

# Hillside Lawn Tennis Club

## Safeguarding Policy

(incorporating “whistle blowing” and anti-bullying)



### 1. Policy statement

Hillside LTC is committed to prioritising the well-being of all children and of all adults at risk, promoting safeguarding in our club at all times, including all programmes and events we run. This Policy strives to minimise risk, deliver a positive tennis experience for everyone and respond appropriately to all safeguarding concerns/disclosures. The club's full Safeguarding Policy Statement is at Appendix D and displayed on the club noticeboard.

### 2. Scope

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

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

### 3. 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, illness or membership of a minority group; 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 acting, 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.

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

### 4. What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts which may include bullying. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

The Department of Health in its 'No Secrets' report (2010) suggests the following as the main types of abuse:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape and sexual assault or sexual acts to which the adult at risk or child has not consented, or could not consent or was pressured into consenting.
- **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.
- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Discriminatory abuse** - including racist, sexist, that based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

## 5. 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 and Club Chairman are 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.

### 5.1 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 Appendix B. 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 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);
  - Sefton Council Children's Services (0345 140 0845)
  - Sefton Council Adult Services (0345 140 0845)
  - Sefton Council Designated Officer for concerns/disclosures about a member of staff, consultant, coach, official or volunteer (0151 934 3783)
  - Disclosure and Barring Service (or Disclosure Scotland; Adult Social Work Team or Health and Social Service Department (Channel Islands) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer (01325 953795)

## 5.2 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 players, 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 by submitting a written appeal request to the Club Secretary or Chairman. The appeal will then be reviewed by the club committee.

## 6. Reporting a Safeguarding Concern (See flowchart at Appendix B)

Safeguarding adults at risk and children 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.

A Safeguarding concern may be reported by:

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

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

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

Where an adult at risk or a child 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 person reporting the concern 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 0800 800 5000.

The Club Welfare Officer contact details are on the Contacts page of the Hillside LTC website and on the club noticeboard.

**If the Club Welfare Officer is not available then the Junior Coordinator should be contacted instead.** Contact details are available on the website or in the clubhouse.

## 6.2 Information to include when raising a concern

The person reporting the concern 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.

## 6.3 What happens next?

All concerns raised 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 person raising the concern 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](mailto:help@nspcc.org.uk).

## 6.4 Support

The club will not tolerate any harassment, victimisation or unfair treatment of any adult at risk or child, and will take appropriate action to protect, anyone who raises a concern in good faith.

# 7. Bullying behaviour

## 7.1 Incidents of bullying behaviour

Any incidents of bullying behaviour will be treated as a safeguarding concern in line with the procedures defined in this policy. In addition, any response to bullying will take into account the following:

- 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 as a whole.

## 7.2 Support to 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 where appropriate.

## 8. Codes of Conduct

### 8.1 All club members and volunteers agree to:

- Prioritise the well-being of all adults at risk and children at all times.
- Treat all adults at risk and children 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.
- Listen carefully to any allegations of abuse, bullying or poor practice and report them to the club Welfare Officer.
- Not use any sanctions that humiliate or harm an adult at risk or a child.
- 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 inappropriate physical contact with children or adults.
- Refrain from smoking and consuming alcohol when acting in a role that includes supervision of adults at risk or children.
- Ensure roles and responsibilities of club volunteers are clearly outlined and everyone has the required information and training.
- Avoid being alone with an adult at risk or a child for whom you do not have parental or guardian responsibility unless there are exceptional circumstances.
- Refrain from transporting adults at risk or children for whom you do not have parental or guardian responsibility, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle. In this case the club Welfare Officer should be notified.
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such.
- Not form a new relationship with anyone under 18 for whom they are coaching or responsible.

## 8.2 All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club 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 take 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

## 8.3 All parents or guardians 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 and officials 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, not drop them off outside the venue.
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct as far as they are able
- 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

