



38 Magdalen Road, London, SW18 3LH tel: 020 8874 8313

MPLTC Safeguarding Policy

At our club, we strive to provide a safe, enjoyable and inclusive environment for all our members and staff.

We are committed to working in accordance with statutory responsibilities, government guidance and comply with the best practice and requirements set by the Lawn Tennis Association (LTA).

We aim to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all children and adults at risk have a positive and enjoyable tennis experience.

This policy outlines our commitment to safeguarding and protecting all children, young people and adults at risk from abuse whilst at our club.

Contents

The difference between Safeguarding and Protection	2
Welfare Officer	3
Safe Recruitment	4
Anti-Bullying	5
Responding to concerns	5-6
Complaints and feedback	7

Appendices

i) Definitions of abuse	8-9
ii) Flowchart for managing allegations against people who work with children and young people	10
iii) Safeguarding Concern Form	11-14
iv) Additional Support	15

The difference between Safeguarding and Protection.

Safeguarding

It's about being proactive, raising awareness and putting preventative measures in place.

To help safeguard the members at our club, we:

- Work in accordance with this Safeguarding Policy.
- Work in accordance with our [Equality and Diversity Policy](#).
- Have a designated and trained [Welfare Officer](#).
- Have a clear and transparent [complaints procedure](#).
- Follow the [LTA's Fair Play values of Enjoy and Respect](#).
- Promote an inclusive and positive ethos.
- Ensure all [children are appropriately supervised at our club](#).
- Consult with the LTA Safeguarding Team for advice and support.
- Ensure employees operate in accordance our [code of conduct for working with children](#).
- Follow [LTA guidance, policies and procedures](#).

Protection

It's when abuse, neglect or harm has happened or is likely to happen.

When a child, young person or adult at risk needs protecting at our club, we:

- Follow a clear process for [sharing concerns](#).
- Take immediate action by alerting the LTA Safeguarding Team.
- May speak with Local Authority Social Care services, police and other agencies.
- Follow guidance set by the LTA on [managing allegations](#) against any members of our staff (paid or voluntary).
- Ensure all our staff and members are suitably protected whilst a statutory investigation is on-going.
- Treat matters confidentially, unless if by not sharing information people could be put at risk of harm.

MPLTC Welfare Officer

Name: Mrs V-J Lowe

Contact number: 07809650053

Email address: vjflowe@hotmail.com

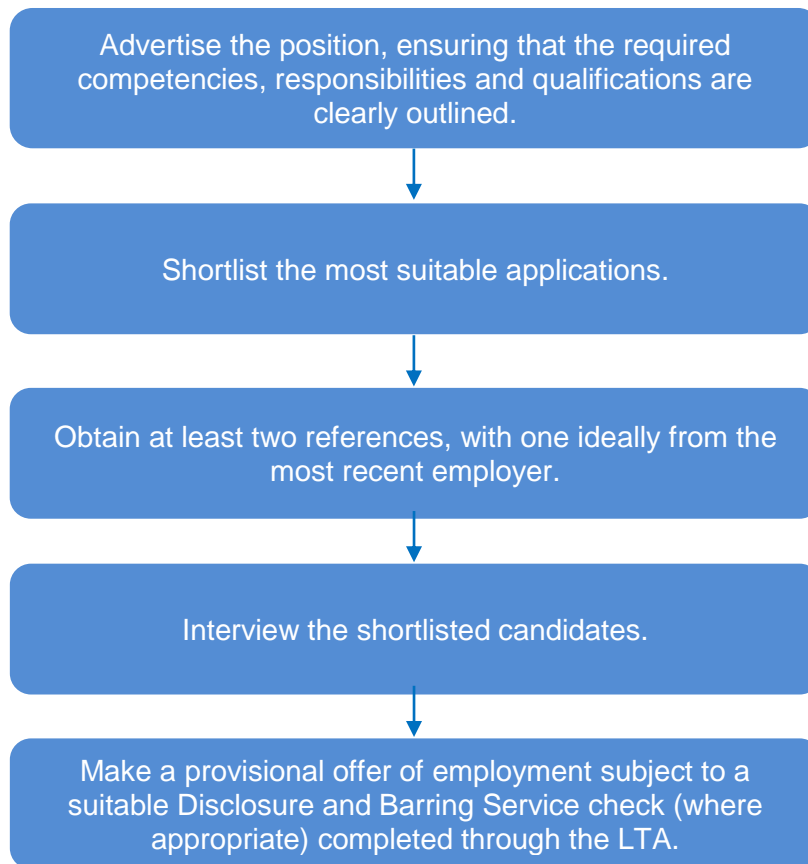
Background2007

V-J has been a member at our club for 27 years. She took on the role of Welfare Officer in 2008. It is her job to make sure that all children, young people and adults at risk are safe when at our club. You can speak to VJ if you are concerned or unhappy about something. She takes the lead role in ensuring all children, young people and adults at risk are safe at our club.

