



TENNIS
FOR BRITAIN



SAFEGUARDING STANDARDS

FOR LTA REGISTERED VENUES

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In order to register with the LTA and take advantage of the support, benefits and programmes available, venues are required to meet five safeguarding standards.

As the governing body of tennis in Britain, it is the LTA's duty to promote the safety of all those who play, volunteer and support tennis in this country. The LTA is therefore committed to supporting and enabling registered venues to ensure that these standards are upheld.

To be eligible for LTA registration, venues must meet the following standards:

1. Have a set of clear safeguarding policies that have been implemented within the venue.
2. Ensure that there is strong awareness of the safeguarding policies and how to report a concern to all involved at the venue.
3. Have a Welfare Officer who has undergone the necessary training, is engaged in their role and supporting the venue to promote a positive safeguarding culture.
4. Ensure that relevant roles within the venue have completed a satisfactory criminal records check and that any coaches qualified to Level 2 or above are LTA Accredited or Accredited+.
5. Have embedded safeguarding into the venue's operations, conducting safeguarding risk assessments of relevant activities.

These standards are accompanied by safeguarding support visits, to ensure that requirements are being met and that venues are building on them in order to become as safe a venue as possible.

This document has been developed to help venues achieve the safeguarding standards and have a clear understanding of what the safeguarding support visits will entail.

Venues that do not comply with any one of the standards will be unable to register with the LTA and not eligible to access the associated benefits, which include:

- Public liability insurance
- LTA Membership for venue members including access to the LTA Wimbledon Ballot and a licence and rating to compete
- Access to county leagues
- Access to ClubSpark
- Access to LTA funding support and LTA programmes and initiatives

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SECTION 1

THE SAFEGUARDING SUPPORT VISIT

WHAT IS A SAFEGUARDING SUPPORT VISIT?

Safeguarding Support Visits are very much intended to help venues better embed safeguarding and provide a safe environment.

A key part of this is meeting with the venue and providing advice and guidance around the safeguarding standards.

It is highly beneficial for venues to complete and provide the LTA with their self-assessment form in advance of the visit.

Not only does this assist the venue in checking their progress, but it also helps the LTA gain a better understanding of where venues may need more support. Venues that do complete their self-assessment have been found to be significantly more likely to achieve the standards.

WHO CONDUCTS THE SAFEGUARDING SUPPORT VISIT

Safeguarding Support Visits to LTA Registered Venues 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, Tennis Wales or the relevant County Association.

HOW VENUES ARE SELECTED FOR A SAFEGUARDING SUPPORT VISIT

The LTA will be visiting approximately 30% of registered venues each year.

The selection process will be random however some venues may be specifically identified to undergo a visit for the following reasons:

- The LTA is aware of information which raises concerns about the venue's safeguarding practices;
- There is, or has been, a safeguarding issue at the venue; or
- The venue is in receipt of funding or benefits from the LTA.

WHAT THE SAFEGUARDING SUPPORT VISIT PROCESS INVOLVES

1. Notification

Venues will be informed that they have been selected for a visit approximately 1-2 months in advance of visiting the venue. In some situations (for example, where the LTA is aware of a safeguarding issue) the notification may occur with more limited notice or without any notice.

Notification will be sent via email to the venue's Welfare Officer and Club Main Contact. Venues will be provided with between 1-3 dates for the physical visit to take place. Venues are required to select one of those dates from the options provided. Once a date has been agreed, the LTA is unable to accept any requests for this to be changed unless in exceptional circumstances.

Venues will be informed of who will undertake the visit and will be provided with this guidance document and the self-assessment form. Venues will be informed if any additional information is required.

It is strongly recommended that venues familiarise themselves with Section 2 of the guidance document, along with the self-assessment form, to help them prepare for the visit.

2. Survey

In the lead up to the visit, the venue will be provided with a link to a survey which will need to be circulated to members and other users of the venue (including coaches).

It is important that the surveys are sent out to members and users of the venue 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 and any information which could potentially allow the venue to identify respondents will be anonymised or removed from the report. Any concerns outside of safeguarding will be referred to the venue if appropriate and applicable.

The survey will provide the LTA with feedback from people at the venue around their awareness of safeguarding, and the venue's effectiveness at implementing safeguarding procedures. This will help to assist the LTA in identifying any areas which could be focussed on during the physical visit.

An anonymised report of the survey results will be shared with the venue after the audit. This will help provide venues with the opportunity to reflect on the feedback that has been provided.

3. Self-assessment

At point of notification, venues will be sent a self-assessment form to complete. The venue will be informed when the self-assessment is to be completed and returned.

In certain cases, such as at park sites, this process may be undertaken using an alternative method such as via telephone conversation or as the LTA considers appropriate.

4. Physical visit

The LTA commits to conducting Safeguarding Support Visits in a fair and open manner with integrity and respect to the time and effort given by venues, volunteers and others. In turn, venues are expected to fully cooperate with the LTA as part of the process.

