



Welfare Policies

Owner – Safeguarding Officer

Last Reviewed – April 2023

Next Review Date – April 2025

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1. Safeguarding Policy

a. Safeguarding policy statement

GLTC acknowledges the duty of care to safeguard and promote the welfare of children and adults at risk. The club is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and LTA requirements. A copy of the club's full safeguarding policy is available from the Club's Welfare Officer/Safeguarding Officer.

The club's safeguarding policy recognises that the welfare and interests of children and adults at risk are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children:

- have a positive and enjoyable experience of tennis at GLTC in a safe and inclusive environment
- are protected from abuse whilst participating in tennis.

GLTC acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy GLTC will:

- promote and prioritise the safety and well-being of children and adults at risk
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and adults at risk
- encourage and maintain a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment/deployment of unsuitable individuals
- ensure robust safeguarding arrangements and procedures are in operation

The Club Welfare Officer can be contacted on: bevanclaire@sky.com or 07917 441843

The club's policy and procedures will be widely promoted and are mandatory for everyone involved in GLTC. Failure to comply with the policy and procedures will be addressed and may result in dismissal/exclusion from the club.

Whistleblowing

Anyone who does not feel comfortable raising a concern with the Club Welfare Officer should contact the LTA Safeguarding Team directly on 020 8487 7000, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000. Further details about whistleblowing can be found in the club's safeguarding policy.

Monitoring

The club's safeguarding policy will be reviewed every two years, or sooner in the following circumstances:

- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board or LTA
- as a result of any other significant change or event.

b. Use of terminology

Child: a person under the age of eighteen years.

Note that some legislation in Scotland defines a child as a person under sixteen years old. However, where there is any safeguarding concern, anyone under the age of 18 is regarded as a child unless advised otherwise by the LTA Safeguarding Team .

Adult at risk: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; and is, or may be, unable to take care of, or unable to protect him or herself against abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children's health or development, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances.

Safeguarding adults at risk: protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in his or her best interests.

c. Scope

This Policy is applicable to all staff, volunteers, committee members, coaches and club members of *GLTC*. It is in line with national legislation and applicable across the UK.

Advice, guidance and support is available from the LTA Safeguarding Team.

d. Responsibility for the implementation of the Safeguarding Policy, Code of Conduct and Reporting Procedure

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: NOT RESPONDING TO A SAFEGUARDING CONCERN IS NOT AN OPTION.

- Our club's committee has overall accountability for this Policy and its implementation
- Our club Welfare Officer Claire Moroney is responsible for updating this Policy in line with legislative and club developments
- All individuals involved in/present at the club are required to adhere to the Policy and Code of Conduct
- The LTA Safeguarding Team and Tennis Scotland, Tennis Wales and Tennis Foundation Safeguarding Leads can offer support to help clubs proactively safeguard.

Where there is a safeguarding concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Reporting a Safeguarding Concern Procedure shown in the flowchart at the beginning of this policy. Unless someone is in immediate danger, they should inform their club Welfare Officer, LTA Safeguarding Team or National Safeguarding Lead.
- The club Welfare Officer and Safeguarding Leads are responsible for reporting safeguarding concerns to the LTA Safe Safeguarding Team.
- The LTA Safeguarding Team is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the club Welfare Officer and National Safeguarding Leads to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
 - The police in an emergency **999**
 - Local Authority Children's Services **03000 411111**
 - Local Authority Adult Services **03000 416161**

- Designated Officer (England only) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer, the LTA Safeguarding Team [Mon-Fri, 9am-5pm] for advice and guidance on email safeguarding@lta.org.uk
- **e. Breaches of the Safeguarding Policy, Code of Conduct and Reporting Procedure**

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following:

- Disciplinary action leading to possible exclusion from the club, dismissal and legal action
- Termination of current and future roles within the club and roles in other clubs, the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation.

Actions taken by members, parents or carers, staff, consultants, volunteers, officials, coaches inside or outside of the club that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the club, the individual should adhere to the club's appeal procedure

f. Whistleblowing

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. As a club, we are committed to encouraging and maintaining a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously.

What is whistle blowing?

In the context of safeguarding, "whistle blowing" is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

- a member;
- a volunteer;
- a coach;
- other member of staff;
- an official;
- a parent;
- a member of the public.

How to raise a concern about a child or an adult at risk at the club

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club Welfare Officer. The Club Welfare Officer will pass the details of the concern on to the LTA Safeguarding Team at the earliest opportunity and the relevant local authority and the police will be contacted, where appropriate.

If, however, the whistle blower does not feel comfortable raising a concern with the Club Welfare Officer, the whistle blower should contact the LTA Safeguarding Team directly on 020 8487 7000, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000.

The Club Welfare Officer can be contacted on: bevanclaire@sky.com or 07917 441843

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:

- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance; and
- whether any witnesses were present.

What happens next?

All concerns raised by a whistle blower about the well-being of a child or an adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately.

If the whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the club or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line should be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Support

The club will not tolerate any harassment, victimisation or unfair treatment of, and will take appropriate action to protect, whistle blowers when they raise a concern in good faith.