If you'd like to speak to VJ, you can contact her on the details above.

Safe recruitment

When recruiting people (paid or voluntary) to work at our club, we work in accordance with the LTA's safe recruitment procedures. The process we follow is outlined below:



At our club, we seek, where possible, to use LTA accredited tennis coaches.

We also ensure that anyone who works unsupervised with children completes an enhanced DBS and Barred List check through the LTA. In some situations, we may ask people who are supervised when working with children to complete an enhanced DBS check.

All DBS checks are updated every three years in line with best practice and guidance from the LTA.

Rehabilitation of Offenders

We comply with the Rehabilitation of Offenders Act 1974 and seek to ensure that past offence(s) do not impact on an individual's life, if they have continued to abide by the law. This usually means we do not consider any spent conviction unless someone wants to work with children, young people or adults at risk.

When a DBS check does reveal an offence, we refer to the LTA Safeguarding Team to undertake a risk assessment process.

Anti-Bullying

Sometimes bullying can happen in a tennis environment or online through social media. Any child, young person or adult can be subject to the abuse or be a bully.

At our club, bullying (including that which occurs online) is not acceptable. We take any concerns or reports about bullying extremely seriously.

If bullying does occur, you should contact our Welfare Officer or use the complaints and feedback process to report your concerns as soon as possible.

We will support those who have been subject to bullying and seek to address the issue sensitively and quickly. In some situations, we may take disciplinary action against any person found to be a bully.

Responding to concerns about a child, young person or adult at risk.

Any concerns about a child, young person or adult at risk should be raised with the Welfare Officer as soon as possible.

If there is a concern about the safety of a child, young person or adult at risk, the Welfare Officer will contact the Police or Social Care immediately and then inform the Safeguarding Team.

If a child, young person or adult at risk makes a disclosure of abuse, we cannot maintain confidentiality and will inform the child, young person or adult at risk that we need to speak to the Welfare Officer to help keep them safe.

We will always try to inform the parents and carers about the concern, unless we believe it will put the child, young person, adult at risk or another person at risk.

This flowchart outlines the process for sharing concerns:



Responding to concerns about someone who works with children and young people at our club.

When someone is concerned that a person who works at our club has abused their 'position of trust' and/or harmed a child, young person or adult at risk, they should speak to the Welfare Officer immediately.

If the allegation indicates that person has:

- Behaved in a way that has, or may have, harmed a child;
- Possibly committed a criminal offence against or in relation to a child; or
- Behaved in a way that indicates s/he is unsuitable to work with children

Our Welfare Officer will contact the LTA Safeguarding Team and Local Authority Designated Officer (LADO) within 24 hours for support in next steps.

Full guidance on how we manage these types of allegations can be viewed [here](#).

[Appendix ii](#) outlines a flowchart of the process that we follow.

Complaints and Feedback

At our club we strive to go the extra mile so that we deliver our services right, efficiently and to a high standard at all times.

We understand there are times you may not always be happy with our club. Therefore your feedback is very important to ensure we continue to provide an excellent service.

When dealing with complaints, we follow these four values:

Right to Complain

You have the right to complain and complaints are taken very seriously. You will never be bullied, harassed or disadvantaged for making a complaint.

Equality

You will receive a response to your complaint regardless of your age, gender, disability, race, religion, nationality, social status, or sexual orientation.

Fairness

All complaints will be dealt with fairly and openly.

Safeguarding

All complaints will be treated as confidential and only discussed with those involved in the investigation and decision making process. If your complaint involves a situation where other people may be at risk or a crime has been detected, confidentiality cannot be guaranteed.

Making a complaint

Often, issues can be resolved through mediation and talking, so in the first instance we encourage people to talk to our Welfare Officer.

