



ALEXANDRA PARK AND PALACE CHARITABLE TRUST
BOARD MEETING
12 OCTOBER 2023

Report Title: Safeguarding Progress Report
Report of: Catherine Solomon, Director of Human Resources
Purpose: To inform Trustees of progress on actions to promote safeguarding.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

To note the information.

2. Executive Summary

- 2.1 Trustees duties in relation to safeguarding include protecting people who come into contact with the Charity from harm, ensuring an open, positive culture and reviewing policies, procedures and practices.
- 2.2 On appointment, Trustees are required to complete Safeguarding e-learning modules as part of the induction programme, are invited to review the Safeguarding Policy annually and attend ad hoc development sessions and have a nominated Lead Trustee for Safeguarding.
- 2.3 Trustees have set a 'zero' tolerance level in relation to Risk 108 on the risk register: Failure to Comply with Legislation, which features Safeguarding and Health & Safety). The risk is currently scored as low as a result of effective mitigations in place, including:
- Induction process in place for all Board, committee & staff members
 - Full suite of policies in place with timetable for revision.
 - Safeguarding proactively promoted on site.
 - Monitoring government, sector guidance & policy requirements.
 - Consulting legal advisors as required
 - Tribunal insurance in place
- 2.4 During Safeguarding Workshops in 2021 and 2022 Trustees agreed that more should be done to promote our safeguarding work and policies. This report provides a progress update.

3. Identified actions to promote safeguarding

3.1 More activity to promote our safeguarding work and policies.

- Blog – In November 2021 to coincide with lighting the mast in support of the NSPCC we published a Safeguarding Blog about our approach to protecting people with a link to our summary safeguarding policy.
- Ask Angela Scheme
This is a code word where support is provided by the venue staff to remove the person asking for Angela from a situation. Posters have been placed around the venue and the scheme was used by a customer on one occasion.
- Welfare Officers deployed at large concerts and individual medical risk assessment, which may result in different medical provision at those events.

3.2 Developing and ensuring learning programmes are fit for purpose as digitisation progresses and provide training on using social media.

- Safeguarding and other E-learning modules developed and a mandatory requirement for all staff. 78% completion rate. In addition, we have run face to face briefings for frontline staff.
- Mental Health Awareness Training – offered to all staff and a 2-day Mental Health First Aid at work course completed by 10 staff across the organisation.

3.3 Messaging to ensure people are comfortable with the reporting mechanisms

- We have worked with Health and safety and operational teams to develop an operational decisions framework which provides more detailed practical information and safeguarding scenarios for our front-line staff in what to do in an emergency situation, attached at Appendix 1.
- We are currently exploring option of membership to the Events Industry Safe Space Charter attached at Appendix 2.

3.4 Ensuring the Board are getting the information they need to fulfil their role. Metrics on DBS checks will be built into reporting.

- The Board are only informed of incidents when there has been an allegation or a report in progress and care is taken to protect the data.
- Quarterly reviews of the strategic risk register and deep dives/ workshops.

3.5 Fundraising Policy to be reviewed to ensure the Safeguarding Policy is reflected.

The Fundraising Policy commits to: preventing intrusive/coercive tactics /undue pressure on individuals and abiding by the standards set out in the Code of Fundraising Practice.

4. Legal Implications

The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

5. Financial Implications

The Council's Chief Financial Officer has been consulted in the preparation of this report and has no comments.

6. Use of Appendices

Appendix 1 – Alexandra Palace Safeguarding Operational Guidance
Appendix 2 – Events Industry Safe Space Charter

7. Background Papers – None

APPENDIX I

Safeguarding event operations decisions framework

1. Principle

Safeguarding is everyone's responsibility.

2. Purpose

To promote and ensure the safety and wellbeing of all those people taking part /attending the event.
To ensure that all those responsible for the welfare of all young people and adults at risk understand their role and responsibility.

3. First Point of Contact

In event mode, Event Control is designated as first point of contact for advice and to respond to any safeguarding concerns that arise during an event. Notification to Event Control will enable the correct venue response to be taken.

