

# The Avenue Lawn Tennis, Squash & Fitness club

## Diversity and inclusion policy

### 1. Policy statement

The Avenue Lawn Tennis, Squash and Fitness club (the Club) recognises its responsibility to ensure that all its activities fully support diversity and inclusion and reflect its statutory responsibilities, government guidance, best practice and LTA and England Squash requirements.

This means that the Club will work actively to assist more people to join in its activities in a manner that it is safe, fair and inclusive, irrespective of a person's age, gender, ability or disability, race, religion, ethnic origin, creed, colour, nationality, social status or sexual orientation.

In order to achieve this objective, the Club has adopted a Safe and Inclusive Code of Conduct and a set of Safe and Inclusive standards that seek to promote the required behaviours that will meet its diversity and inclusion and safeguarding commitments.

The Club recognises that concerns may arise about matters related to diversity and inclusion and consequently this policy includes a reporting procedure that will assist in addressing such matters swiftly.

This policy and associated procedures are intended to make the Club and its activities safe, fair and inclusive. But to fully achieve these aims everyone involved in the Club needs to play their part. Working together will ensure that everyone can enjoy participating in the Club's activities in a fair, inclusive and equitable way.

### 2. Scope

This policy is applicable to all staff, consultants, volunteers, committee members, coaches, instructors and club members. It is in line with national legislation and guidance.

Further advice, guidance and support on diversity and inclusion is available from the LTA Safe and Inclusive team and the National Welfare Officer at England Squash.

### 3. Key terminology

The following definitions have been used to underpin the Club's approach to diversity and inclusion. These definitions are based on LTA Guidance.

**Discrimination** – treating someone in a less favourable way and causing them harm, because of their age, gender, ability or disability, race, religion, ethnic origin, creed, colour, nationality, social status or sexual orientation.

**Diversity** – acknowledging, celebrating and respecting the differences between groups of people and between individuals. The Club 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 and associated activities 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 an intimidating, hostile,

degrading, humiliating or offensive environment for that individual. When considering specific conduct, the focus will be on the perception of the complainant not the intent of the perpetrator.

**Inclusion** – ensuring that the Club’s activities are accessible to any member of the community so that 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. The Club 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, gender, ability or disability, race, religion, ethnic origin, creed, colour, nationality, social status or sexual orientation.

**Positive action** –The Club is committed to taking positive steps to counteract the effects of physical or cultural barriers that restrict the opportunity for all sections of the community to participate equally and fully in its activities. The Club will ensure that there is appropriate support to enable access to its activities by people from any group that is under-represented or has difficulty accessing them and assist them to do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

#### **4. Responsibility for the implementation of the Diversity and inclusion policy and associated procedures**

##### **DIVERSITY AND INCLUSION IS EVERYONE’S RESPONSIBILITY: IGNORING DISCRIMINATORY OR UNACCEPTABLE LANGUAGE AND BEHAVIOUR IS NOT AN OPTION.**

- The Club’s Management committee, the Tennis committee, the Squash committee and the Fitness Committee have overall responsibility for this policy and its implementation
- The Club’s Management committee and Welfare Officers *Geoff Tarvin & Julia Baker* will be responsible for updating this policy and associated documents in line with legislative and Club developments
- The Club’s Welfare Officers will be responsible for assisting the Club to identify where diversity and inclusion support is required; to implement safe and inclusive procedures; promote diversity and inclusion principles, including the Reporting a concern procedure
- All individuals involved in the Club’s activities will be expected to adhere to this Diversity and inclusion policy as well as the associated Safe and inclusive standards and Code of conduct
- The LTA Safe and Inclusive team and the England Squash National Welfare Officer can offer support on diversity and inclusion issues

#### **5. Where there is a diversity and inclusion concern or disclosure**

- The individual who is told about, hears about, or is made aware of a concern/disclosure is responsible for following the **Reporting a diversity and inclusion concern procedure** (See Section 6 flow chart below)
- Unless someone is in immediate danger, the information about the concern should be swiftly passed on to the Club’s Welfare Officers or alternatively the LTA Safe and Inclusive team or the England Squash National Welfare officer.