If, however, you would like to proceed with a complaint, you should report the matter in writing to our Welfare Officer or another member of the management committee.

Your report should include:

- a) details of what occurred, including any times and locations;
- b) details of any witnesses and/or their statements;
- c) details of any former complaints made about the incident, including the date and to whom the complaints were made; and
- d) what your desired outcome is.

Unfortunately, we cannot deal with anonymous complaints. This is because we operate in a fair and transparent manner and we need to know where the complaint has come from in order to make things better.

We reserve the right to end any investigation or refer to the LTA for support, guidance or direction. If this happens you will be given the reasons for our decision.

Appendix i

Definitions of Abuse

Children

Sexual

- Forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.
- 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.
- 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)

Physical

- A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.
- May also include a parent or carer fabricating an illness or deliberately inducing an illness

Emotional

- **Persistent** emotional maltreatment of a child which may cause severe and persistent adverse effects on the child's emotional development.
- May involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- May include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate.
- May feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction.
- May include serious bullying and cyber bullying as well as seeing the ill-treatment of another, causing children frequently 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

- **Persistent** failure to meet a child's basic physical and/or psychological needs which is likely to result in serious impairment of the child's health or development.
- Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
 - provide adequate food, clothing and shelter (including exclusion from home or abandonment);
 - protect a child from physical and emotional harm or danger;
 - ensure adequate supervision (including the use of inadequate care-givers);
 - ensure access to appropriate medical care or treatment.
- May also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Adults

Sexual

- Rape and sexual assault or sexual acts to which the adult has not consented, or could not consent or was pressured into consenting.

Physical

- Includes hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Psychological

- Threats of harm or abandonment.
- Deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation.
- Withdrawal from services or supportive networks.

Neglect or omission to act

- Failure to provide access to appropriate health, social care or educational services;
- Ignoring medical or physical care needs;
- Withholding of the necessities of life, such as medication, adequate nutrition and heating.

Financial

- Using someone's property, money or any resources without their permission or knowledge or withholding money (i.e. theft, fraud, exploitation, etc).

Discriminatory

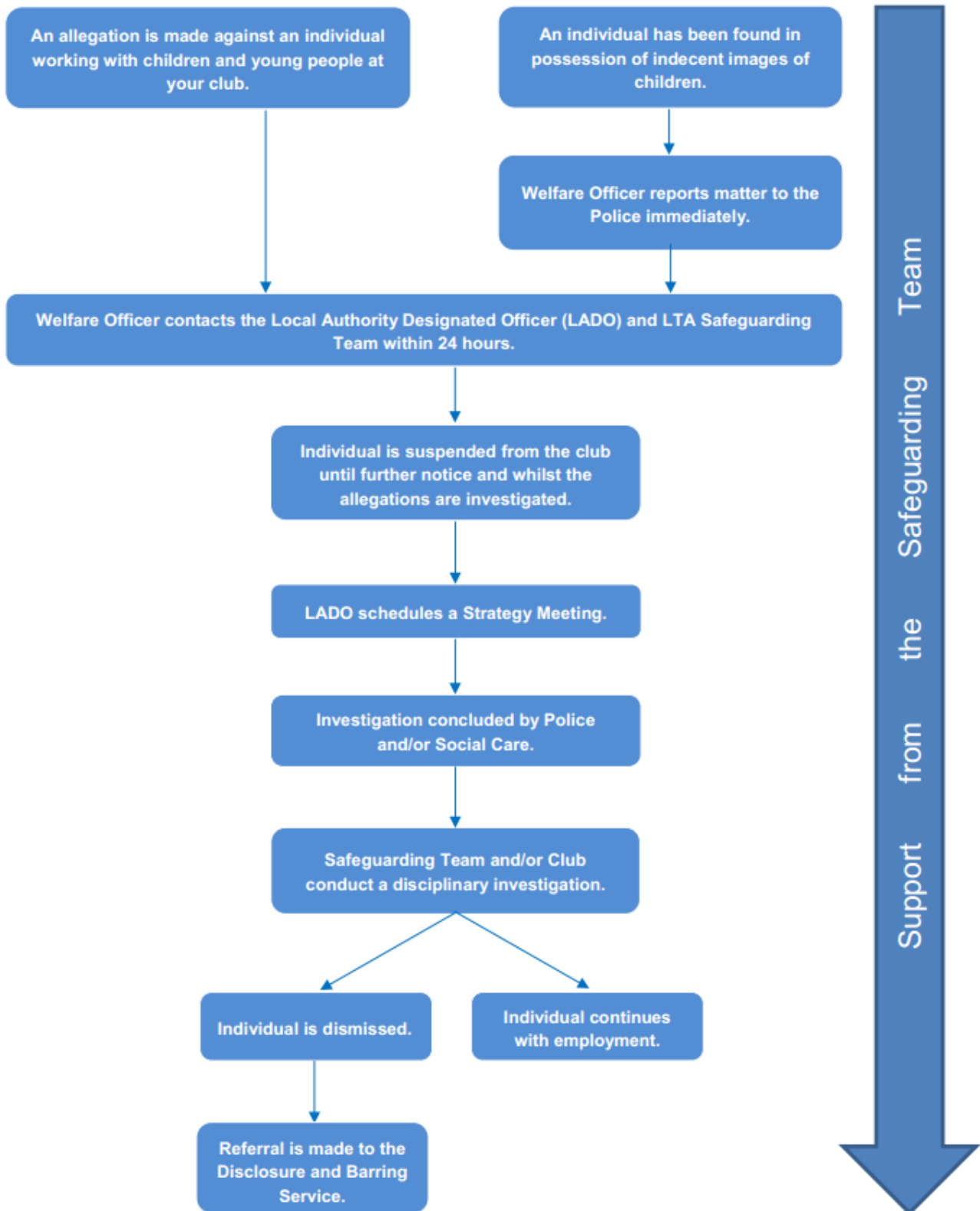
- Treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