It is essential that any suspicions, concerns, or allegations are acted upon appropriately.

4. Responsibility of Venue I

Venue I in event briefing should ensure that all staff and volunteers (if relevant) are aware of their specific safeguarding responsibilities at the event.

5. What is a safeguarding concern?

This is where a child (under the age of 18) or adult at risk could be at risk of abuse or harm.

6. What is harm?

This can be physical harm, emotional or psychological harm, sexual harm, neglect.

7. What do I do if have a concern or something doesn't look right?

Notify your manager or Event Control in event mode. Refer to Safeguarding Reporting Flowchart (attached)

8. What to do in an emergency

Deal with any immediate needs and take all reasonable steps to ensure the child or adult at risk is in no immediate danger;

- Seek medical treatment if required as a matter of urgency.
- if you believe someone is at imminent risk of significant harm, you should call the police and/or an ambulance by ringing 999 and then report the matter in accordance with section 10 of this policy.

Listen carefully if a child or adult at risk discloses abuse to ensure that they are heard and not discouraged from reporting abuse. Clarify the bare facts of the reported abuse or grounds for suspicion of abuse but:

It is not your role to interview the child or adult at risk;

- Do not discuss in any circumstances the allegation of abuse with the alleged perpetrator.

Explain:

- That you must inform your line manager/event control

9. Possible scenarios

9.1 Lost / Found Child Adult at Risk

In the event that a child is reported as being separated from their adult carer, this should be reported to AP Control/Event Control via radio or extension 2222 who will initiate the appropriate Alexandra Palace Code 300 protocol.

In the event that a child or adult at risk is found having been separated from their carer, the member of Alexandra Palace staff should contact AP Control via radio or extension 2222 who will implement Alexandra Palace's Code 400 protocol.

9.2 Intoxicated / under the influence of alcohol / drugs

It is foreseeable that customers may choose to either consume excessive levels of alcohol or drugs of misuse. Depending on the customer and their own tolerance to the substances consumed, their level of intoxication may differ. Evaluation of their capacity either individually or supported by friends to return home safely should be considered.

Please remember that should an individual over the age of 18 of sound mind refuse treatment or support, then this cannot be enforced without their consent.

9.3 Managing entry / refusals

The right of admission to any event is reserved by the organisers. The range of reasons for refusals is wide and to be applied by the onsite Venue Manager, Venue 1. However, when refusing entry to the event consideration should be given to how the individual will return to home or lodgings. Aspects such as their capacity to look after themselves, levels of impairment, distance of travel, time of day along with their knowledge and experience of the local area and travel methods that they will be using. If the individual is a minor and the individual is insistent that they are capable to safely leave the venue where the venue option is to the opposite, then consideration should be given to obtaining parental consent.

9.4 Ask for Angela

Alexandra Palace is signed up to the safety initiative 'Ask for Angela' that is being rolled out to bars, clubs and other licensed businesses across London. People who feel unsafe, vulnerable or threatened can discreetly seek help by approaching venue staff and asking them for 'Angela'. This code-phrase will indicate to staff that they require help with their situation and a trained member of staff will then look to support and assist them. This might be through reuniting them with a friend, seeing them to a taxi, or by calling venue security and/or the police. **The first point of contact should be our Visitor Services – Visitor Services Manager / Supervisor (VS1/2) .**

9.5 Sexual Harassment

Alexandra Palace has a zero-tolerance approach to any form of sexual harassment however motivated. Appropriate support should be given to anyone reporting sexual harassment, whether physical, suggested or other without judgement. Should the resources of the venue be able to identify a potential assailant, then consideration should be given to detaining this individual pending police attendance. While a large proportion of such incidents are likely to be male-on-female, staff should deal with all allegations of sexual harassment in a similar manner regardless of how those involved identify. Where the report is under the age of 18 this also requires escalation to the Designated Safeguarding Lead.

9.6 Indecent Exposure

Where an individual intentionally shows their sexual organs in public with the intent that someone will see them and be caused alarm or distress, the individual is considered to have committed an offence under the Sexual Offences Act 2003 s66. Another person does not need to see the individual exposure nor does anyone have to be alarmed or distressed; the potential for some to see the individual is sufficient for the offence to have been committed.

