



# *Safeguarding Standards*

**FOR LTA COUNTY ASSOCIATIONS**



# *Foreword*

The LTA strives to ensure that all children, young people and adults at risk are safeguarded from abuse and have an enjoyable tennis experience. The Safeguarding Standards for LTA County Associations (including Directly Affiliated Organisations) are intended to support and help counties deliver this through the implementation of industry best practice policies and procedures and embedding a positive safeguarding culture within tennis.

The safeguarding standards that apply to LTA County Associations are as follows:

1. Have the appropriate Policies and Procedures.
2. There is Awareness and Implementation of the policies and procedures.
3. Have a County Safeguarding Officer who has undergone the necessary training and is engaged in their role.
4. Ensure the appropriate use of Communication and Social Media.
5. Ensure County Teams, County District Leagues and County Competitions are run in line with LTA safeguarding requirements.
6. Have completed the appropriate Risk Assessments.

These standards are accompanied by Safeguarding Support Visits, to support counties in ensuring the requirements are met and that LTA County Associations are building on them in order to become as safe a county as possible.

This document has been developed to help LTA County Associations achieve the safeguarding standards and have a clear understanding of what the Safeguarding Support Visits will entail.

The safeguarding standards and accompanying documentation have been developed through rigorous consultation with a range of LTA County Associations and County volunteers.

For an alternative accessible version of this document please email [Safeguarding@LTA.org.uk](mailto:Safeguarding@LTA.org.uk).



## **SECTION 1 – SAFEGUARDING SUPPORT VISITS**

Who will conduct the Safeguarding Support Visit

The order that LTA County Associations are selected for a Safeguarding Support Visit

What the Safeguarding Support Visit process involves

## **SECTION 2 – GUIDANCE ON ACHIEVING THE STANDARDS**

Standard 1: Policies and Procedures

Standard 2: Awareness and Implementation

Standard 3: County Safeguarding Officer

Standard 4: Communications and Social Media

Standard 5: Teams, Leagues and Competitions

Standard 6: Risk Assessment



# SECTION I

## SAFEGUARDING SUPPORT VISITS

### WHO CONDUCTS THE SAFEGUARDING SUPPORT VISIT

Safeguarding Support Visits to LTA County Associations will be conducted by a member of the LTA Safeguarding Team. They may also be conducted by, or in conjunction with, a member of the LTA's Regional Team, Tennis Scotland or Tennis Wales.

### HOW LTA COUNTY ASSOCIATIONS ARE SELECTED FOR A SAFEGUARDING SUPPORT VISIT

The selection process to determine the order in which County Associations are visited will be random. If a county wishes to volunteer for a Safeguarding Support Visit, they should contact the LTA Safeguarding Team to let them know.

### WHAT THE SAFEGUARDING SUPPORT VISIT PROCESS INVOLVES

#### 1. Notification

County Associations will normally be given 6-8 weeks' notice before a visit and will be sent all necessary paperwork about the process at that time. Upon reviewing the material, any questions that arise should be directed to the Safeguarding Team. In exceptional situations it may not be possible to give 6-8 weeks' notice, for example, because the LTA is made aware of a safeguarding issue and more urgent action is required.

The LTA Safeguarding Team will work with the County Safeguarding Officer to find an appropriate date for the physical visit to take place. The County Safeguarding Officer will be responsible for liaising with the LTA Councillor and County Chair and/or other suitable volunteers within the County Association to confirm the date. It is important that once a date is agreed it is not changed.

It is strongly recommended that the County Board/Exec (including County Safeguarding Officer) familiarise themselves with Section 2 of this guidance document, along with the self-assessment form, to help them prepare.