Reporting a Safeguarding Concern within the Tennis Environment

How to respond to concerns that arise within a tennis environment.

For Tennis Wales / Tennis Scotland cases, on-going consultation will take place with them.

Useful details

LTA: 0208 487 7000

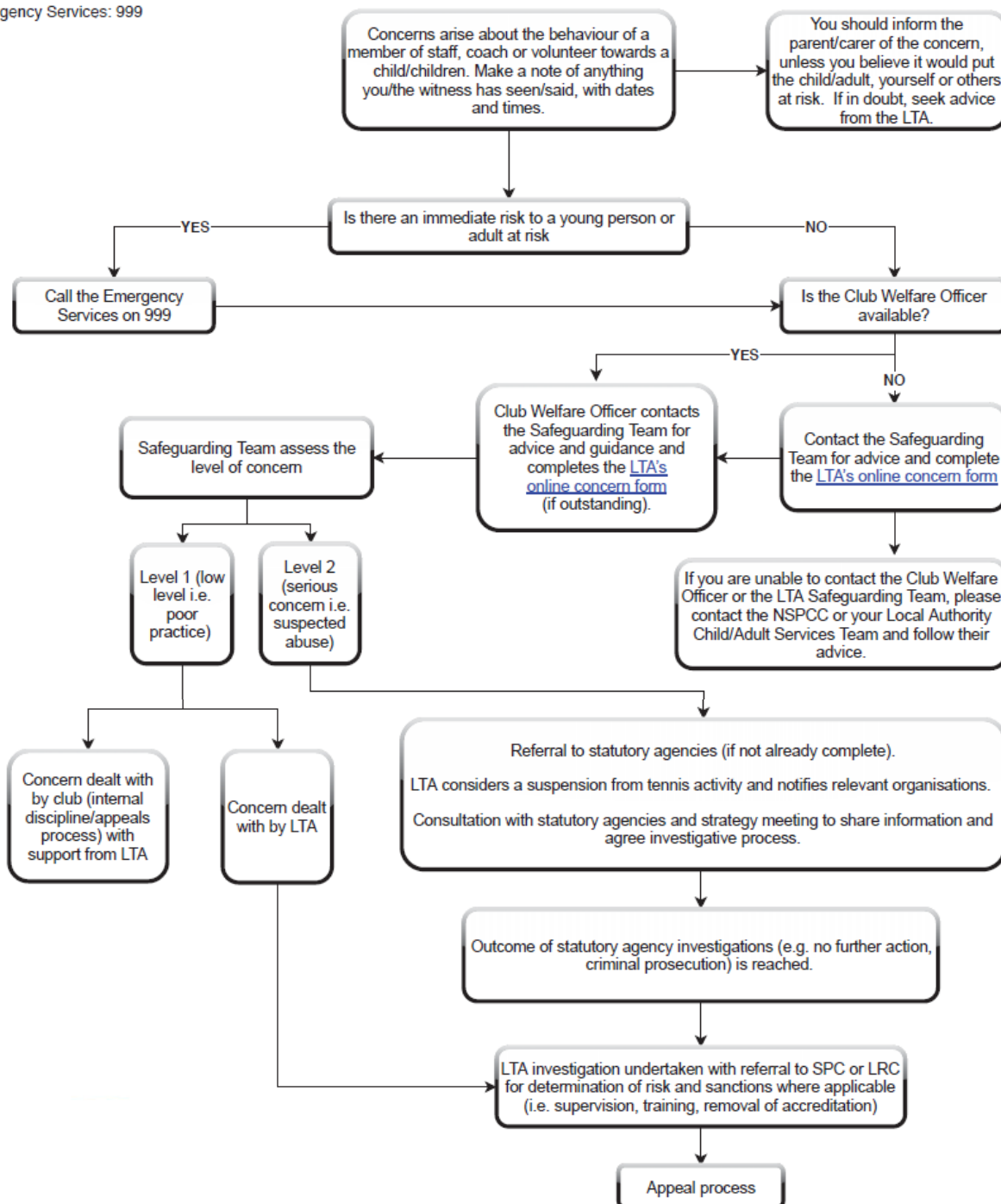
Email: safeguarding@lta.org.uk

Report a concern:

<https://safeguardingconcern.lta.org.uk>

NSPCC: 0800 800 5000

Emergency Services: 999



SPC = Safeguarding and Protection Committee
LRC = Licensing and Registration Committee

2. Safeguarding Codes of Conduct

All members of staff, volunteers and members agree to:

- **Prioritise the well-being of all children and adults at risk at all times**
- **Treat all children and adults at risk fairly and with respect**
- **Be a positive role model. Act with integrity, even when no one is looking**
- **Help to create a safe and inclusive environment both on and off court**
- **Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language**
- **Report all allegations of abuse or poor practice to the club Welfare Officer**
- **Not use any sanctions that humiliate or harm a child or adult at risk**
- **Value and celebrate diversity and make all reasonable efforts to meet individual needs**
- **Keep clear boundaries between professional and personal life, including on social media**
- **Have the relevant consent from parents/carers, children and adults before taking or using photos and videos**
- **Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)**
- **Refrain from smoking and consuming alcohol during club activities or coaching sessions**
- **Ensure roles and responsibilities are clearly outlined and everyone has the required information and training**
- **Avoid being alone with a child or adult at risk unless there are exceptional circumstances**
- **Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle**
- **Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such**
- **Not have a relationship with anyone under 18 for whom they are coaching or responsible for**
- **Be acutely aware of the power that coaches and coaching assistants develop over players in the coaching relationship and avoid any intimacy (sexual or otherwise) with players**

All children agree to:

- **Be friendly, supportive and welcoming to other children and adults**
- **Play fairly and honestly**
- **Respect club staff, volunteers and Officials and accept their decisions**
- **Behave, respect and listen to your coach**
- **Take care of your equipment and club property**
- **Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity**
- **Not use bad, inappropriate or racist language, including on social media**

- **Not bully, intimidate or harass anyone, including on social media**
- **Not smoke, drink alcohol or drugs of any kind on club premises or whilst representing the club at competitions or events**
- **Talk to the club Welfare Officer about any concerns or worries they have about themselves or others**

All parents and carers agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history

3. Safeguarding Glossary of Terms

Safeguarding: protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

Abuse and neglect

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness

Sexual abuse: Involves forcing or enticing a child or young person to take part in abuse sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via

the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Neglect: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/ adult at risk from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

Additional examples of abuse and neglect of adults at risk

Financial abuse: having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Discriminatory abuse: treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

Domestic abuse: includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Organisational abuse: where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

Self-neglect: behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions

Modern slavery: encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive Conducts, offending and anti-social Conduct
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

4. What to do if a disclosure from a child or adult at risk is made to you:

1. **Listen** carefully and calmly to the individual
2. **Reassure** the individual that they have done the right thing and what they have told you is very important
3. **Avoid questioning** where possible, and never ask leading questions
4. **Do not promise secrecy.** Let the individual know that you will need to speak to the Welfare Officer/LTA Safeguarding Team because it is in their best interest. If you intend to speak to the police or social care, you should let them know this too.
5. **Report the concern.** In an emergency, call the police (999), otherwise talk to the Welfare Officer/LTA Safeguarding Team as soon as possible. Do not let doubt/personal bias prevent you from reporting the allegation
6. **Record** details of the disclosure and allegation using the LTA's online reporting a concern form within 24 hours. *If you do not have access to the online form, write down the details using what you have available then sign and date it.*

5.

Reporting a Safeguarding Concern outside the Tennis Environment

What to do if a concern originates outside the tennis environment (e.g. at home, school or in the community) and is identified within a tennis setting.

For Tennis Wales / Tennis Scotland cases, on-going consultation will take place with them.