## 9. Reviews

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

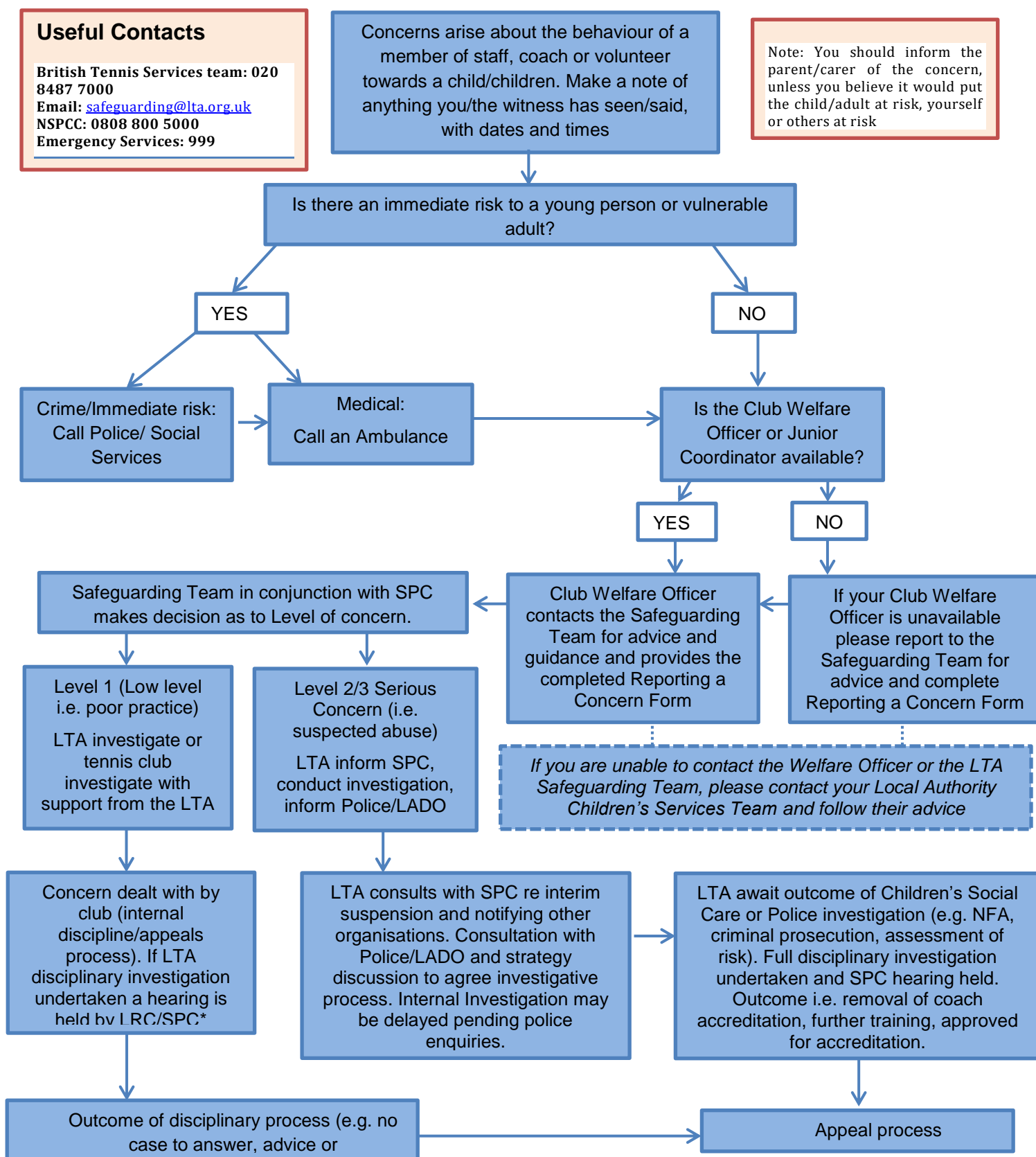
- changes in legislation and/or government guidance
- as required by the Local Safeguarding Children Board or LTA
- as a result of any other significant change or event.

In addition, every three years, the Welfare Officer should train the committee in an awareness of safeguarding.

## 10. Appendix A: 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 Reporting a Concern Form. Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the LTA Safeguarding Team within 48 hours of the incident. *If you do not have access to this document, write down the details using what you have available then sign and date it.*

## 11. Appendix B: Reporting a Safeguarding Concern within the Tennis Environment



\*SPC – Safeguarding and Protection Committee

\*LRC – Licensing and Registration Committee

## 12. Appendix C: Reporting a Safeguarding Concern outside the Tennis Environment

What to do if you are worried that a child is being abused outside the tennis environment (e.g. at home, school or in the community) but the concern is identified through the child's involvement in tennis