The circumstances of the indecent exposure should be considered. Was this targeted at a specific group or demographic? Was this part of wider protest or an individual simply on their own?

The welfare of those who have witnessed the exposure should be considered, Do these people need support? Different people will react differently in situations such as this given their own experiences in life; some may use humour, some may display emotion, others may just freeze and say nothing as headline examples. Any witnesses should be cared for until they are ready to leave or transferred to the care of an appropriate third party.

Alexandra Palace supports self-expression and welcome all through the doors. We acknowledge that some of our events will attract niche interest groups or those who choose to dress outside of usual societal expectations. The environment in which they are could affect whether exposure of sexual organ is considered an offence. Sexual organs may foreseeably be exposed at some events within event halls, where expectation of this is clearly made to those in attendance at the point of ticket purchase and entry, and also where clear age restrictions have been applied and enforced to safeguard children. However, the same individual being dressed in a similar way in the Ice Rink or Phoenix B&K would not be accepted given this is publicly accessible space and hence team members should intervene in a sympathetic but clear manner.

10. Questions to consider

Is there a foreseeable risk of harm?

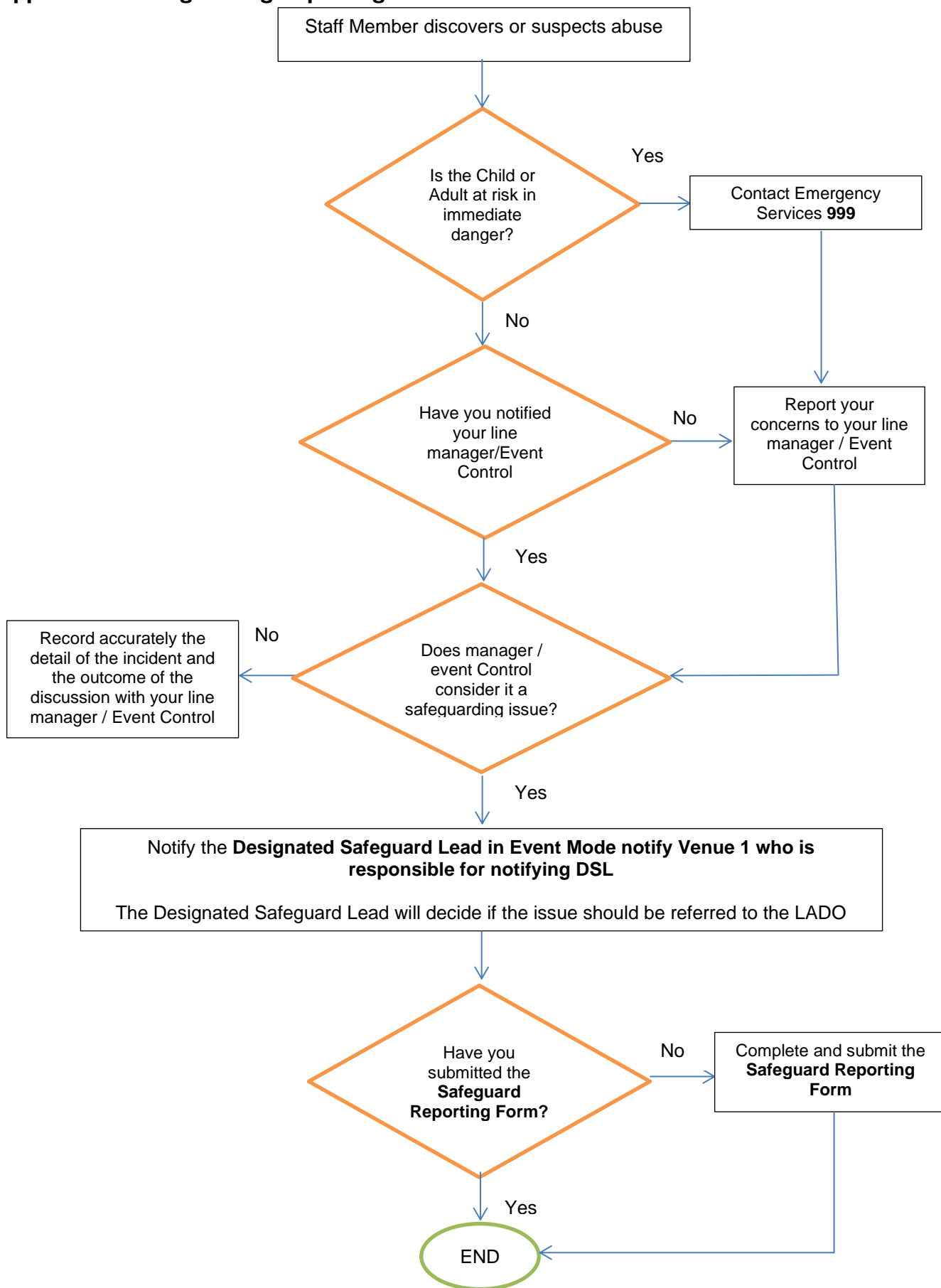
Is the child or adult at risk capable / incapable? What is the level of incapability?

