors are frequently in secluded areas, such as green rooms or backstage.

### **Supervision of Children and Vulnerable Adults**

- Children must be supervised by a parent, guardian, or responsible adult at all times unless attending a pre-arranged supervised activity, and must adhere to the age limits set, which may vary, per show.
- Clients and Event organisers must provide appropriate staffing ratios and ensure all staff working with vulnerable individuals are suitably trained and vetted.

### **Staff Vulnerability**

We recognise that staff members may be vulnerable when working alone with clients, particularly in private or isolated settings, such as dressing rooms and green rooms or any isolated setting. To mitigate risks and ensure both staff and client safety, the following measures must be followed.

- **Risk Assessment** – Dependent on the circumstance, before any one-to-one interactions, a risk assessment should be conducted to evaluate potential risks and necessary precautions.
- **Buddy System or Supervision** – Where possible, staff should avoid being alone with a client. If unavoidable, they should ensure another colleague or supervisor is aware of

their location and expected duration of the interaction. Communication such as radio contact should be available to staff when interacting with clients alone.

- **Meetings** - Where possible, should be conducted with clear visibility (e.g rooms with windows, open doors etc)
- **Communication** – Any safeguarding concerns must be brought to the attention of the DSO immediately.
- **Incident Reporting** – Any concerns, incidents or breaches of safeguarding policies must be reported immediately using the safeguarding reporting procedure.

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## COMMUNICATION AND TRAINING

TPPL and SWTS will implement the following to improve communication and safeguarding throughout the organisation, and to all visitors.

- Signage to promote safeguarding awareness will be displayed prominently across the venue.
- Staff, visitors and clients have access to information within this policy on how to raise concerns, including contact details for the DSO.
- Staff will receive regular safeguarding updates that effect this policy and to remain informed of emerging risks and best practices.

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## MONITORING, RECORD KEEPING AND CONFIDENTIALITY

TPPL and SWTS will ensure the following is undertaken,

- All safeguarding concerns will be documented in a secure, confidential safeguarding log maintained by the DSO.
- Records will be retained in accordance with legal and regulatory requirements including following GDPR guidelines.

To ensure this policy is monitored and reviewed regularly, Plymouth Arena ensure that:

- This policy will be reviewed annually or after significant safeguarding incidents.
- Any feedback from staff, visitors and clients will inform any necessary update.

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## KEY CONTACTS

Please see below key contacts for safeguarding concerns at Plymouth Arena.

- Designated Safeguarding Officer (DSO): Richard Findlay  
[Richard.findlay@plymoutharena.com](mailto:Richard.findlay@plymoutharena.com) 01752 522270
- Local Safeguarding Authority (Children): MASH, [MASH@plymouth.gov.uk](mailto:MASH@plymouth.gov.uk). 01752 668000
- Local Safeguarding Authority (Adults): [adultsafeguarding@plymouth.gov.uk](mailto:adultsafeguarding@plymouth.gov.uk), 01752 304401
- Emergency Services: 999

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## APPENDICES

### Appendix 1 – How to recognise abuse and neglect

Abuse and neglect are forms of maltreatment of a child or vulnerable adult. Somebody may abuse or neglect a child or vulnerable adult by inflicting harm, or by failing to act to prevent harm. Children or vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them, or more rarely, by a stranger for example via the internet. They may be abused by an adult/adults or by another child/children.

**Physical abuse** involves causing physical harm, which may involve hitting, shaking, burning, suffocating etc. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child or vulnerable adult.

**Emotional abuse** is the persistent emotional maltreatment such as to cause severe and persistent adverse effects on a child or vulnerable adults' emotional development. It may involve conveying that they are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children or vulnerable adults. These may include interactions that are beyond the child or vulnerable adult's capability, as well as overprotection and limitation of exploration and learning, or preventing participation in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing the person to feel frightened or in danger, or the exploitation or corruption of children or vulnerable adults.

**Sexual abuse** involves forcing or enticing a child or vulnerable adult to take part in sexual activities, including prostitution, whether or not they are aware of what is happening. The activities may involve physical contact, including penetrative or nonpenetrative acts. They may include non-contact activities such as involving children in looking at, or in production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

**Neglect** is the persistent failure to meet a child or vulnerable adult's basic physical and/or psychological need, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect from physical harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment.

## **Appendix 2 - What to do if a Safeguarding issue is brought to your attention?**

If a safeguarding concern is brought to a members of staff attention about harm or abuse that they are suffering from, or have suffered, that staff member should:

- Listen carefully and let them tell you what has happened at their own pace, only asking questions for clarification.
- Remain calm and caring and avoid interrupting information.
- Do not conduct an inquiry into what has happened.
- Avoid cross-questioning or leading questions.
- Do not promise to keep it a secret but tell them that you need to share this information with others but make it clear that you will only tell people who need to know and who can help.
- Reassure them that they did the right thing in telling you.
- Speak immediately to the designated officer.
- Make a note of what was said using an incident form (Appendix 3) using their own words as soon as possible after the disclosing conversation, and sign and date your record.



## Appendix 3

# PLYMOUTH ARENA

## SAFEGUARDING INCIDENT REPORT FORM

### Have you?

- Reassured the person?
- Been honest and not made promises you cannot keep?
- Explained why you may have to tell other people in order to stop what's happening?
- Avoided leading questions and asked as few questions as possible?
- Encouraged them to use their own words?

Thank you for identifying that you have concerns about a child or vulnerable adult in the workplace. It is not always easy to report an incident, and we would like you to know that this form will be treated in the **strictest confidence**. Please complete this form with as much detail as possible to

Details of Person Reporting complete your report.

| Child/Vulnerable Adult details | Details of Person Reporting |
|--------------------------------|-----------------------------|
| Name:                          | Name:                       |
| Address:                       | Department:                 |
| Postcode:                      | Contact Details:            |
| Date of Birth:                 |                             |
| Telephone/Contact:             | <b>Date of Incident:</b>    |
|                                | <b>Date of Report:</b>      |

### Describe what was disclosed/witnessed

*Say what you heard/saw, do not include opinion.*

|                   |                       |
|-------------------|-----------------------|
| Time of Incident: | Location of Incident: |
|-------------------|-----------------------|

**I understand the information given above is correct to the best of my knowledge and that any information disclosed in good faith will be treated in the strictest confidence. I also acknowledge that malicious allegations may result in prosecution.**

|                         |                                 |
|-------------------------|---------------------------------|
| Staff member completing | Designated safeguarding officer |
| Name:                   | Name:                           |
| Signature:              | Signature                       |
| Date:                   | Date:                           |

|                                |       |
|--------------------------------|-------|
| Action taken                   |       |
| Date:                          | Time: |
| Name:                          | Role: |
| Notes of discussion and action |       |