#### 2. Survey

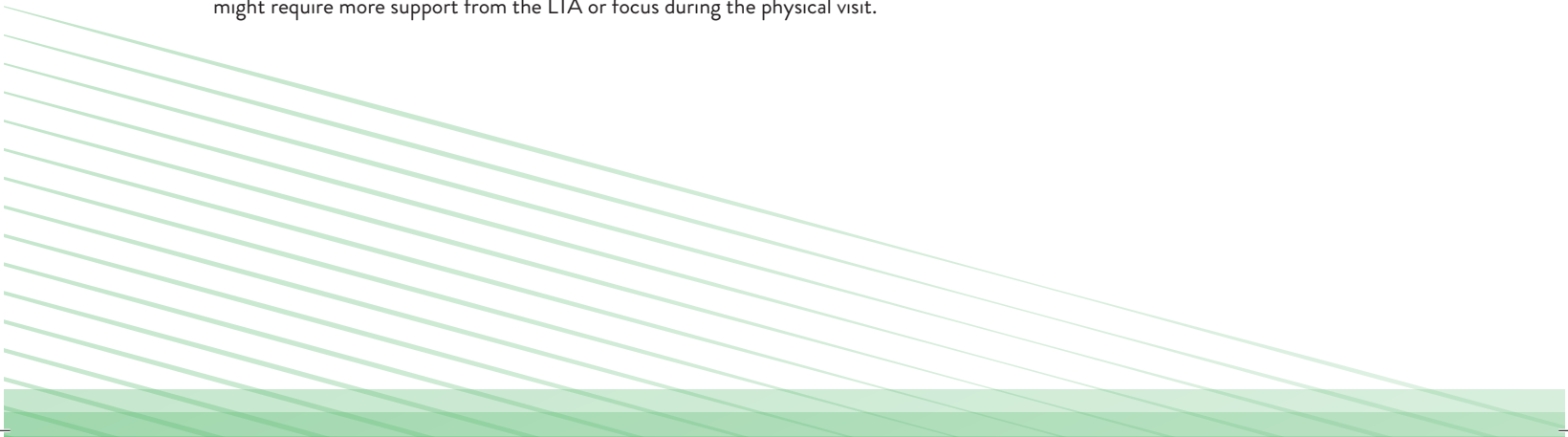
In the lead up to the visit, the County Safeguarding Officer will be provided with a link to a survey which should be circulated to the following:

- Children (those under the age of 18), who are involved in county activities (i.e. county training and county competitions) and their parents or carers.
- Volunteers, coaches and others who work on county activities
- County staff if relevant

It is important that the surveys are sent out as soon as possible on receipt of the survey link. The survey will then remain open for approximately two weeks (although the allotted time may be subject to change depending on the circumstances).

Feedback from the survey will be collated by the LTA Safeguarding Team. A report of the survey results will be shared with the County Board/Exec and any information which could potentially allow the County Board/Exec to identify respondents will be anonymised or removed from the report. Any concerns outside of safeguarding will be referred to the County Board/Exec if appropriate and applicable.

The survey will provide the LTA with feedback from those involved in County activities around their awareness of safeguarding, and the effectiveness at implementing safeguarding procedures. This will help to identify any areas which might require more support from the LTA or focus during the physical visit.





### 3. Self-assessment

At the point of notification, the County Safeguarding Officer will be sent a self-assessment form to complete in conjunction with their County Exec/Board. This is intended to help the County Association identify areas to work on and assist the LTA in tailoring the support that will be needed. The County Safeguarding Officer will be informed when the self-assessment is to be completed and returned.

### 4. Physical visit

The visits will take around 2 hours, but may require longer to meet the needs of the County Association.

As a general rule the following individuals should ideally attend the physical visit however as a minimum we would expect those highlighted below to be in attendance:

- **County Chair**
- **LTA Councillor**
- **County Safeguarding Officer**
- **Key coach involved in county training**
- The individual(s) responsible for county and district leagues, teams and competitions
- The individual(s) responsible for social media and communications

The physical visit should take place at the County Offices and/or venue where county activities predominantly take place.

