Safe System of Work (SSoW)

Use of Changing Room Facilities

Mount Batten Centre (MBC) – 2026

1. Purpose

This Safe System of Work (SSoW) establishes the arrangements, responsibilities and control measures required for the safe use of the changing room facilities at the Mount Batten Centre (MBC).

The objective is to ensure that all users can access changing facilities safely, respectfully, and inclusively while maintaining appropriate standards of safeguarding, privacy, security, and hygiene.

This SSoW applies to:

- Mount Batten Centre staff and volunteers
- Affiliate clubs and organisations
- Schools and educational groups
- Members and customers
- Event organisers and participants
- Contractors where applicable

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2. Significant Hazards and Risks

Hazard	Potential Harm
Unsupervised children or adults at risk	Safeguarding concerns, injury, distress
Inappropriate behaviour, bullying or harassment	Emotional harm, safeguarding incidents
Photography or filming	Breach of privacy and safeguarding concerns
Slips, trips and falls	Injury from wet floors or obstructions
Overcrowding	Reduced supervision, increased risk of incidents
Poor hygiene or housekeeping	Infection risk, slips and trips
Unauthorised access	Security and safeguarding concerns
Damage to facilities	Injury or disruption to operations
Lost or stolen property	Financial loss and user dissatisfaction

3. Control Measures

3.1 Allocation of Changing Areas

The changing room facility consists of four separate changing areas.

Changing areas may be allocated according to:

- Group size
- Activity type
- Age group
- Gender requirements
- Accessibility requirements
- Mixed or family use
- School or organised group bookings

For Mount Batten Centre activities, changing areas will be allocated by Centre staff.

Affiliate clubs, members and external groups are responsible for coordinating changing room use with other users and must comply with any instructions issued by Centre staff.

Where facilities are fully occupied, groups may be required to:

- Wait until a changing area becomes available;

3.2 Supervision Requirements

Children, young people and adults at risk must be supervised at all times, as far as reasonably practicable.

Responsibility for supervision remains with:

- Group leaders
- Coaches
- Teachers
- Affiliate organisations

Responsibility does not transfer to Mount Batten Centre staff unless specifically agreed as part of an activity delivery arrangement.

Group leaders must:

- Maintain adequate supervision ratios.

- Ensure participants behave appropriately.
- Check that the allocated changing area is clear before use.
- Prevent unauthorised access to their allocated changing area during use.

Where another user wishes to enter an occupied changing area, the responsible group leader should request that they wait until the group has completed changing or direct them to an alternative changing area where available.

Changing Area 4 should normally remain available for general members and customers where operationally possible.

3.3 Safeguarding Controls

All staff, volunteers and group leaders must comply with the Mount Batten Centre Safeguarding Policy.

The following controls apply:

- Privacy and dignity of all users must be respected.
- Adults should avoid entering changing areas occupied solely by children or young people unless necessary.
- Where entry is required, two adults should attend whenever reasonably practicable.
- Any safeguarding concern must be reported immediately to the Duty Manager or Centre staff.
- Any suspected abuse, inappropriate behaviour or welfare concern must be managed in accordance with safeguarding procedures.

3.4 Acceptable Behaviour

All users must:

- Treat others with respect.
- Follow instructions issued by Centre staff.
- Use only designated changing areas.
- Leave facilities clean and tidy.
- Report hazards, damage or inappropriate behaviour immediately.

The Mount Batten Centre operates a zero-tolerance approach to:

- Bullying
- Harassment

- Discrimination
- Inappropriate language
- Aggressive behaviour
- Filming or photography within changing facilities
- Deliberate misuse of facilities

Any individual failing to comply may be required to leave the premises.

3.5 Mobile Phones and Electronic Devices

The use of mobile phones, cameras, smart devices and recording equipment within changing facilities is prohibited.

Exceptions apply only where:

- An emergency situation exists; or
- Specific permission has been granted by Centre management.

Photography and video recording within changing facilities are strictly prohibited.

3.6 Housekeeping and Hygiene

Users must:

- Remove all personal belongings after use.
- Dispose of litter in bins provided.
- Keep walkways, benches and exits clear.
- Report spillages, defects or hazards immediately.

Centre staff will:

- Inspect facilities regularly during opening hours.
- Complete cleaning schedules.
- Replenish consumables where required.
- Arrange repairs and maintenance as necessary.

3.7 Outdoor Shower Use

Two cold-water outdoor showers are provided in the boatyard for rinsing after activities involving saltwater immersion.

Users must:

- Remain clothed in wetsuits, drysuits or suitable swimwear whilst using the showers.
- Use showers only for personal rinsing.

The outdoor showers must not be used for:

- Changing clothes
- Washing equipment
- Washing boats or activity kit

3.8 Accessibility and Inclusion

Mount Batten Centre is committed to providing inclusive facilities.

Where reasonably practicable:

- Accessible changing facilities will be prioritised for users who require them.
- Users may select facilities most appropriate to their needs.
- Privacy requirements will be respected.
- Reasonable adjustments will be considered and implemented where possible.

Specific accessibility requirements should be communicated to Centre staff before arrival whenever possible.

3.9 Security and Personal Belongings

Users remain responsible for their personal property.

To reduce the risk of theft or loss:

- Valuables should not be left unattended.
- Personal belongings should be removed promptly after use.
- The access door to the yard must not be propped open.

The Mount Batten Centre accepts no liability for lost or stolen property unless formally deposited through an approved process.