### Useful Contacts

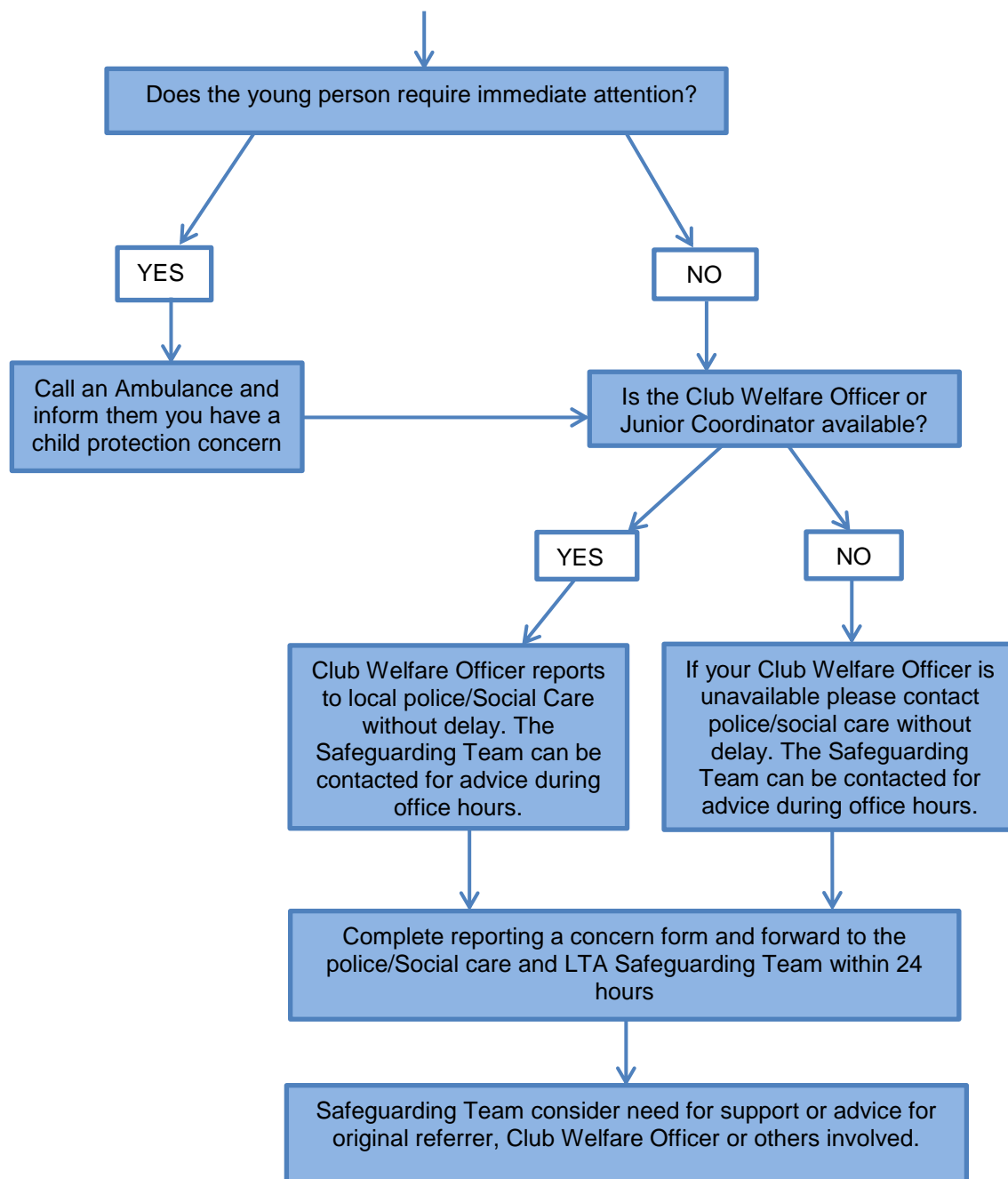
British Tennis Services team: 020 8487 7000

Email: [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)

NSPCC: 0808 800 5000

Member of staff, coach or volunteer made aware of concerns about child's welfare or safety (e.g. suspicions of bullying at school, allegations of abuse within the family etc.) Make a note of anything the young person/witness has said, and what you have seen with dates and times

**Note:** You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk



### 13. Appendix D – Hillside LTC Safeguarding Policy Statement

Hillside LTC acknowledges the duty of care to safeguard and promote the welfare of all children and of all 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 our website.

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 adults at risk and children:

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

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

As part of our safeguarding policy Hillside LTC will:

- Promote and prioritise the safety and well-being of children and adults at risk.
- Ensure that bullying behaviour is not tolerated or condoned
- 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.
- Ensure appropriate action is taken in the event of incidents/concerns of abuse or bullying and support provided to the individual/s who raise or disclose the concern.
- Encourage children to play a part in developing and adopting appropriate behaviours.
- 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's policy and procedures will be widely promoted and are mandatory for everyone involved in Hillside LTC. Failure to comply with the policy and procedures will be addressed and may result in dismissal or exclusion from the club.

#### 13.1 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.