During the physical visit, the LTA will:

- Speak to the relevant County individuals and ask them questions based around the safeguarding standards;
- Speak to other randomly selected individuals which might include additional staff/volunteers, parents, players, etc;
- Conduct a visual assessment of the venue and its safeguarding practices;
- Review key documentation relevant to the safeguarding standards; and
- Review other areas that may be necessary to complete the visit
- Answer any questions the County Association has around safeguarding activity and assist in developing safe county activities. This assistance may take the form of an action plan, signposting to another county, 1-1 support or document review.

When conducting Safeguarding Support Visits, the LTA will:

- Be respectful
- Demonstrate empathy
- Be honest and transparent
- Act professionally
- Operate in line with the LTA values of integrity, excellence, passion and teamwork

It is hoped and expected that County Associations will fully work with the LTA to make the most of the Safeguarding Support Visit process.

The LTA may attend the County Association on another date with limited or no notice to conduct further checks should that be felt necessary.



## 5. Rating

Following the physical visit, written feedback will be provided along with an overall rating of 1 - 5. The rating scale is categorised as follows: The LTA will make every effort to provide the County Association with the feedback within one month of the physical visit being completed.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>URGENT DEVELOPMENT REQUIRED</b>	<b>DEVELOPMENT REQUIRED</b>	<b>SATISFACTORY</b>	<b>GOOD</b>	<b>VERY GOOD</b>
There are significant gaps in the safeguarding standards.  Significant and urgent action is required to address concerns.	There are some gaps in the safeguarding standards.  Some action is required to achieve Satisfactory level.	The County Association has met the safeguarding standards.	The County Association is performing well, achieving above the minimum criteria in a number of areas.	The County Association is performing very well and demonstrates a level of safeguarding commitment and competence above the minimum criteria in most areas.

In the event that a County Association has been rated as 'Urgent Development Required' or 'Development Required', the following within the LTA will be made aware and, if applicable, that their assistance may be required to help support the County Association:

- LTA Executive Team
- LTA Head of Clubs, Counties and Volunteers
- LTA Head of Region
- LTA County Performance Team
- LTA Regional Delivery Director

In the event that a safeguarding concern is identified during the process, these will be reported to statutory agencies for investigation as appropriate.

If the County Association has concerns about their rating and the reasons for this, they can write to the LTA National Safeguarding Manager within 14 days of receiving the result to provide their reasons and any relevant evidence. The LTA National Safeguarding Manager will review the information available and confirm whether the rating should be amended.

If the County Association remain concerned about their rating, no later than 7 days from the LTA National Safeguarding Manager's outcome being communicated, the County Association should inform the LTA National Safeguarding Manager that they would like the LTA Head of Safeguarding to review the matter. The LTA Head of Safeguarding's decision will be final.



## 6. Action plan

Where a County Association has not achieved the standards, they will be given an action plan to address the shortcomings and a specified time frame to complete this. As part of the action plan, details will be provided, where possible, of any County Associations that are willing to share details of their good practice. The plan will also signpost to relevant documents that may be of use.

A time frame to complete the action plan will be discussed with the County Association and agreed by the LTA. The time frame will be variable between County Associations as it will take into account the number of actions required, the size and resources available to the County Association.

Where a County Association has successfully met the standards, recommendations will be provided to highlight areas where they could begin to exceed. It will be up to the County Association whether they choose to work on these recommendations although it is strongly encouraged.

## 7. Follow up

Where a County Association has been given an action plan, they will be asked to provide evidence on how they have completed the actions to the LTA.

If a County Association has not completed their action plan within the agreed time period, it will be escalated to the LTA National Safeguarding Manager for review.

The LTA National Safeguarding Manager will then write to the County Safeguarding Officer, LTA Councillor and County Chair to ascertain why the actions have not been completed and identify any factors which the LTA may not have been aware of.

Following receipt of any comments, the LTA National Safeguarding Manager will then consider whether to allow additional time for the County Association. If, however, the County Association is not able to complete the necessary actions within the agreed additional time, the LTA National Safeguarding Manager will submit the matter to the LTA's Chief Executive, President, Participation Director, Head of Safeguarding, and Head of Clubs, Counties & Volunteers for review.

