



## **Policy 1: Welfare**

### **Health And Safety; Equality And Diversity; Child Protection; Safeguarding; Anti-Bullying; Whistle-blowing; On-Line Safety and Communication; Photography And Filming Of Children Guidelines**

#### **Introduction**

The aim of this policy is to ensure that everyone is treated fairly and with respect enabling members, non-members and visiting teams to have a positive and enjoyable experience of tennis in a safe and inclusive environment and be protected from abuse whilst participating in tennis.

HTC has a welfare officer: Helen Ballard, who can be contacted by phone on 07801 699733 or by emailing [welfare@henfieldtennisclub.com](mailto:welfare@henfieldtennisclub.com)

The Committee member with specific responsibility for Health and Safety is John Dempster.

HTC's Committee is responsible for the implementation and two-yearly review of this policy.

#### **Contents**

	Page
Health and Safety	1
Equality and Diversity	3
Child Protection	3
Safeguarding	4
Anti-Bullying	4
Whistle-blowing	6
On-line Safety and Communication	6
Complaints	9

#### **Appendices**

On-line Safety and Communication Guidelines  
Concern Reporting Procedure  
Guidelines for Photography and Filming of Children  
Terminology and Definitions

# 1. Health and Safety

## 1.1 Scope

This section sets out the measures in place to meet the requirements of the Health and Safety at Work Act. These include:

- a. HTC's Health and Policy Statement (1.3 below);
- b. The organisation for Health and Safety Management at HTC (1.2 below);
- c. A Risk Register which identifies a wide range of hazards associated with the activities of HTC; and
- d. Risk Assessments for the hazards identified in the Risk Register.

Guidance for dealing with Emergencies and on First Aid is set out in the *Accident & Emergency Guidance* displayed at the clubhouse.

## 1.2 Organisation for Health and Safety

The ultimate responsibility for health and safety lies with the Management Committee. The Facilities Group is responsible for the day to day supervision and the preparation/review of Risk Assessments.

The HTC Health and Safety policy statement is set out below.

The organisation for managing safety at the club consists of:-

- a. Risk Register and Risk Assessments.
- b. Code of Conduct (Club Regulations and other codes of conduct) which sets out the standards expected of its members, their guests and members of the public;
- c. Procedures/Guidance on:
  - i. Accident and Emergency Guidance (poster)
  - ii. Accident/Incident reporting forms
- d. Maintenance Register - a log of all maintenance work carried out.

## 1.3 Health and Safety Policy Statement

1. Henfield Tennis Club is committed to maximising the safety and welfare of all its members including visitors, guests and members of the public.
2. The Committee is responsible for Health & Safety.
3. On an operational level, the Health and Safety Officer is responsible for ensuring that appropriate measures are put in place and maintained.
4. All members are required to comply with this policy.
5. In the case of an accident or an incident that could have led to an accident, members are required to inform the Health & Safety Officer or a member of the Committee.
6. HTC and its Committee are committed to the Health & Safety at Work Act 1974 and will:
  - a. Discuss Health & Safety at every committee meeting.
  - b. Appoint a Health & Safety officer
  - c. Ensure as far as possible that the playing, social and working environment at the club is safe.
  - d. Provide appropriate First Aid equipment and notices.
  - e. The Club will produce and maintain:-
    - i. Risk Register which identifies all hazards associated with club activities; and

- ii. A Risk Assessment for each hazard identified in the Risk Register.

## 1.2 Risk Assessment

Henfield Tennis Club will carry out a full twice yearly risk assessment of the facility with a view to highlight potential hazards and taking the appropriate action wherever necessary to ensure a safe and enjoyable environment.

The Health and Safety Officer holds and maintains the Risk Register and Risk Assessments. All information is accessible to members and the public via HTC's website.

The Health and Safety Officer is responsible for reporting to the Management Committee on such issues. If a member/user notices a hazard or potential hazard, then s/he is the first point of contact.

Health and Safety is on the agenda for each Committee meeting.