The venue's Welfare Officer and Club Main Contact will be contacted to facilitate visiting the venue and meeting with any individuals (e.g. staff, volunteers, coaches) as part of that process. In most circumstances, meetings will be conducted online and the LTA will physically attend the venue on a separate date to check for implementation.

During the physical visit, the LTA will:

- Speak to relevant people responsible for the running of the venue and ask them questions based around the safeguarding standards;
- When attending the venue in person, speak to some randomly selected individuals which could include staff/ volunteers, parents, players etc who are present;
- Conduct a visual assessment of the venue and its safeguarding practices;
- Review key documentation relevant to the standards; and
- Review anything else that may be relevant and necessary to complete the visit

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

5. Result

Venues will be provided with an overall RAG (Red, Amber, Green) rating and justification as to the reasons for that rating. The LTA will make every effort to provide the venue with the result within 28 days of the physical visit being completed.

In the event that a venue has not achieved one or more of the standards, various key departments within the LTA may be made aware of the result and that further improvements are required. In addition, the relevant County Association may be informed, along with Tennis Wales and Tennis Scotland where applicable.

In the event that safeguarding concerns are identified during the audit process, these will be reported to statutory agencies for investigation as appropriate.

6. Action plan

Where a venue has not achieved the standards, they will be given an action plan on to how to achieve them and a specified time frame to complete this. As part of the action plan, details will be provided, where possible, of any venues that are willing to share details of their good practice.

A reasonable time frame will be set by the LTA. The time frame will take into account the amount of actions required, the size of the venue and resources available including whether a venue is volunteer-run.

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

7. Follow up

Where a venue has been given an action plan setting out what is needed to achieve the standards, they will be required to provide evidence to the LTA on how they have completed the actions.

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

The LTA National Safeguarding Manager will write to the venue in question, advising them that their registration is at risk and inviting them to submit their comments for consideration.

Following receipt of any comments from the venue, if the LTA National Safeguarding Manager forms the view that there are sufficient grounds to consider sanctioning the venue (such as removing registration), various key departments within the LTA will be made aware of the situation. In addition, the relevant County Association will be informed, along with Tennis Wales and Tennis Scotland where applicable.

The LTA National Safeguarding Manager will then submit the documentation to a panel comprised of the Head of Safeguarding, Head of Clubs, Counties & Volunteers and Director of Participation (or suitable equivalents).

The panel will decide whether any sanctions should be applied to the venue or if any other actions are required. The decision will be notified to the venue within 28 days.

The Panel's decision will be communicated to various key departments within the LTA, the relevant County Association, along with Tennis Wales and Tennis Scotland where applicable.

SECTION 2 GUIDANCE ON ACHIEVING THE STANDARDS

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

Venues 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 <https://www.lta.org.uk/about-us/safeguarding/overview>

STANDARD 1 SAFEGUARDING POLICIES

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Does the venue have the following policies in place? <ul style="list-style-type: none"> • Safeguarding policy • Inclusion and diversity policy • Whistleblowing policy • Changing room policy • Anti-bullying policy • Online safety and communication policy • Safe recruitment policy • Photography and filming policy 	You will be required to supply the LTA with copies of these policies in advance of the physical visit. Templates are available to download from https://www.lta.org.uk/about-us/safeguarding/overview
2	Have these policies been issued within the last three years and been signed off by the committee?	Please share minutes of committee meetings
3	How does the venue ensure it adheres to the following guidance? <ul style="list-style-type: none"> • Staying safe online guidance • Event, activities and competition guidance 	Share example of this in practice, including communication to volunteers, staff, members and venue users.
4	At what age can children access the venue without parental supervision and how has this been recorded and communicated?	This may be included within club rules, terms of membership, a risk assessment, welcome letters, court booking confirmations etc.
5	How does the venue keep up to date contact details for local statutory agencies?	Your safeguarding policy should have this information recorded within it. In addition, the Welfare Officer poster provides space for this to ensure everyone is aware of this information
6	How does the venue keep a record of safeguarding concerns?	What systems do you have in place? Are concerns or near misses documented online or paper format. Who has access to this information and how is it stored securely?



STANDARD 2 SAFEGUARDING AWARENESS

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	How does the venue promote its policies and ensure they are easily available?	Please share evidence of how this information is publicised and communicated to volunteers, staff, members and venue users, e.g. via welcome emails, newsletters, noticeboards etc.
2	How does the venue provide support and information about safeguarding to its volunteers, coaches and staff?	Is there an induction process or pack? How do you ensure staff are supported on an on-going basis?
3	How does the venue ensure volunteers, coaches and staff know how to report a safeguarding concern in line with the LTA procedure?	What information is on display within your venue and on your website?
4	How does the venue promote safeguarding information to members and other venue users to ensure they can report concerns?	Please share evidence of how this information is communicated to members and venue users, e.g. via welcome emails, newsletters, noticeboards etc.
5	How does the venue promote safeguarding information on its website?	Please provide a link to your website and where the safeguarding information can be located. Consider whether it is easy to access?
6	How does the venue provide safeguarding information to people upon joining the venue?	Is there a welcome letter, induction process or pack, booking confirmation, etc. which includes this information? Does your Welfare Officer introduce themselves to new members?
7	How does the venue promote its code of conduct(s)?	Is this information on display and communicated to members and venue users?
8	How does the venue (including volunteers, coaches and staff) manage communication with members, children and other venue users?	What processes are in place to ensure communications (e.g. newsletters, social media inc. Whatsapp) are conducted safely?
9	Where does the venue display the Welfare Officer poster and other safeguarding promotional material around the venue?	Think about where is appropriate to display this. Make it visible on noticeboards and in more discreet places should someone want to view this confidentially – for example in changing rooms, backs of toilet doors etc.
10	How are members kept up to date on safeguarding within the venue?	Please share evidence of communication to members – newsletters, social media etc.