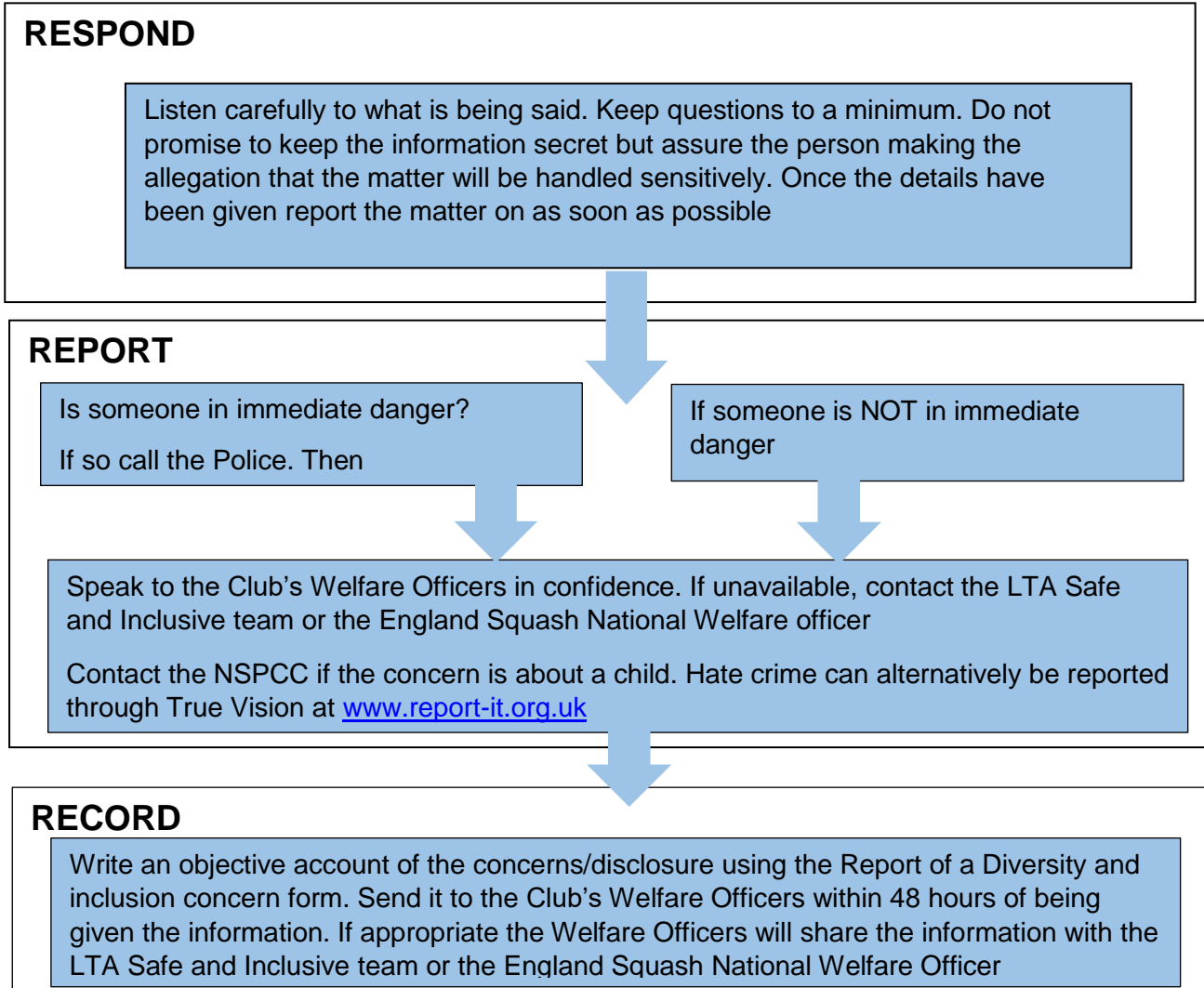
- The Club's Welfare Officers are responsible for reporting diversity and inclusion concerns, where appropriate, to the LTA Safe and inclusive team
- The LTA Safe and inclusive team is responsible for assessing all diversity and inclusion or safeguarding concerns/disclosures that are reported to them and for working with the Club's Welfare Officers to follow up, as appropriate, on a case-by-case basis. There will always be a focus on prioritising the well-being of any child/ adult at risk.