Risk assessments will include consideration of the following:

- Are surroundings safe and free from obstacles?
- Are the courts and any other area fit and appropriate for activity?
- Is the equipment fit and sound for activity and suitable for age group/ability?
- Are contact details available for parents/guardians/partners?
- Are players appropriately attired for the activity?
- Are emergency phone numbers and other necessary information for reporting an emergency, readily available?
- Do volunteers, staff, coaches and members have access to information relating to health and safety?
- Are emergency procedures published and accessible?

## 2. Equality And Diversity

HTC is committed to making tennis diverse and inclusive. 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.

To this end HTC:

- a. sets standards and values to apply throughout HTC at every level;
- b. ensures that all members of the community have access to and have opportunities to take part in, and enjoy, its programmes of activities, some competitions and events;
- c. does not tolerate harassment, bullying, abuse or victimisation of an individual, or other discriminatory behaviour, whether physical or verbal and takes appropriate action in whatever context it occurs;
- d. is committed to the immediate investigation of any complaints of discrimination on the above grounds;
- e. is committed to taking positive action where inequalities exist and in order to promote the eradication of discrimination and to promote equality and diversity in tennis.;
- f. is committed to a policy of fair and equitable treatment of all members and require all members to abide by and adhere to these policies and the requirements of the Equality Act 2010 as well as any amendments to this act and any new legislation.

### **3. Child Protection**

HTC aims to create an enjoyable environment for all juniors who wish to take part in tennis or other sport and social activities and believes that young people have the right to be treated with respect, and to have their concerns listened to and acted upon.

To this end HTC:

- a. ensures that the needs of junior members are provided for through specific programmes, designated facilities, and safe practices;
- b. has procedures in place to address poor practice, and to help any young person who appears to be at risk, or who appears to be the victim of abuse;
- c. offers help and support when a child or young person tells us that they are affected by these issues;
- d. takes steps to ensure that any volunteers or professionals working with children are suitable to do so, through the use of references and background checks;
- e. ensures that all relevant people have been vetted and approved through the LTA's Criminal Record Bureau disclosure process;
- f. ensures that all of those working with children are made aware of the LTA code of conduct for people working with children in tennis, and are required to follow it.

### **4. Safeguarding**

HTC has a duty of care to safeguard and promote the welfare of children and adults at risk and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and LTA requirements. HTC acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and accepts the responsibility to take reasonable and appropriate steps to ensure their welfare.

To achieve this HTC:

- a. promotes the safety and well-being of children and adults at risk
- b. ensures 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
- c. encourages a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously
- d. ensures 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
- e. ensures that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- f. prevents the employment/deployment of unsuitable individuals
- g. ensures robust safeguarding arrangements and procedures are in operation

### **5. Anti-Bullying**

Bullying is defined as a range of abusive behaviour that is repeated and intended to hurt someone either physically or emotionally. Bullying causes real distress affecting a person's health and development and, at the extreme, can cause significant harm. Everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

## **HTC:**

- a. Recognises that bullying is closely related to how we respect and recognise the value of diversity.
- b. Promotes anti-bullying measures in addition to safeguarding policy and procedures
- c. Ensures that bullying behaviour is not tolerated or condoned
- d. Responds and takes action on any reports of bullying towards children
- e. Encourages children to play a part in developing and adopting appropriate behaviours
- f. Makes 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
  - our [club/county] as a whole

## **Players, parents, coaches, volunteers and other members of staff:**

- a. 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).
- b. Respect every child's need for, and right to, a play environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- c. Respect the feelings and views of others
- d. Recognise that everyone is important and equal, and that our differences make each of us special and worthy of being valued
- e. Show appreciation of others by acknowledging individual qualities, contributions and progress
- f. Ensure safety by having rules and practices carefully explained and displayed for all to see