STANDARD 3 SAFEGUARDING CULTURE

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	How does the venue create and promote a positive safeguarding culture?	What information is shared with volunteers, staff, members and venue users. Emails, social media, posters, safe to play materials etc. It is recommended to record matters of good practice that are evident in your venue, e.g. safeguarding sub-committee, junior representatives.
2	How does the venue engage with and listen to children and adults at risk in relation to their experiences at the venue?	Has safeguarding at the venue been shared with children and adults at risk through talks, intros to coaching sessions and holiday camps? Does the Welfare Officer introduce themselves? How do children and adults at risk know who they can talk to? Are any feedback opportunities provided?
3	How does the committee support and engage with their Welfare Officer on safeguarding and ensure it remains on their agenda?	Evidence of completing the LTA's safeguarding training for committees (www.lta.org.uk/4abe46/siteassets/about-lta/file/lta_safeguarding_training_for_committees_guidance.docx) Evidence of committee meetings involving safeguarding discussion.
4	How does the Welfare Officer engage with members, children, adults at risk and other venue users in relation to safeguarding?	Regular updates in newsletters, video notes, social media, attending sessions.
5	How does the venue reassure members, children, adults at risk and other venue users that they will not be subject to a detriment by raising safeguarding concerns and/or complaints in good faith?	Are the Welfare Officer contact details clearly identified as role specific and that no one else has access – for example is there a dedicated email address welfare@tennisclub.com? Is the LTA reporting a concern portal promoted?
6	How does the venue ensure that concerns are dealt with confidentially and that members, children, adults at risk and other venue users are aware of this?	What information is shared to provide reassurance of this?

STANDARD 4 STAFF, COACHES AND VOLUNTEERS

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	What are the names, roles and qualification level of the coaching team (including any coaches through a coaching provider).	Please confirm these details and LTA will verify against their database.
2	Who is the Welfare Officer and do they understand their role and responsibilities?	Please confirm these details and LTA will verify against their database.
3	Has the Welfare Officer completed level 1 safeguarding training within the last three years?	LTA will check this on their database.
4	Has the Welfare Officer completed any other safeguarding training?	Please provide details of any other training or CPD that may have been undertaken.
5	What are the name and roles of anyone involved in regulated activity who requires a DBS check?	Please provide these details. Information about regulated activity can be found here: https://www.lta.org.uk/about-us/safeguarding/criminal-record-checks/dbs-overview
6	Does the Welfare Officer have a satisfactory Criminal Record Check completed within the last three years through the LTA?	Please provide these details.
7	What are the names and roles of anyone who requires a DBS check but is not in regulated activity? For example, this might include a tennis hitter who works with children, or volunteers who help run activities with children.	Please provide these details. Information about regulated activity can be found here: https://www.lta.org.uk/about-us/safeguarding/criminal-record-checks/dbs-overview
8	How does the venue manage situations where the Welfare Officer is away or absent?	Have you got a process to ensure there is temporary cover if your Welfare Officer is unavailable?
9	How does the venue ensure that any coaching activity delivered by coaches qualified to Level 2 or above is performed by LTA Accredited Coaches only.	How do you recruit/identify coaches for your venue? If they are self-employed, is there a coaching agreement in place – does this include the necessity to be accredited?
10	How does the venue ensure they adhere to the LTA deployment guidelines when using tennis leaders, tennis activators and Level 1 coaching assistants?	Has this information been shared with the committee, volunteers and coaches – please provide evidence of this.

STANDARD 5 PROCEDURE

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Has the venue circulated the LTA safeguarding survey as part of the support visit process?	Please share a copy of the email sent.
2	How does the venue manage its social media presence, including that of any volunteers, coaches and staff?	Who is responsible for this? How are permissions and usage monitored? How are the users identified?
3	Which parts of the venue have undergone a safeguarding risk assessment?	Please share completed risk assessments (including any completed by a coaching provider).
4	What activities (e.g. open days, holiday camps, trips, etc.) have undergone a safeguarding risk assessment?	Please share completed risk assessments (including any completed by a coaching provider).
5	How does the venue ensure coaching activities take place in an open and visible environment?	Please provide details.