Useful details

LTA: 0208 487 7000

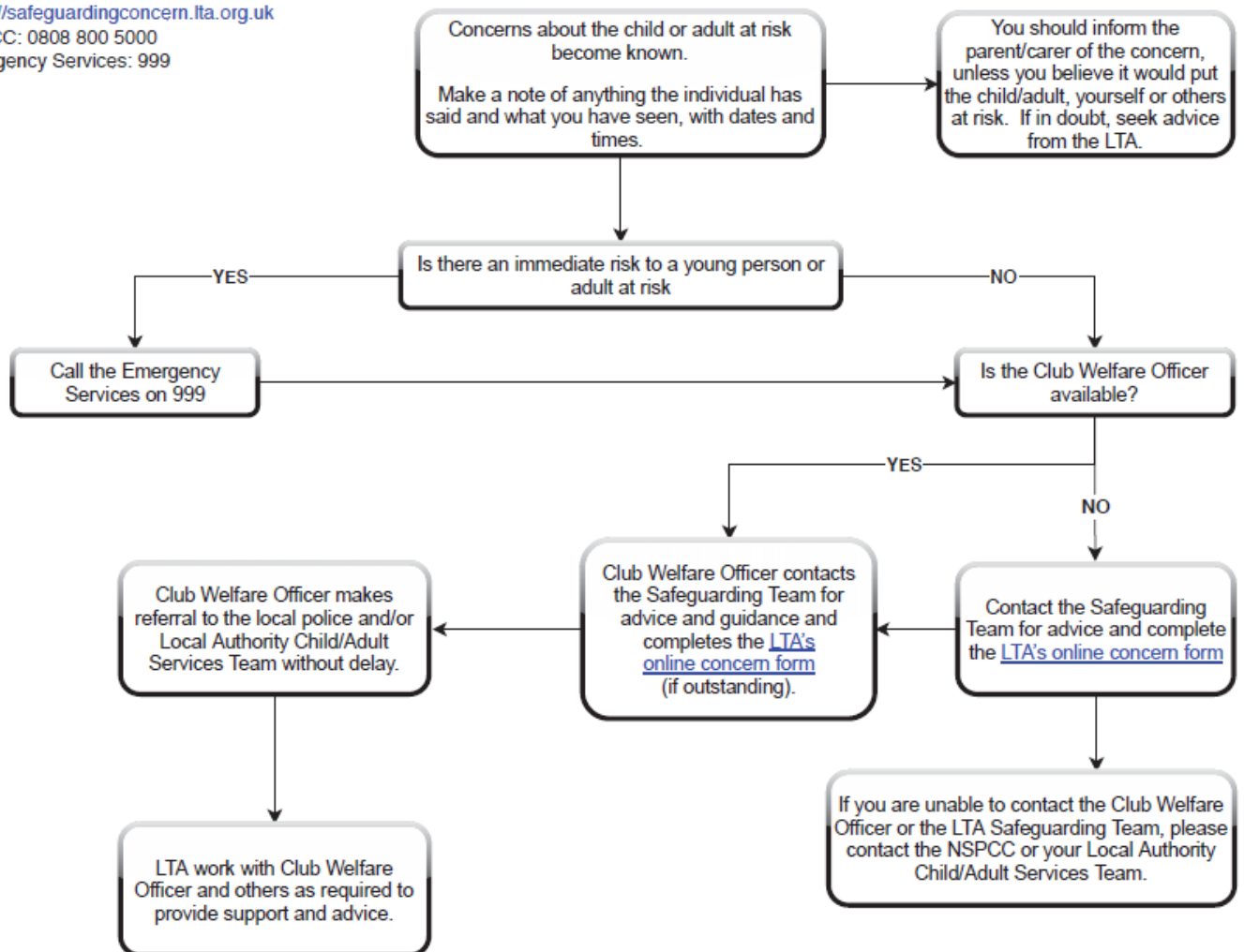
Email: safeguarding@lta.org.uk

Report a concern:

<https://safeguardingconcern.lta.org.uk>

NSPCC: 0808 800 5000

Emergency Services: 999



6. Anti-Bullying policy

The **GLTC** strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

Bullying is defined as a range of abusive behaviour that is repeated and intended to hurt someone either physically or emotionally.

This document sets out how to help prevent bullying from happening to all children and adults at risk. It also sets out how to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need. It also provides information to all staff, volunteers, children and their families about what should be done to prevent and deal with bullying.

This policy applies to all staff, coaches, volunteers and other adults associated with **GLTC**.

We recognise that

- Bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm
- All children and adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- Everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

We will seek to keep children and adults at risk safe by

- Recognising that bullying is closely related to how we respect and recognise the value of diversity.
- Recognising our duty of care and responsibility towards safeguarding
- Promoting and implement this anti-bullying policy in addition to our safeguarding policy and procedures
- Ensuring that bullying behaviour is not tolerated or condoned
- Taking action to respond and deal with any reports of bullying towards children
- Encouraging children to play a part in developing and adopting appropriate behaviours
- Making sure our response to incidents of bullying takes into account:
 - the needs of the person being bullied
 - the needs of the person displaying bullying behaviour
 - the needs of others who may be affected
 - **GLTC** as a whole

Players, parents, coaches, volunteers and other members of staff will:

- Encourage individuals to speak out about bullying behaviour and report incidents of bullying behaviour they see to the Welfare Officer / County Safeguarding Officer (or suitable alternative county representative, e.g. county coach, tournament organiser etc).
- Respect every child's need for, and right to, a play environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- Respect the feelings and views of others

- Recognise that everyone is important and equal, and that our differences make each of us special and worthy of being valued
- Show appreciation of others by acknowledging individual qualities, contributions and progress
- Ensure safety by having rules and practices carefully explained and displayed for all to see

Supporting children

- We'll let children know who will listen to and support them
- We'll create an "open door" ethos where children feel confident to talk to an adult about bullying behaviour
- Potential barriers to talking (including those associated with a child's disability or impairment) will be acknowledged and addressed at the outset to enable children to speak out
- Anyone who reports an incident of bullying will be listened to carefully and reports will be taken seriously
- Any reported experience of bullying behaviour will be investigated and will involve listening carefully to all those involved
- Children experiencing bullying behaviour will be supported and helped to uphold their right to play and live in a safe environment
- Those who display bullying behaviour will be supported and encouraged to develop better relationships
- We'll make sure that any sanctions are proportionate and fair

Support to the parents/carers

- Any experience of bullying behaviour will be discussed with the child's parents or carers
- Parents will be consulted on action to be taken (for both victim and bully)
- Information and advice on coping with bullying will be made available
- Support will be offered to parents, including information from other agencies or support lines