Institutional

- When the needs of an individual are not met due to a culture of poor practice or abusive behaviour within an organisation.

Appendix ii

Flowchart for managing allegations against people who work with children and young people.



Appendix iii

Safeguarding Concern Form

Please use **BLACK** ink only

Please complete within 24 hours and send to the Safeguarding Team within 48 hours

Date of concern:		Date form created:	
------------------	--	--------------------	--

Details of person who is raising the concern (they should complete this section of the form)

Name		Role in Club	
Telephone		Email	

Who are you concerned about?

This concern relates to: (please tick all that apply)	Child (U18)	<input type="checkbox"/>	
	Adult at Risk	<input type="checkbox"/>	
	Coach	<input type="checkbox"/>	
	Official	<input type="checkbox"/>	
	Volunteer	<input type="checkbox"/>	
	Parent	<input type="checkbox"/>	
	Club	<input type="checkbox"/>	
	Other	<input type="checkbox"/> Please State:	
Name of person you are concerned about:		Date of Birth	
Address		Contact Details	
Parents or carers names and contact details if applicable			

Confidentiality

(If the allegation is against a member of staff or volunteer that person should not be informed of the concern until advice has been sought from the LTA Safeguarding Team)

Have the parents / carers or adult at risk been informed of the concern	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
If not, please state why: <i>(If you feel that informing the parents or carers about the concern will put the child or yourself at risk, you should not inform the parent or carer)</i>	

<i>but need to document here why you feel it will put them at risk) (Adults at risk need to be informed of your concerns)</i>		
What date and time was the parents/carers or adult at risk informed of the concerns?		(DD/MM/YYYY) (Hr/Mins)
Parent / carer or adult at risk response:		
Have the parents / carers or adult given consent to share the information		<input type="checkbox"/> Yes <input type="checkbox"/> No
Details of the parent / carer or carer of the adult at risk		
Name(s)		Address
Telephone		Email

Your concerns

<p>Facts: <i>(please state facts i.e. the child / adult at risk had a bruise on their right hand)</i></p>
<p>Opinions: <i>(please state what is your opinion of the concern i.e. I believe in my position as a tennis coach that the adult at risk is being pushed beyond their ability which is causing injuries such as..)</i></p>
<p>Hearsay <i>(please state what has been said by others or overheard i.e. you overhear the child talking to their friend saying they are scared)</i></p>