They will decide what actions should be taken to address the outstanding matters regarding the County Association.



## SECTION 2

# GUIDANCE ON ACHIEVING THE STANDARDS

This section will cover how to achieve the standards and the requirements to demonstrate compliance.

County Associations will need to ensure that they are able to provide physical evidence (where it is possible to do so) that the requirements have been met.

The resources required to achieve the standards can be found at [www.lta.org.uk/countyresourceguide](http://www.lta.org.uk/countyresourceguide).

County Associations are encouraged to contact the LTA Safeguarding Team should they have any questions about the criteria or advice on how to implement the actions.

E: [safeguarding@LTA.org.uk](mailto:safeguarding@LTA.org.uk)

T: 0208 487 7000





## STANDARD I

# POLICIES AND PROCEDURES

	REQUIREMENT	GUIDANCE
<b>1</b>	There is a robust safeguarding policy.	The LTA has provided templates for all of these policies and they are available from <a href="http://www.lta.org.uk/countyresourceguide">www.lta.org.uk/countyresourceguide</a>  Counties should ensure they have adopted and implemented these policies into their practices.
<b>2</b>	There is a robust diversity and inclusion policy.	
<b>3</b>	There is a robust safer recruitment policy in place.	
<b>4</b>	There is a robust anti-bullying policy in place.	
<b>5</b>	There is a robust online safety policy in place.	
<b>6</b>	There is a robust photography and filming policy in place.	The <a href="#">LTA's photography policy</a> can be adopted by counties and used alongside the <a href="#">LTA Photography Best Practice Guidance</a> .
<b>7</b>	There is a robust whistleblowing policy (if it is not included within the safeguarding policy).	This information is contained within the template safeguarding policy provided by the LTA.

## STANDARD 2

# AWARENESS AND IMPLEMENTATION

	REQUIREMENT	GUIDANCE
1	The county policies detailed in Standard 1 are displayed in the county office and online. Copies are available upon request.	The policies should be accessible online and displayed in the county office. Copies should be easily available to players and parents/carers upon request.
2	The county policies detailed in Standard 1 are approved by the County Board/Executive and reviewed every two years.	All policies need to be approved by the County Board/Executive. This could take the form of minutes of meetings for example.
3	All County staff and volunteers are made aware of these policies and other relevant safeguarding information.	The county's safeguarding information and policies should be communicated to all staff (including coaches) and volunteers at the point of appointment/engagement. When any changes are made to policies and/or other safeguarding information, this must be communicated to county staff and volunteers.
4	The County delivers its events, trips and activities in line with the LTA policy.	Counties should ensure that they comply with the LTA safeguarding at events, activities and competitions policy when delivering these types of events. This will be explored in detail during the meeting, we would, for example, expect to see planning documents for recent county events/trips.
5	County Board/Executive members have a general awareness and basic understanding of all aspects of safeguarding.	The County Board/Executive must all be fully aware of their responsibilities and have a strong awareness and understanding of all aspects of safeguarding.
6	County Board/Executive take a proactive approach and demonstrate strong leadership with all aspects of safeguarding.	There is clear evidence that the County Board/Executive are fully involved and show leadership to continually improve County communications, procedures and encourage training to minimise any risks associated with safeguarding.
7	Safeguarding (and diversity and inclusion) is an Agenda item and discussed at County Board/Executive meetings.	The County Board/Executive is highly engaged and driving safeguarding and diversity and inclusion forward. There is of the impact of these discussions, e.g. safeguarding considerations and improvements to competitions, recruitment processes, policy etc.
8	County Board/Executive meeting minutes truly reflect issues raised, action(s) taken and any subsequent changes in County policies and procedures.	County Board/Executive meeting minutes capture the issues raised, action(s) taken and any subsequent changes in policies and procedures. There is a timely review to ensure any actions are completed as agreed.
9	County staff and volunteers understand their safeguarding responsibilities and provide accurate guidance.	County staff and volunteers have a good understanding of their safeguarding responsibilities and are able to provide correct guidance or know where they could find the answer/information.