## **Supporting children**

- a. We'll let children know who will listen to and support them
- b. We'll create an "open door" ethos where children feel confident to talk to an adult about bullying behaviour
- c. 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
- d. Anyone who reports an incident of bullying will be listened to carefully and reports will be taken seriously
- e. Any reported experience of bullying behaviour will be investigated and will involve listening carefully to all those involved
- f. Children experiencing bullying behaviour will be supported and helped to uphold their right to play and live in a safe environment
- g. Those who display bullying behaviour will be supported and encouraged to develop better relationships
- h. We'll make sure that any sanctions are proportionate and fair

## **Support to parents/carers**

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

## **Useful contacts**

LTA [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)  
NSPCC Helpline 0808 800 5000  
Childline 0800 1111 / [www.childline.org.uk](http://www.childline.org.uk)  
Kidscape [www.kidscape.org.uk](http://www.kidscape.org.uk)  
Anti-Bullying Alliance [www.antibullyingalliance.org](http://www.antibullyingalliance.org)

## 6. 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 or [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk) , the NSPCC on 0808 800 5000, the police or the Local Authority Designated Officer (LADO) at Horsham District Council.

## 7. On-Line Safety and Communication

The online world provides many opportunities but also present risks and challenges. The purpose of this section is to :

- Protect children who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Inform staff, coaches and volunteers regarding online safety and how to respond to incidents
- Ensure our organisation operates within the law regarding how we behave online

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

### **We will seek to keep children safe by:**

- a. 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
- b. 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
- c. when using social media platforms, ensure that we adhere to relevant legislation and good practice
- d. ensuring the person managing our organisation's online presence is suitably trained and experienced

## 8. Complaints

In the event that any member, visitor or visiting team feels that he, she or it has suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the Complaints procedures set out in HTC's Complaints Policy.

## 9. Questions Or Queries About This Policy

If you have a general query about this policy, you should speak to the Chairman or Vice Chairman of the Committee, or email them at [chairman@henfieldtennisclub.com](mailto:chairman@henfieldtennisclub.com) or [vc@henfieldtennisclub.com](mailto:vc@henfieldtennisclub.com)

## **Appendix**

### **On-Line Safety and Communication Guidelines**

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

- a) 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
- b) social media accounts will be monitored by a designated person, who will have been appointed by the committee
- c) 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
- d) 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)
- e) account, page and event settings will be set to 'private' so that only those invited can see their content
- f) 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
- g) identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms
- h) any posts or correspondence will be of a professional purpose
- i) 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
- j) 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
- k) parents will need to give consent for photographs or videos of their child to be posted on social media
- l) all of our accounts and email addresses will be appropriate, fit for purpose and only used for club/county specific activities

#### **8.3 What we expect of staff, coaches and volunteers**

- a) they should be aware of this policy and behave in accordance with it
- b) 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
- c) any messages they wish to send out to children must be sent through the designated person responsible for the organisation's online presence
- d) they must not 'friend' or 'follow' children from personal accounts on social media
- e) they must make sure any content posted is accurate and appropriate
- f) they must not communicate with children via personal accounts or private messages
- g) 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
- h) they must copy in parents or at least one other member of staff, coach or volunteer should to any communications sent to children
- i) 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
- j) they must sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses ("X's")
- k) they must respond to any disclosure of abuse in line with the safeguarding policy
- l) they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

#### **8.4 What we expect of children**

- a) they should be aware of this policy

- b) they should follow the guidelines set out in our acceptable use statement on all devices

### **8.5 What we expect of parents/carers**

- a) they should be aware of this policy and behave in accordance with it
- b) 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
- c) they should communicate with staff, coaches and volunteers in a professional and appropriate manner
- d) they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