Useful contacts

LTA 02084877000 / safeguarding@lta.org.uk

NSPCC Helpline 0808 800 5000

Childline 0800 1111 / www.childline.org.uk

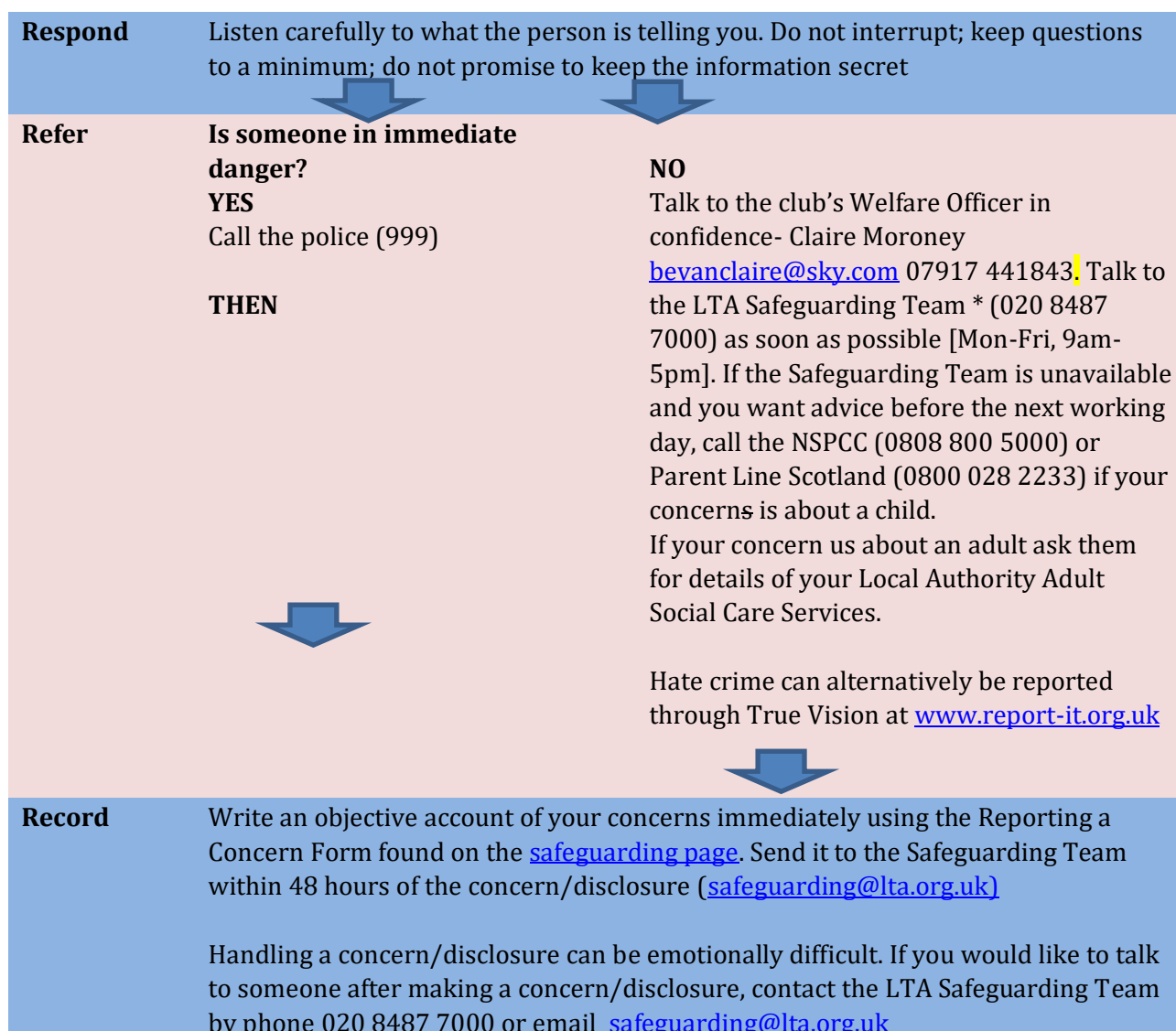
Kidscape www.kidscape.org.uk

Anti-Bullying Alliance www.antibullyingalliance.org

7. Diversity & Inclusion Policy

a. Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:



(See above for more details on what to do if a disclosure from a child or adult at risk is made to you)

Diversity and Inclusion in GLTC

This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct (page 8) and Reporting Procedure (page 2) and it supports our overall aims for diversity and inclusion that are to ensure that:

- Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our club's culture and our behaviours
- We create a culture where inclusive leadership thrives
- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

To achieve these aims we believe that everyone involved in Tennis has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

We are proud to have a Diversity and Inclusion Policy that demonstrates our commitment to making tennis diverse and inclusive. The commitment to Diversity and Inclusion is upheld by all - Lawn Tennis Association (LTA), Tennis Scotland, Tennis Wales and the Tennis Foundation.

These commitments are fully supported by the GLTC Committee.

Together we can make a positive difference to people from different backgrounds to participate in Tennis at our club.

b. Policy Statement

This Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to **GLTC** and is based on similar policies of:

- The Lawn Tennis Association (LTA)
- The Tennis Foundation.

As a club we contribute actively to enable more people to play tennis more often, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive tennis experience for everyone. The Reporting Procedures in page 2 outlines how to respond to safeguarding or discrimination concerns/disclosures.

c. Use of Terminology

We have adopted the following definitions to explain our approach to diversity and inclusion in tennis:

Discrimination – treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

Diversity – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

Harassment – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Inclusion – ensuring that tennis is equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity e.g. player, employee, volunteer, coach or official. We will work to ensure that people have a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

Positive action – GLTC is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

d. Scope

GLTC has direct safe and inclusive responsibility for:

- Staff, consultants, coaches and officials they employ;
- Volunteers, including board members and councillors they recruit;
- Venues they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.