<b>10</b>	The process on how to report a concern is known or could be easily found out, and is reinforced through an information sharing agreement with the LTA.	<p>County staff and volunteers know how to report concerns as per the LTA procedure, or know how they could easily find out.</p> <p>When involved in cases, the County responds to advice given by the LTA and statutory agencies in a timely and efficient manner.</p> <p>The county ensures that they share details of safeguarding concerns with the LTA in accordance with the information sharing agreement.</p>
<b>11</b>	Safeguarding is covered within inductions for all County staff and volunteers.	<p>The County has an induction process which covers their safeguarding policy, identifying a safeguarding concern and the process for raising and recording safeguarding concerns.</p> <p>The induction should be sufficient to ensure that the above information is relayed accurately and clearly to staff and volunteers.</p>
<b>12</b>	A record is kept of the date and type of safeguarding training completed by County staff and volunteers.	There is a record of safeguarding training attendance which should be kept up to date. Recording the information on a spreadsheet would be an appropriate method.
<b>13</b>	Relevant County staff and volunteers are subject to a criminal record check.	<p>The county has reviewed the roles involved in county activities to identify those which require a DBS check. The relevant staff and volunteers in regulated activity have a DBS check and are not allowed to work with children if it is not in place.</p> <p>People who are not in regulated activity, but still work with children are supervised when doing so. If a DBS check has not been obtained for these people, this has been recorded along with justification as to the reasons why.</p>
<b>14</b>	The County keeps a secure log of the roles which require criminal record checks, when they were completed, the result (accepted/not accepted) and when they are due for renewal.	This information is recorded using the LTA template or similar method as preferred by the county.
<b>15</b>	Where a service is provided on the County's behalf, irrespective of location, the service operates to the same standards in respect of safeguarding.	Where the county contracts services to other people/organisations, the county is able to clearly show that safeguarding arrangements are embedded in the service delivery.

## Exceeding

	<b>REQUIREMENT</b>	<b>GUIDANCE</b>
<b>16</b>	The County is inclusive in its provision of tennis opportunities and diversity of its staff and members.	The County is able to demonstrate that they have conducted diversity initiatives such as monitoring and participation/outreach programmes.



## STANDARD 3

# COUNTY SAFEGUARDING OFFICER

	REQUIREMENT	GUIDANCE
1	There is a County Safeguarding Officer with a clearly defined role and responsibilities in relation to safeguarding.	There must be a named County Safeguarding Officer who has a clear understanding of their role and responsibilities in line with the LTA role description. The County Safeguarding Officer role does not need to be a remunerated position and is intended to be voluntary.
2	The County Safeguarding Officer attends/renews Level 1 safeguarding training at least every three years.	The County Safeguarding Officer ensures that they keep their safeguarding training up to date.
3	The County Safeguarding Officer has completed Level 2 safeguarding training (Time to Listen) within three years of their Level 1.	
4	The County Safeguarding Officer is engaged with the LTA review process and safeguarding agenda, including attending annual County Safeguarding Officer conferences.	<p>The County Safeguarding Officer is responsive to contact from the LTA about the support visit process and helps facilitate the process.</p> <p>The County Safeguarding Officer should attend the LTA conferences where possible.</p>
5	The County Safeguarding Officer is involved in any issues/concerns and works with the LTA to ensure they are actioned in line with policy.	When issues/concerns are identified, swift action is taken to ensure timely escalation to the LTA and external agencies (if required).
6	The County Safeguarding Officer role is embedded within the County Exec/ / Board.	The County Safeguarding Officer role is embedded within County Exec/ Board, either as an official position or through regular and good communication ensuring joined up working.
7	Details of safeguarding cases are stored securely by the County Safeguarding Officer.	<p>Details about safeguarding cases are stored securely and with controlled access. This might be in a locked cabinet within the county office or electronically. If the latter, counties may wish to consider using Google Drive which provides an online version of Microsoft Office. Permission can be given/withdrawn to access folders, helping to ensure the information is secure and controlled.</p> <p>For more information on Google Drive go to: <a href="https://www.google.com/intl/en-GB/drive/">https://www.google.com/intl/en-GB/drive/</a></p>
8	The County Safeguarding Officer's role and contact details are up to date and clearly displayed (physically and on the website).	This information should be displayed on the county website. Personal contact details (e.g. email addresses) are not necessary as long as an alternative is supplied i.e. <a href="mailto:surreycountysafeguarding@gmail.com">surreycountysafeguarding@gmail.com</a>