### **8.6 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

### **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:

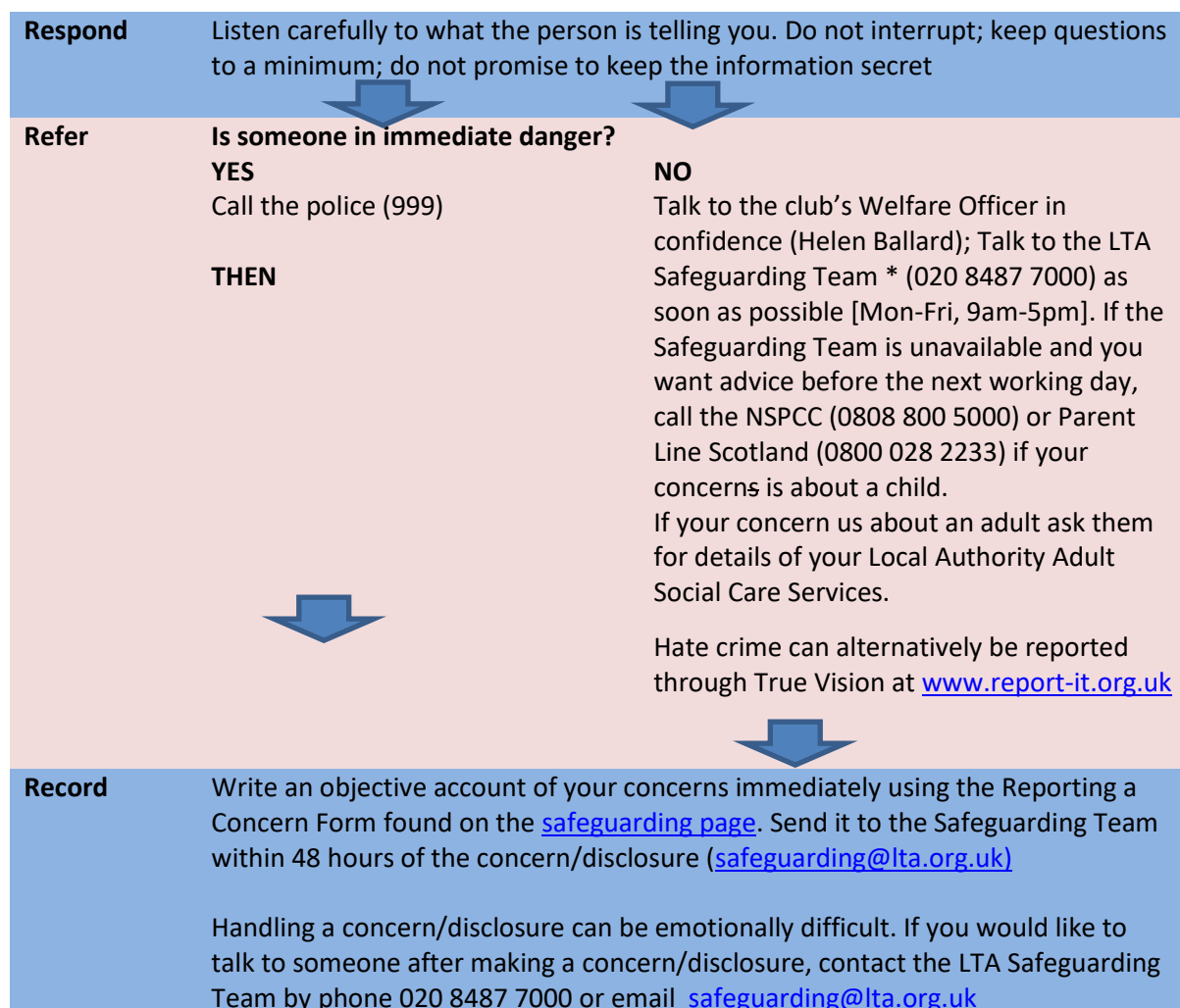
- make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements
- inform parents of appropriate times they can contact children who are away on trips
- advise parents that it may not be possible to contact children during activities and provide a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



## Appendix

### 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:



Tennis Wales Safeguarding Lead (029 2046 3335)  
Tennis Scotland Safeguarding Lead (0131 444 4154).