We recommend and support the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues;
- Players, parents and carers;
- Volunteers recruited by other organisations;
- Venues hired by or on our behalf
- Club Events.

This Policy is in line with national legislation (see appendix B for details of the relevant legislation) and applicable to our club, specifically to every person and place that we have direct safe and inclusive responsibility for.

e. Responsibility for implementation of the Diversity and Inclusion Policy

Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

- The club's Committee and Chair have overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix for details).
- The club's Chair and Welfare Officer have overall responsibility for implementation of the policy.
- The Chair and Welfare Officer of the club are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.

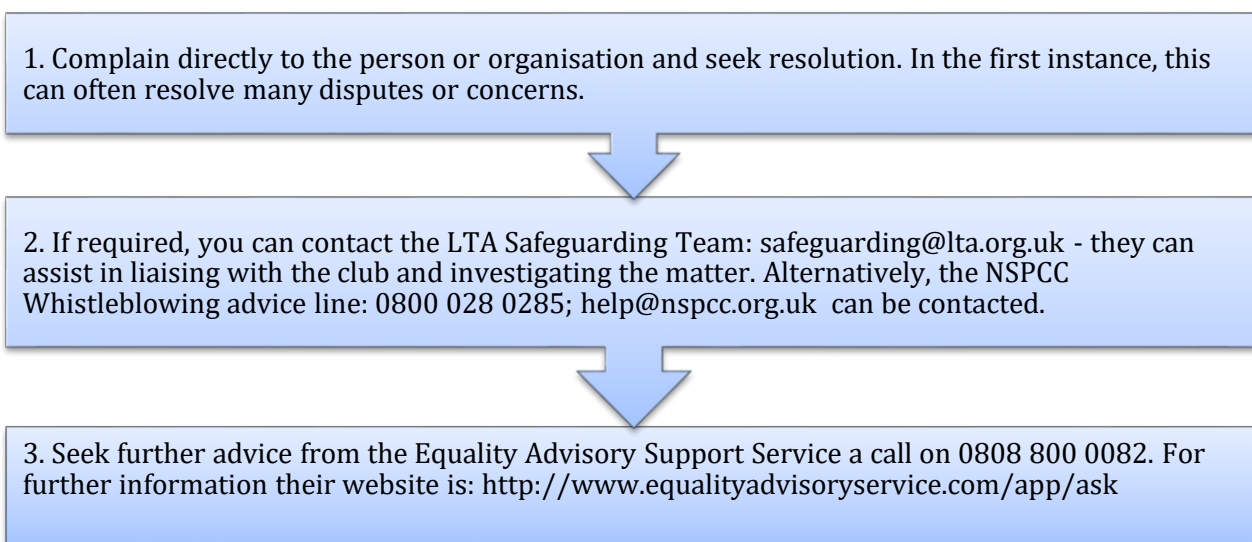
- The GLT Club’s Welfare Officer is responsible for supporting the club to identify where diversity and inclusion support is required; to implement safe and inclusive procedures; promote diversity and inclusion principles, including the Safeguarding and Reporting Procedure, to all the venues they manage, programmes, events and individuals including players, parents and carers.
- All staff, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the club’s Welfare Officer to start with; then the Safe and Inclusive Tennis team if applicable, as outlined in the Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Code of Conduct and Reporting Procedure.
- The **GLTC** committed to:
 - formally adopt this policy,
 - take steps to ensure that our committee, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under our constitution;
 - ensure that access to membership as well as access to participation is open and inclusive;
 - publish accurate information about the location and accessibility of our facilities; and
 - support measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy as part of our commitment to our LTA membership.

Where there is a diversity and inclusion concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the [Concern Reporting Procedure](#) above

f. Breaches of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow the club’s whistleblowing policy; consultants, coaches, officials, volunteers and players are encouraged to:



If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above (1-3).

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:

- Venues – Potential removal of LTA accreditation
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers, including councillors and board members – termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safeguarding Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

g. Glossary of terms

Age: This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year old's) or range of ages (e.g. 18 - 30-year old's, or people over 50).

Bisexual or Bi: – refers to a person who has an emotional and/or sexual orientation towards more than one gender.

Bullying: can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying – using social media or mobile phones to perpetrate bullying.

Direct discrimination: treating someone less favourably than another person because of a protected characteristic.

Disability: A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

Discrimination: treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Discrimination by association: discrimination against someone because they are associated with another person who possesses a protected characteristic.

Discrimination by perception: discrimination against someone because of the belief that someone possesses a protected characteristic.

Diversity: acknowledging and celebrating the differences between groups of people and between individuals.

Equality: treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis.

Ethnicity: the social group a person belongs to, and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self-defined and may change over time.

Gay: refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

Gender identity: this is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man or woman (non-binary) or as androgyne/polygender.