Depending on the concern/disclosure, a referral may be made to:

- Welfare officers Geoff Tarvin 01329 239908 Julia Baker 07714 456207  
[welfareofficer@avenueltsco.co.uk](mailto:welfareofficer@avenueltsco.co.uk)
- The police, in an emergency - dial 999
- Local Authority Children's Services 0300 555 1384  
[childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk) Out of hours 0300 555 1373
- Local Authority Adult Services 0845 603 5630  
[adult.safeguarding.unit@hants.gov.uk](mailto:adult.safeguarding.unit@hants.gov.uk)
- Disclosure and Barring Service for concerns/disclosures about a member of staff, consultant, coach, official or volunteer 03000 200 190
- LTA Safeguarding Team 020 8487 7000/ [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)

## **6. Procedure for reporting a diversity and inclusion concern**

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should report the matter to the Club's Welfare Officers or to another Club member, Committee member, coach or member of staff. When the report is not made directly to the Club's Welfare Officers the person receiving the disclosure should follow the procedure below.



**Contact Details**

**Club Welfare Officer**  
Geoff Tarvin 01329 239908 / [welfareofficer@avenueltsco.co.uk](mailto:welfareofficer@avenueltsco.co.uk)

**Club Welfare Officer**  
Julia Baker 07714 456207 [welfareofficer@avenueltsco.co.uk](mailto:welfareofficer@avenueltsco.co.uk)

**LTA Safe and inclusive Team**  
020 8487 7000 or [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk)  
(Monday to Friday, 9am to 5pm)

**England Squash**

**National Welfare Officer**  
[mark.williams@englandsquash.com](mailto:mark.williams@englandsquash.com)

**NSPCC**  
0808 800 5000

**Social Services**  
Local Authority Children's Services  
0300 555 1384  
[childrens.services@hants.gov.uk](mailto:childrens.services@hants.gov.uk)  
Local Authority Adult Services  
0845 603 5630

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In all cases reports of diversity and inclusion concerns will be followed up.

In most cases it is likely that the issues can be dealt with informally but in a case where a serious breach of this policy and/or associated procedures can be shown the Club reserves the right to:

- Take disciplinary action leading to possible exclusion from the Club, dismissal and legal action
- Terminate current roles within the Club and recommend against future roles in other clubs, the LTA, Tennis Wales, Tennis Scotland, the Tennis Foundation and England Squash.

An appeal may be lodged against any action proposed by the Club where it decides that a breach of the diversity and inclusion policy or associated procedures has been proven.

Where an appeal is lodged in response to a diversity and inclusion concern decision made by the Club, the individual should adhere to the Club's Appeals procedure. (See separate Appeals procedure).

## **8. Safe and inclusive Code of conduct**

The Avenue Lawn Tennis, Squash and Fitness club (the Club) recognises its responsibility to ensure that all its activities fully support diversity and inclusion and reflect its statutory responsibilities, government guidance, best practice and LTA and England Squash requirements.

However, providing a safe and inclusive environment for all the Club's activities is dependent on everyone, whether a member of staff, consultant, volunteer, committee member, coach, instructor or member "playing their part". This will involve:

- Prioritising the well-being of all children and adults at risk at all times
- Being a positive role model and always acting with integrity
- Helping to create a safe and inclusive environment both on and off court and promoting the Fair Play values: enjoy and respect
- Valuing and celebrating diversity and making all reasonable efforts to meet individual needs
- Keeping clear boundaries between professional and personal life, including on social media
- Checking that there is relevant consent from parents/carers, children and adults before taking or using photos and videos
- Ensuring roles and responsibilities are clearly outlined and everyone has the information, training and support to carry them out
- Where possible, avoiding being alone with a child or adult at risk
- Never abusing, neglecting, harming or discriminating against anyone; or acting in a way that may be interpreted as such\*
- Doing nothing is NOT an option: all concerns and disclosures should be reported as soon as possible, following the **Reporting a diversity and inclusion concern procedure**. If someone is in immediate danger, call the police -dial 999

**\*It is illegal to have a relationship with someone who is under 18 years old if you are in a position of trust; it is illegal to have a sexual relationship with anyone under the age of 16 whether they give consent or not.**

*This Code of conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children and adults at risk as the primary consideration.*

## **9. Safe and inclusive standards**

These standards aim to set a minimum level of practice that will promote and support diversity and inclusion and safeguarding. They are intended to be used alongside this Diversity and inclusion policy and procedures, the Safe and inclusive Code of conduct and the Safeguarding policy and procedures.