## **Appendix**

# **Photography And Filming Of Children Guidelines**

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on sport web sites and other publications when they are accompanied by personal information. This information can make a child vulnerable to an individual who may wish to 'groom' that child for abuse. Secondly, photographs can be adapted for inappropriate use. There is evidence of adapted material finding its way onto child pornography sites.

Henfield Tennis Club (HTC) has adopted these guidelines in order to address the following main concerns:

- The possible identification of children when a photograph is accompanied by personal information
- The inappropriate use, adaptation or copying of images for use on child pornography websites
- The taking of inappropriate photographs or recorded images of children
- The breach of court orders restricting photography of specific children

### **Guidelines for recording images**

All children featured in recordings should be appropriately dressed, with outer clothing garments covering their torso from at least the bottom of their neck to their thighs, i.e. a minimum of vest/shirt and shorts.

The photograph should ideally focus on the activity. Where possible, images of children/young people should be recorded in small groups - the group may comprise any combination of adults and children.

Images of a young person should not be recorded and published where a court order prohibits this.

Any inappropriate use of photography or of images should be reported to LTA Child Protection or the police.

### **Policy on the use of images of children and young people (under the age of 18)**

Coaches, teachers and others can use video equipment as a legitimate coaching aid. However, tennis players and their parents/carers should be made aware that this forms part of the tennis programme, and recordings should be used, stored and destroyed with care.

### **Guidelines for publishing images**

If a photograph is used, only the young person's first name (no surname) should be given, or avoid naming them altogether.

Personal details such as email addresses, home addresses and telephone numbers should never be revealed on a website.

Permission from a parent/carer should be obtained in order to use an image of a young person. This ensures that parents/carers understand how the image of their child will be used to represent the sport. A photography and filming consent section will be added to your membership form, coaching/competition/camp application forms (see below), reflecting the kind of recording that might be arranged.

In order to guard against the possibility of a young person under a court order appearing on a website, the simultaneous streaming of images on to a website is not used. Delayed streaming

limits problems, and provides an opportunity for any necessary editing. Appropriate security is used on web servers, so that material can only be accessed, copied or downloaded by authorised people.

Care will be taken in the selection and use of images in publicity materials and on websites: e.g. techniques such as digital 'watermarking' will be considered to deter misuse of images. Photographs will represent the broad range of youngsters participating safely in tennis. The gender, ethnicity, ability and age of the children photographed will be considered in order to capture the diversity of the children.

### **Photography and film at tennis events**

Where professional photographers or the press are invited to a tennis event, HTC will ensure that they are clear about your expectations of them in relation to child protection. This will include:

- Providing a clear brief about what is considered appropriate in terms of content and behaviour
- Issuing the photographer(s) with identification, which must be worn at all times
- Informing participants and parents that a photographer will be in attendance at the event and ensuring they consent to both the taking and publication of films or photographs
- Not allowing unsupervised access to players or one-to-one photo sessions
- Not approving photo sessions outside the event or at a player's home
- Ensuring that photographers are able to identify any players who have not consented to being photographed.

Parents and spectators might also wish to take photographs or record their children participating at the event. If parents or other spectators are intending to photograph or video at an event, they will also be made aware of HTC's expectations. Parents and spectators will be required to register at an event, if they wish to use photographic equipment.

A range of companies now provide photography services that make professional photographs available to parents and players. These companies should know about and meet specific standards agreed with the LTA.

Organisers should contact LTA Child Protection if they need to know more about the use of photography at an event.

Participants and parents should be informed that, if they have concerns about inappropriate or intrusive photography, these should be reported to the event organiser or official and recorded in the same manner as any other child protection concern.

Event organisers should approach and challenge any person taking photographs who has not registered with them. The matter may need to be referred to the police, if the person involved continues to record images.

### **Good practice and support**

By following the good practice outlined in this document, we will help ensure that tennis is a safe sport for children and young people.

LTA Child Protection can be contacted with questions and for further detailed advice.

It is suggested that the following information is added to the membership form and any coaching courses, camps and competition entry forms.