## *Exceeding*

	<b>REQUIREMENT</b>	<b>GUIDANCE</b>
<b>9</b>	Arrangements are in place for any planned and unplanned absences/leave by the County Safeguarding Officer.	A process is in place and fully implemented within the county.
<b>10</b>	The County Safeguarding Officer is engaged in their role and works to increase awareness of safeguarding. They also attend club and coach forums.	A high performing County Safeguarding Officer will be proactive and engage with clubs and organisations in their county.









## STANDARD 4

# COMMUNICATIONS & SOCIAL MEDIA

	REQUIREMENT	GUIDANCE
1	County website contains up to date safeguarding information and clear links to the LTA safeguarding page.	Up to date safeguarding information (i.e. policies, contact details, working hyperlinks, etc.) is available online and can be easily seen/accessed.
2	Communications with juniors are conducted in line with the online safety and communication policy.	The provisions contained within the online safety and communication policy should be adhered to. Any accidental gaps between policy and practice are swiftly recognised and acted upon to mitigate against for the future.
3	The County Board/Executive authorises who in the County has access rights to the County website and to social media apps. They also determine the individual restrictions and review on a regular basis, e.g. restricted editorial/administrative rights, enquiries, view only, etc.	<p>The County Board/Executive authorises who has access rights to the County website and to social media apps and records this information internally (e.g. on meeting minutes etc).</p> <p>They also determine the individual restrictions and review on a regular basis, e.g. restricted editorial/administrative rights, enquiries, view only, etc.</p> <p>A review of access rights is undertaken on an annual basis as a minimum.</p>
4	When using Social Media e.g. Twitter, WhatsApp, Facebook, etc., authors use plain English and non-discriminatory language.	Plain English and non-discriminatory language are used for all social media activity.
5	Consent for the use imagery and video of children has been obtained.	Written consent has been correctly obtained prior to activities taking place.
6	When referring to juniors on the County website and/or social media the use of their full name is avoided unless consent is given by parents/carers.	The full names of juniors are not shown on the County website and/or social media, unless proper consent has been obtained and it is considered necessary to display this information in line with the online safety and communication policy.