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4. Responsibilities

Centre Staff

Centre staff are responsible for:

- Allocating facilities where required.
- Monitoring safe use of facilities.
- Responding to reported hazards and incidents.
- Maintaining cleaning and inspection schedules.
- Escalating safeguarding concerns.

Group Leaders and Affiliate Organisations

Group leaders are responsible for:

- Supervision of their participants.
- Compliance with safeguarding requirements.
- Ensuring appropriate behaviour.
- Reporting incidents, hazards or concerns.
- Ensuring facilities are left clean and tidy.

Facility Users

All users are responsible for:

- Following this Safe System of Work.
- Respecting others.
- Maintaining good housekeeping standards.
- Reporting hazards, defects and incidents.

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5. Emergency Arrangements

In the event of:

- A safeguarding concern
- Serious injury
- Fire alarm activation
- Security incident
- Aggressive or threatening behaviour

Users must immediately notify Centre staff or the Duty Manager and follow site emergency procedures.

Out-of-hours concerns should be reported to:

enquiries@mount-batten-centre.com

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6. Monitoring and Review

This Safe System of Work will be reviewed:

- Annually;
- Following any significant incident;
- Following changes to facilities or operational arrangements; or
- Following updates to safeguarding or health and safety requirements.

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7. Key Contact

Mount Batten Centre Safeguarding Officer

Emma Denham
Centre and Operations Manager

Email: emma.denham@mount-batten-centre.com
Telephone: 01752 404567

Appendix 1

Temporary Safe System of Work

Accessible Changing Room Emergency Assistance Alarm System – Not Yet Operational

Purpose

This Temporary Safe System of Work (TSSoW) sets out the control measures to be implemented whilst the emergency assistance call points within the accessible changing room facilities remain uncommissioned and unavailable for use.

The emergency assistance call points must not be relied upon to summon assistance during this period.

This temporary arrangement will remain in place until the emergency alarm system has been fully commissioned, tested and brought into service.

All users must ensure that another responsible person is with them whilst using the changing rooms. There should not be any lone use of the facilities during this temporary period. This person is to be available to provide assistance or raise the alarm in the event of an emergency

Hazard

Users of the accessible changing facilities may be unable to summon assistance using the installed emergency assistance call points in the event of:

- Medical emergency
- Fall or injury
- Personal welfare concern
- Entrapment or inability to exit the facility independently

Persons at Risk

- Disabled users
- Users with mobility impairments
- Users with sensory impairments
- Users with medical conditions
- Adults at risk
- Any person requiring emergency assistance whilst using the accessible facilities

Control Measures

Signage

Appropriate signage shall be displayed:

- At the entrance to each affected changing facility.
- Within the accessible changing spaces.
- At reception where practicable.

The signage shall clearly state that the emergency assistance alarm system is not currently operational and must not be relied upon.

Centre Operating Hours

Changing room facilities shall only be available during periods when Centre staff are present on site.

Current opening hours are:

Day	Hours
Monday – Friday	08:00 – 20:00
Saturday	08.00 -16.00
Sunday	08.00-15.00

Staff Monitoring

Mount Batten Centre staff shall:

- Remain available on site during opening hours.
- Undertake regular patrols of the changing room areas.
- Respond promptly to any reported welfare concerns.
- Monitor compliance with this Temporary Safe System of Work.

Any concerns regarding the welfare of a facility user must be reported immediately to Centre staff.

In the event of an emergency, assistance should be sought directly from:

- Centre staff
- Reception
- Emergency Services (999) where appropriate

Users Requiring Additional Support

Users requiring additional assistance are encouraged to notify reception or Centre staff before using the facilities.

Where a user:

- Has a disability;

- Has a medical condition;
- Is considered vulnerable; or
- May require emergency assistance;

they should not use the accessible facilities alone whilst the emergency assistance alarm system remains unavailable.

Suitable supervision or support arrangements should be implemented.

Affiliated Clubs, Commercial Users and Organised Groups

Group leaders, coaches, teachers and activity organisers are responsible for the welfare and supervision of their participants whilst using the facilities.

Prior to using the changing rooms, group leaders shall be informed that:

- The emergency assistance alarm system within the accessible facilities is not operational.
- Users cannot rely upon the installed call points to summon assistance.
- Additional supervision arrangements may be required.

Group leaders shall:

- Undertake suitable supervision arrangements.
- Inform participants of the temporary limitations.
- Ensure vulnerable participants are not left unattended.
- Ensure appropriate welfare measures are implemented for participants who may require assistance.

Any participant requiring support due to disability, medical condition or vulnerability must not use the accessible facilities alone whilst the emergency assistance alarm system remains unavailable.

User Acknowledgement

Prior to access being granted, affiliated clubs, commercial users and organised groups shall acknowledge that:

1. They have been informed that the accessible emergency assistance alarm system is not operational.

2. They will implement appropriate supervision and welfare arrangements for their participants.
3. They will not permit vulnerable users to access the facilities alone.
4. They accept responsibility for participant supervision whilst using the facilities.

A signed acknowledgement form shall be retained by the Mount Batten Centre as evidence of communication and acceptance of responsibilities.

Communication

All affiliated clubs, members, commercial users and authorised organisations shall be informed of this temporary arrangement before using the facilities.

Communication methods may include:

- Email notification
- Booking confirmations
- User agreements
- Site signage
- Verbal briefings

Review and Withdrawal

This Temporary Safe System of Work shall be reviewed weekly by Centre Management.

The document shall be withdrawn immediately once:

- The emergency assistance alarm system has been commissioned;
- Functional testing has been completed; and
- The system has been formally brought into service.

A record of commissioning and testing shall be retained.