I give permission for \_\_\_\_\_ to be involved in any publicity, including photographs and TV footage, surrounding activities organised by the tennis place to play/facility.

Signed  
Relationship to child  
Date

## Appendix : Terminologies and Descriptors

Disability under the Equality act 2010 is defined as:

'a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities. 'Substantial' means more than minor or trivial. 'Impairment' covers, for example, long-term medical conditions such as asthma and diabetes, and fluctuating or progressive conditions such as rheumatoid arthritis or motor neurone disease. A mental impairment includes mental health conditions (such as bipolar disorder or depression), learning difficulties (such as dyslexia) and learning disabilities (such as autism and Down's syndrome). Some people, including those with cancer, multiple sclerosis and HIV/AIDS, are automatically protected as disabled people by the Act. People with severe disfigurement will be protected as disabled without needing to show that it has a substantial adverse effect on day-to-day activities.'

- **Direct discrimination** occurs when a person is treated less favourably than another person because of a protected characteristic. Direct discrimination also includes discrimination because a person is wrongly thought to have a particular protected characteristic or is treated as if they do

- **Indirect discrimination** occurs where the effect of certain requirements, provision or practices imposed by an organisation has an adverse impact disproportionately on one group or other. Indirect discrimination generally occurs when a rule or condition, which is applied equally to everyone, can be met by a considerably smaller proportion of people from a particular group; the rule is to their advantage and it cannot be justified on other grounds.

- **Discrimination arising from disability** occurs when a disabled person is treated unfavourably because of something connected with their disability and this unfavourable treatment cannot be justified. Treatment can be justified if it can be shown that it is intended to meet a legitimate objective in a fair, balanced and reasonable way. If this can be shown then the treatment will be lawful.

This form of discrimination can occur only if the service provider knows or can reasonably be expected to know that the disabled person is disabled.

- **Positive discrimination** is illegal under UK anti-discrimination law and shouldn't be confused with Positive Action. Positive discrimination generally means being favourable towards an individual or group for whatever reason outlined."

- **Positive action** is legal and describes measures targeted at a particular group that are underrepresented in a particular programme or aspect of a sport. These measures are intended to redress past discrimination or to offset the disadvantages arising from existing attitudes, behaviours and structures. Lawful positive action measures can include:

- Targeting job training at people of particular racial groups, or either gender, which have been underrepresented in certain occupations or grades during the previous 12 months, or encouraging them to apply for such work.

- Providing facilities to meet any specific educational, training or welfare needs identified for a specific racial group.

- **Harassment** can be described as inappropriate actions, behaviour, comments or physical contact, which may cause offence i.e. mental or physical anxiety or hurt to an individual:
  - It may be related to gender, gender reassignment, race, disability, sexuality, age, religion, nationality or any personal characteristic of an individual.
  - Under the terms of the Criminal Justice Act 1994, harassment was made a criminal offence, punishable by a fine of up to £5,000 and/or a prison sentence of up to six months.

- **Victimisation** occurs when a service provider treats someone badly because they have made or supported a complaint about discrimination or harassment, or because the service provider thinks that they are doing or may do these things. It will also be victimisation if a service provider treats someone badly because they support someone else who makes a discrimination claim. A person is not protected from victimisation if they have maliciously made or supported an untrue complaint.

- **Prejudice** is literally pre-judging someone. It is usually led by negative, irrational feelings, resulting from preconceived attitudes and opinions.

- **Stereotyping** is grouping or labelling people because they are members of a particular 'visible' group, and assuming that they have particular traits that are considered to be characteristics of that group.

- **Dignity** is about respectful, responsible, fair and humane behaviour, something that is reflected in the constitution.

- **Disadvantage** is where, as a result of discrimination, an individual or group is deprived of some or all resources and opportunities. This may affect people directly or indirectly.

- **Social exclusion** is when people or areas suffer from one or a combination of linked problems such as unemployment, poor skills, low income, high crime environments or lack of facilities.