Gender reassignment: The process of changing or transitioning from one gender to another.

Harassment: unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Hate crime: crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

Homophobia: the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian gay and bisexual people whether that person is homosexual or not.

Inclusive leadership – leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision-making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision.

An Inclusive Leader – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

Inclusion: recognising that people from different backgrounds may have difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

Indirect discrimination: a practice, policy or rule which applies to everyone in the same way, but that has a worse effect on some people than others.

LGBTQ: an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

Lesbian: a woman who has an emotional romantic and /or sexual orientation towards women.

Monitoring equality: refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally. For example: monitoring of the number of people with a disability who play tennis at our venue.

Non-binary – an umbrella term for a person who does not identify as only male or only female, or who may identify as both.

Positive action: a range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

Pregnancy and maternity: pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Questioning: it refers to the process of exploring your own sexual orientation and/or gender identity.

Race: refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Radicalisation, extremism and terrorist behavior: Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

Reasonable adjustment: What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

Religion or belief: religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

Sex: refers to the biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

Sexual orientation: a person's emotional, romantic and/or sexual attraction to another person.

Trans: an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

Transphobia: the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

Transsexual Person: someone who has started the process of changing their gender identity is undergoing or has undergone gender reassignment.

Unconscious bias or implicit bias: this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

Victimisation: when someone is treated badly because they have made or supported a complaint or grievance.

Legislation

The **Equality Act 2010**¹ legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

It is against the law to discriminate against anyone because of:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

These are called 'protected characteristics'.

People are protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim

Discrimination can come in one of the following forms:

- direct discrimination - treating someone with a protected characteristic less favourably than others.
- indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.

Victimisation - treating someone unfairly because they've complained about discrimination or harassment

8. THE LTA CODE OF CONDUCT FOR ALL THOSE WORKING WITH CHILDREN IN TENNIS

Whilst it is important for adults to understand their responsibilities with children, the LTA is concerned that specific advice is given concerning the behaviour of all coaches, staff and club and other officials. In addition, those who employ coaches for example, should know what standard of behaviour is acceptable.

Those working with children in tennis should:

1. Be professional and maintain the highest standards of personal behaviour at all times
2. Be aware of situations, which can be misconstrued or manipulated by others. For example, if the coach or official is alone with a child in the clubhouse, changing rooms or similar place, they are open to the possibility of allegations about their behaviour
3. Be vigilant and aware of how actions can be misinterpreted. For example, adolescents can have emotional feelings towards coaches. Whilst these should not be dismissed and the youngster hurt as a result, neither should they be encouraged in any way
4. Not appear to favour or show interest in one child more than another
5. Be very aware that physically handling a player, perhaps to help develop a game skill such as the backhand swing, can be misconstrued by an observer or even by the player
6. Never swear or use or respond to sexual innuendo
7. Not be under the influence of drink, drug or any substance
8. Design and use training methods and training programmes which are wholly appropriate to the individual player
9. Ensure that, as far as possible, they are not alone when working with young players on an individual basis. If this is unavoidable then the parents should be made aware of the situation for the sake of the coach or official. This also means that children should not be alone in cars or homes with a coach/official on a regular basis. The presence of others is an insurance against false accusations
10. Conduct all dealings with children in a public environment in full view of others, in order that all behaviour can be observed
11. On tours/trips away from home, ensure that another adult is always present when working with children. For example, another adult should always be present if a child's room is visited at any time and the door should always be left open
12. Report any concerns within the area of Child Protection (physical, emotional, sexual or neglect), in confidence and without delay, to either the Club /County or LTA Child Protection and Equity Officer or a responsible person who can give advice and recommend any necessary action
13. Never discuss an allegation or suspicion with another person, other than the police, before either the above person or a responsible person has been contacted
14. When reporting an allegation or suspicion, record information, including relevant details. (This includes the nature of the allegation, background information of the parties involved, the period of time to which the allegation relates and the degree to which the information is known to be fact rather than opinion or hearsay)
15. At no times make comment to the media. The LTA Press Office should be made aware of any media interest in relation to child protection

In the event of an allegation of improper behaviour being made, the personal conduct and professional behaviour of the adult will be very important evidence. For child abuse to take place, particularly sexual abuse, the child and the adult(s) will generally be alone and away from public view. Thus, the best practice is to avoid all situations in which behaviour cannot be observed.

If you have any queries regarding information in these Guidelines please contact:

9. Online safety and communication policy

The **GLTC** strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

This document sets out how the [club/county] uses the internet and social media, and the procedures for doing so. It also outlines how we expect staff, coaches, volunteers, players and parents/carers, to behave online and communicate with players.

The principles in this policy apply no matter which current or future technology is used.

