

Southwark Council's Tennis Court

Code of Conduct

Reviewed and amended March 2023

Next review date: March 2024

Introduction

Southwark Sport and Physical Activity Team have a zero tolerance approach to violence or other antisocial behaviour on our Tennis Courts, and are committed to providing a safe environment for everyone using the facilities. The purpose of this policy is to provide clear guidelines to support tennis court users with their on and off court behaviour, and dealing with cases of unacceptable behaviour. Everyone should feel safe using the tennis courts and should not be subject to any antisocial behaviour, discrimination or harassment. There are a range of actions that can be taken in response to unacceptable behaviour, and this policy explains the expectations and support available.

On Court Conduct

Southwark Council is fully committed to safeguarding and promoting the well-being of all tennis court users. We believe that it is important that players, coaches, and parents/guardians should, at all times, show respect and understanding for the safety and welfare of others. Therefore, everyone is encouraged to share any concerns or complaints that they have with the Southwark Sport staff at their earliest convenience via sports@southwark.gov.uk

- Please do not walk behind players unnecessarily whilst a game, a rally or coaching is in progress. If you are trying to cross, please wait until you are invited, and it is safe to do so.
- If a stray ball comes onto your court, do not knock it back immediately, wait until the owners are ready and then hit it to the server's end.
- During play, and particularly between games, keep the amount and volume of conversation down to a minimum necessary to play and enjoy your own games.
- Vacate the court when the next person has arrived for their booking without delay
- Leave the courts free of litter and do not let the frustrations of the game make you an unpleasant person to play with. Do not bring pets or bikes on to court.
- Respect the rights, dignity and worth of every person in the area, don't discriminate on any grounds
- Do not use bullying, abusive language, physical threats or violence
- You are not allowed to use your bookings to allow banned or block users onto court.

- Challenge any discrimination or unpleasant behaviour when witnessed and report it to Sports@southwark.gov.uk

Any person found to be guilty of breaking the Tennis Court Code of Conduct will receive a warning, depending on the severity of the incident, about their behaviour. If they are involved in any repeat incidents, their booking account will be terminated or suspended for such period as Southwark Council may determine.

Dealing with incidents

If on court, individual players must deal with any situation as they occur, as long as it is safe to do so, but should report incidents to Sports@southwark.gov.uk and the police if severe enough. Southwark Council staff will then investigate the incident further with other relevant agencies.

Reporting incidents

All cases of unacceptable behaviour should be reported with a full description of the incident, time of incident and any known people involved. All of this information helps the Southwark Leisure staff to investigate what has happened, take any action as may be necessary and review policy to improve services going forward.

We encourage all instances of verbal or physical abuse, including threats, to be reported to the Police. If the police were called, or attended the incident location, Southwark Council staff must be informed.

Support after an incident

Southwark Leisure staff will speak to involved persons as soon as possible after the incident. This will include explaining what actions will be taken as a result of the incident. Any person found to be guilty of using unacceptable behaviour on court will have their account terminated or suspended for such period as Southwark Council may determine.

Coaching in our park sites

Our coaches must abide by all of the details of the [LTA Code of Conduct](#) for coaches and the contract permitting them to work in Southwark. There is only one coaching organisation permitted to deliver programmes at each park tennis venue. The coaching organisation with permission for each park site is shown below:

Burgess Park, GMH Park, Southwark Park, Tanner Street Park

EA Tennis Group trading as the National Tennis Academy

Belair Park and Dulwich Park

Vamos Tennis

Any coaches not working for the organisations mentioned above are not permitted to do so, and will be requested to stop coaching. If this is ignored then any related accounts will be suspended on Clubspark.

Any person known to be breaching these rules will have their bookings cancelled and their account suspended.

ClubSpark

To ensure the fair usage of all users, everyone is expected to follow the booking rules found at www.southwark.gov.uk/tennis

Any person found to be abusing the booking system (creating multiple accounts, using technological cheats to book courts) will be sent a formal warning notice, and if they should continue to do so after having received the warning notice their account will be terminated.

Southwark Council reserve the right to delete bookings and accounts without warning.