## STANDARD 5

# COUNTY TEAMS, LEAGUES & COMPETITIONS

	REQUIREMENT	GUIDANCE
1	Details of coaches used by the county are provided to the LTA annually (or more frequently in the event of changes) and all county coaches qualified Level 2 or above are LTA Accredited or Accredited+.	<p>The county emails <a href="mailto:safeguarding@lta.org.uk">safeguarding@lta.org.uk</a> with details of the coaches they are using on an annual basis (or more frequently in the event of changes).</p> <p>All Level 3+ coaches must be Accredited or Accredited+</p> <p>NB. From October 2020 this will include all Level 2 coaches.</p>
2	Coaching activities take place in an open and visible environment at the selected venues.	Coaching activities all take place within sight of the clubhouse and other staff or volunteers.
3	Junior County Training is undertaken in line with the LTA County Programme Funding Agreement	<p>Junior County Training is undertaken in line with the LTA County Programme Funding Agreement.</p> <p>Any accidental gaps between policy and practice are swiftly recognised and acted upon to mitigate against for the future.</p>
4	County Cup/Inter County matches, especially where travelling is required, follow the LTA policy and in particular ensure where juniors are involved their parents/carers are fully aware and understand all safeguarding aspects.	The LTA safeguarding at events, activities and competitions policy is followed and where juniors are involved their parents/carers are fully aware and understand all safeguarding aspects.
5	County League Committees to be fully aware and understand the County safeguarding policies and practices and have robust rules when managing their leagues.	<p>The County League Committees are aware of and understand the safeguarding policies and have robust rules when managing their leagues.</p> <p>The League(s) communicate and reinforce the safeguarding requirements to clubs/venues, especially when juniors are involved and are travelling to "away" matches.</p>
6	County Leagues to be aware of and have robust procedures to manage clubs/venues who are not LTA registered in order to ensure compliance with safeguarding standards.	Any non-registered clubs/venues are identified and prior to full acceptance to the League a risk assessment is undertaken, including obtaining copies of: safeguarding policy; diversity and inclusion policy and insurance details as a minimum.



7	County Tournaments - any venue to be LTA registered, with appropriate Safeguarding/Welfare Officer signage, and a full risk assessment undertaken prior to the event.	<p>The venues must be LTA registered at the time the event is running.</p> <p>There must be appropriate Safeguarding/Welfare Officer signage during the event.</p> <p>A full risk assessment must have been undertaken by the venue (as part of their LTA registration) and a copy obtained by the County.</p> <p>A risk assessment should also have been completed by the County in relation to their involvement in the event (i.e. transport, accommodation, etc.) along with the usual Referee risk assessment being conducted on-site.</p>
8	County Tournaments - all of the tournament officials (referees, umpires, court supervisors, etc.) are LTA Licensed.	Tournament officials (referees, umpires, court supervisors, etc.) are LTA licensed with up to date DBS checks and safeguarding training.
9	County Tournaments - the necessary consent forms regarding photographic imagery and film have been obtained.	Written consent has been correctly obtained prior to activities taking place.
10	The County has liaised with venues used for county activities to obtain a copy of their risk assessment and any other details the county should be aware of (i.e. blind spots).	The county has engaged with the venue as required in the criteria.

## Exceeding

	REQUIREMENT	GUIDANCE
11	<p>Level 1 assistant coaches, Activators and Tennis Leaders comply with deployment guidelines.</p> <p>Any other Level 2 assistant coaches used by the county are Accredited.</p>	All Level 1 assistant coaches, Activators and Tennis Leaders are engaged in line with the deployment guidelines. Level 2 assistant coaches are Accredited.
12	The county ensures that other practitioners (such as psychologists, physiotherapists, strength and conditioning coaches, etc) are affiliated to their relevant regulatory professional body.	All practitioners are affiliated to their regulatory professional body.

## STANDARD 6

# RISK ASSESSMENT

	REQUIREMENT	GUIDANCE
1	An annual risk assessment has been conducted in relation to the venue and facilities used by the County	The risk assessment must be completed by the venue in question as part of their LTA Registration. The county should ensure they have confirmed that this has been done and been provided with a copy of the risk assessment.
2	The supervision of children whilst taking part in county activities has been considered and formalised.	Consideration has been given and formally documented in a policy, risk assessment or similar.

## *Exceeding*

	REQUIREMENT	GUIDANCE
3	Additional risk assessments are conducted during the year to take into account events and other activities.	It is strongly encouraged that additional risk assessments are undertaken for other events and activities throughout the year. The template risk assessment can be adapted to suit this purpose.
4	There is a designated individual within the County responsible for overseeing risk assessments.	A person is responsible for ensuring risk assessments are undertaken, collating and storing this information.





TENNIS WALES & CYMRU



Tennis SCOTLAND



TENNIS FOR BRITAIN