Are they with a group? Do they look uncomfortable in the groups company?

Do they know where they are going / are they able to get home / have any fear of getting home?

Double up – with another member of the team where practicable when dealing with a potential situation

Appendix 1a Safeguarding Reporting – Flowchart



At Diversity Alliance we are dedicated to fostering diversity, equity, and inclusion in every facet of the events industry. As part of our ongoing commitment to creating safe spaces, we proudly present our “Safe Space Charter”—a cornerstone of our DEI initiatives.



The safe space charter outlines a commitment to maintaining a zero tolerance policy against harassment, discrimination and any form of harmful behavior.





The charter serves as a guiding framework to ensure that all individuals attending events feel respected, valued, and safe.

By committing to upholding the four pledges, the Safe Space charter can lead the way in ensuring safe and inclusive environments for all event attendees. This is the necessary change that the events industry and events need, where organisations can take a stand against discrimination or harassment, and implement the required changes to create better workplaces for individuals and safer events for delegates, participants and stakeholders.

By implementing our Safe Space charter, you will help:

1

Create an environment that addresses the immediate needs of all stakeholders

2

Foster a culture of prevention and education.

At your organisation you will be committed to creating a safe and inclusive environment for all attendees at your events. You will agree to uphold a zero tolerance policy against sexual harassment and agree to pledge to the following:



Reporting and Supporting

We provide a clearly marked safe space where attendees can privately report incidents of discrimination or harassment to our dedicated event staff, who are available at all times.

We offer a dedicated phone number and/or email address for anonymous reporting of harassment, ensuring that attendees can report incidents before, during, and after the event.

Our event staff are briefed on proper procedures for handling reports of discrimination or harassment, ensuring victims and witnesses feel supported throughout the process.

We communicate the consequences of discrimination and sexual harassment clearly through appropriate language and means. e.g. via our code of conduct

Safety Initiatives

Our event teams undergo training on recognising and responding to safeguarding issues during live events.

We display signage in restrooms, providing attendees with a discreet way to signal for help if they feel unsafe.

Our event staff are highly visible and available during networking portions of the event, ensuring a safe and secure environment for all participants.

We provide assets and signage that prominently display the dedicated reporting number and/or email address, ensuring attendees can easily access them.

We regularly remind attendees that they can text or call the event number for anonymous assistance.

Accessibility

We ensure that our safeguarding information is accessible to attendees of all abilities.

Marketing and Messaging

We display the "Safe Space" pledge logo on our website and relevant communications, demonstrating our commitment to a safe and inclusive environment.

We make our code of conduct and harassment policy clear in all event communications leading up to and during the event.

If you wish to sign up to the charter and pledge to commit to Safe Spaces at events, [please complete this form](#) and share your company logo. Once you have provided the required information, we will share the "Safe Space" pledge promotional information where you can add the logo to your website, social media and event communications.