Actions

What did you do about your concern?	
Who have you informed about your	<input type="checkbox"/> Welfare Officer

concern?		<input type="checkbox"/> LTA Safeguarding Team <input type="checkbox"/> Police <input type="checkbox"/> Other (please state):	
Welfare Officer			
Date / Time you received concern:		Who raised the concern and what is their role in the club?	
Who have you informed about your concern:		<input type="checkbox"/> LTA Safeguarding Team <input type="checkbox"/> Police <input type="checkbox"/> Children's Services <input type="checkbox"/> Adult Services <input type="checkbox"/> Local Authority Designated Officer <input type="checkbox"/> Other (please state):	
What date did you contact?		Who did you speak to?	
What was their role?		What advice were you given?	
What actions (if any) have you taken?			
Safeguarding Team Only			
<i>Link to LTA Safeguarding and Referral Form</i>			
Date Form Received:			

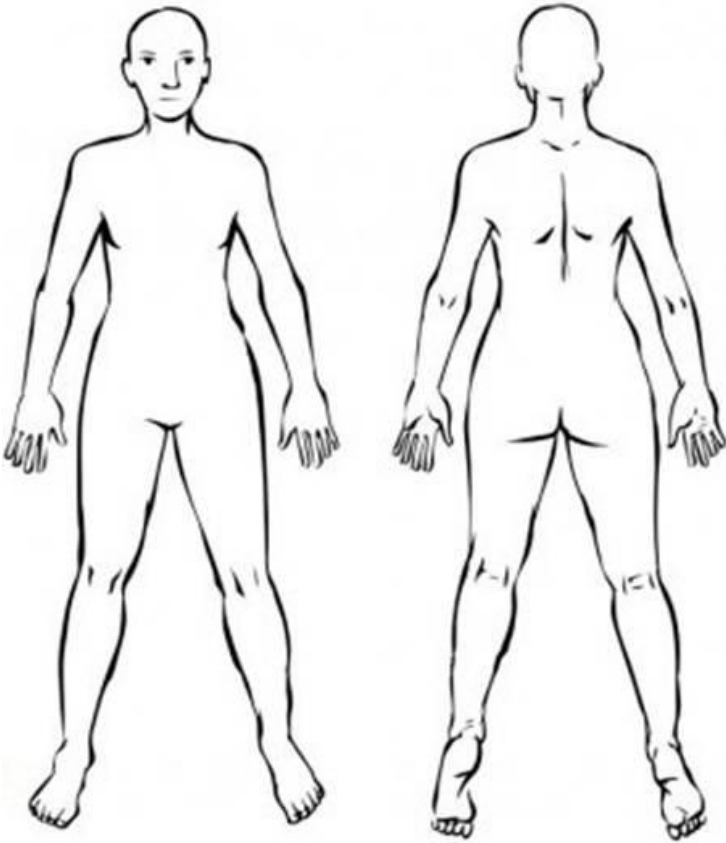
Body Map

Record any physical injuries or marks you notice on the body map. Place a mark where the injury is and then a line out to written text describing the nature of the injury.

Care should be given to state:

- specific location, e.g. right elbow
- description of the injury, e.g. colour of bruise, bleeding, scabbing etc.
- approximate size of the injury by relating to objects of a standardised size, such as British coins
- sign your name and date injury recorded.

Example: Open wound above right eyebrow which was bleeding. Approximately the size of a 10p coin. John Doe, 01/01/2014.



A copy of the Safeguarding Concern Form can be downloaded from www.lta.org.uk/safeguardingresources

Appendix iv

Additional Support

Anyone who has been subject to abuse (including bullying), can get guidance and support from a number of organisations. These include:

Organsation	Website	Contact number
ChildLine	www.childline.org.uk	0800 11 11
National Association for people Abused in Childhood (NAPAC)	www.napac.org.uk	0800 085 3330 / 0808 801 0331
National Society for the Prevention of Cruelty to Children (NSPCC)	www.nspcc.org.uk	0808 800 5000
Action on Elder Abuse (AEA)	www.elderabuse.org.uk	0808 808 8141
Victim Support	www.victimsupport.org.uk	0845 30 30 900
National Domestic Abuse Helpline	www.nationaldomesticviolencehelpline.org.uk	0808 2000 247
Broken Rainbow	www.broken-rainbow.org.uk	0300 999 5428
This is Abuse	www.thisisabuse.co.uk	
Child Exploitation and Online Protection Centre (CEOP)	www.ceop-police.uk	
Internet Watch Foundation	www.iwf.org.uk	
UK Safer Internet Centre	www.saferinternet.org.uk	0844 381 4772

Updated: March 2018
Review Date: March 2020