The purpose of this policy is to:

1. Protect children involved in with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
2. Provide staff, coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
3. Ensure our organisation operates within the law regarding how we behave online

a. **We recognise that**

- the online world provides everyone with many opportunities; however, it can also present risks and challenges
- we have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children safe online, whether or not they are using [club/county]'s network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, their parents, carers and other organisations is essential in helping them to be responsible in their approach to online safety

b. **We will seek to keep children safe by**

- understanding the safety aspects, including what is acceptable and unacceptable behaviour for staff, coaches, volunteers and children, when using website, social media, apps and other forms of digital communication
- being aware that it doesn't matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, mobile phone or game console
- when using social media platforms, ensure that we adhere to relevant legislation and good practice

- ensuring the person managing our organisation's online presence is suitably trained and experienced

c. Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- all social media accounts will be password-protected, and at least two members of staff and/or volunteers will have access to each account and password
- social media accounts will be monitored by a designated person, who will have been appointed by the committee
- the designated person managing our online presence will seek advice from our Welfare Officer / County Safeguarding Officer and the LTA to advise on safeguarding requirements as required
- the designated person will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- account, page and event settings will be set to 'private' so that only those invited can see their content
- social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be an organization, community or sports group and not personal
- identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms
- any posts or correspondence will be of a professional purpose
- we'll make sure children are aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account
- parents will be asked to give their consent for us to communicate with their children through social media, or by any other means of communication
- parents will need to give consent for photographs or videos of their child to be posted on social media
- all of our accounts and email addresses will be appropriate, fit for purpose and only used for club/county specific activities

d. What we expect of coaches and volunteers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- any messages they wish to send out to children must be sent through the designated person responsible for the organisation's online presence
- they must not 'friend' or 'follow' children from personal accounts on social media
- they must make sure any content posted is accurate and appropriate
- they must not communicate with children via personal accounts or private messages
- they must communicate with parents through email or in writing, or use an organisational account, profile or website rather than via personal social media accounts
- they must copy in parents or at least one other member of staff, coach or volunteer should to any communications sent to children
- they must avoid communication with children beyond dedicated event or activity timings, unless it is necessary for professional purposes (i.e. emergencies, whilst on a trip, etc.) and contacting the parents is not possible

- they must sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses (“X’s”)
- they must respond to any disclosure of abuse in line with the safeguarding policy
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

e. What we expect of children

- they should be aware of this policy
- they should follow the guidelines set out in our acceptable use statement on all devices

f. What we expect of parents/carers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- they should communicate with staff, coaches and volunteers in a professional and appropriate manner
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

g. Using mobile phones or other devices to communicate

When using mobile phone or other devices to communicate, we will take the following precautions to help keep children safe:

- staff, coaches and volunteers will communicate through parents directly or copy them into all messages to children
- where it is necessary to contact children directly, and it is not possible to copy for the parents into the message, we will seek parental consent to do this
- messages will be used for professional communication, such as reminders about lesson times, meeting points etc.
- if a child tries to engage a member of staff, coach or volunteer in a conversation which is not of a professional manner (for example, their personal life), the member of staff, coach or volunteer will:
 - end the conversation or not reply
 - inform the Welfare Officer / County Safeguarding Officer as soon as possible and arrange to address the matter with the child and their parents appropriately
 - if the conversation raises safeguarding concerns, notify the LTA as soon as possible

h. Using mobile phones/devices during activities

So that all children can enjoy and actively take part in tennis activities, we discourage the use of mobile phones/devices. As part of this policy we will:

- make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements
- inform parents of appropriate times they can contact children who are away on trips
- advise parents that it may not be possible to contact children during activities and provide a contact within the club or organisation who will be reachable should there be an emergency

9. Use of Changing Rooms

GLTC strives to ensure that all children are safeguarded from abuse and have an enjoyable tennis experience. This document sets out the GLTC policy for the acceptable use of our changing rooms.

1. Groups of children will have sole use of changing rooms. This reduces any risks and potential vulnerability associated with mixing adults and children when changing and showering.
2. If adults and children need to share our changing rooms, they will do so at different times.
3. Where it is unavoidable that changing rooms are used by both adults and children at the same time, there will be access to separate changing, showering and toilet areas.
4. Under no circumstances will adult staff, coaches or volunteers change or shower at the same time as children using the changing rooms.
5. Mixed gender groups of children will have access to separate changing rooms, or use the same changing room but at different times.
6. If we are made aware that a child or adult self-identifies as a gender that differs from the gender they were assigned at birth, we will work with them and their parents/carers (where it relates to a child) to make reasonable adjustments to changing arrangements to suit their needs (n.b. for more information on this please go to <https://thecpsu.org.uk/help-advice/topics/lgbtyoung-people-and-sport/>)
7. Mobile phones and other electronic devices must not be used in changing rooms.
8. For younger groups of children, a DBS checked member of staff or volunteer will wait outside the changing rooms to allow children to call for assistance if required.
9. Where no changing facilities are available children, parents and travelling teams/players will be made aware prior to the game and advised to make alternative arrangements and to take appropriate additional clothing e.g. tracksuits etc.

This set of policies are reviewed every two years (or earlier if there is a change in national legislation).

Chairperson: John Stevenson

Date 17 April 2023

Welfare Officer / Safeguarding Officer: Claire Moroney

Date: 17 April 2023