### **Standard 1: The Club has Safeguarding and Diversity and inclusion policies and a Code of conduct that applies to all staff, committee members, volunteers, coaches, instructors and club members and to all Club activities**

- Everyone involved in the Club's activities should be aware of and follow the Safeguarding and Diversity and inclusion policies, the Safe and inclusive standards, the Code of conduct and the Reporting procedures. These policies and procedures can be found on the Club's website and copies will be pinned to the Club's Noticeboards. Further copies can be obtained, on request, from the Office
- The Safeguarding and Diversity and inclusion policies and procedures will be monitored and updated to keep them relevant to everyone in the Club and to the Club's programmes and events

### **Standard 2: The Club will empower children and adults to create safe and inclusive sports and social environments within its venue**

- The Club will support everyone to uphold the Fair Play values: enjoy and respect
- Information, resources and guidance on how to stay safe, promote diversity and inclusion and report concerns will be easy to access, understand and implement
- The Club has two Welfare Officers responsible for safeguarding and diversity and inclusion; their names and contact details are clearly displayed on the notice board in the club house and on the web-site
- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns will be protected and supported

### **Standard 3: The Club will prioritise safe and inclusive recruitment, induction, training and support**

- All relevant applications, interviews and references will consider safeguarding and diversity and inclusion policy requirements and attitudes
- All eligible staff and volunteers will be subject to a criminal records check
- All coaches will be LTA or England Squash accredited
- The Club's Welfare Officers will have the relevant skills and training to undertake their role
- All staff, volunteers, coaches and members will have access to relevant information, guidance and resources on safeguarding and diversity and inclusion

### **Standard 4: The Club will protect people's confidential information about safeguarding and diversity and inclusion**

- Confidential information relating to safeguarding and diversity and inclusion will be subject to the Club's General Data Protection policy. This means such information will be:
  - Stored securely
  - Accessed and processed securely
  - Shared securely and appropriately.

**Standard 5: The Club will address any safeguarding or discrimination concerns immediately, prioritising the wellbeing of children and adults at risk**

- All concerns, including on-line concerns (cyber-bullying, sexting, grooming and all other forms of on-line abuse) will be recognised, reported and dealt with appropriately
- All safeguarding and discrimination concerns/allegations made regarding a member of staff, volunteer, coach, instructor, member or visitor will be reported to the Club's Welfare Officers and may be reported to external authorities
- All concerns reported to the venue will be addressed immediately, following the **Reporting a diversity and inclusion concern procedure**
- The Club will foster a collaborative approach to diversity and inclusion with British Tennis, England Squash and other agencies.

## **10. Policy and procedures adoption**

This Diversity and inclusion policy, Safe and inclusive Code of conduct and the Safe and inclusive standards have been approved by:

Club Chair: Binky Hallett

Date: 02.11.18

Tennis committee Chair: Michael Colbourne Date: 02.11.18

Squash committee Chair: Vacant

Date: 02.11.18

Fitness committee Chair: Maggie Clarke

Date: 02.11.18

Welfare Officers:

Geoff Tarvin

Date: 02.11.18

Julia Baker

Date: 02.11.18

This Diversity and inclusion policy, Code of conduct and the Safe and inclusive standards will be reviewed every two years [or earlier if there is a change in national legislation and/or guidance].

## **Appendix A**

02.11.2018

## **Glossary of terms**

**Age:-** refers to a person belonging to a particular age group, which can mean people of the same age or a range of ages.

**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 i.e. using social media or mobile phones to perpetrate bullying.

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

**Disability:** - refers to 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 daily activities.

**Discrimination:** - involves treating someone in a less favourable way and causing them harm, because of their age, gender, ability or disability, race, religion, ethnic origin, creed, colour, nationality, social status or sexual orientation.

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

**Discrimination by perception:** - refers to discrimination against someone because of the belief that they have a protected characteristic.

**Diversity:** - refers to acknowledging and celebrating the differences between groups of people and between individuals.

**Equality:** - involves 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 the Club's activities.

**Ethnicity:** - refers to 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:** - refers to 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:** - refers to the process of changing or transitioning from one gender to another.

**Harassment:** - refers to 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. The focus is on the perception of the complainant not the intent of the perpetrator.

**Hate crime:** - refers to 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:** - refers to the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian, gay and bisexual people whether that person is homosexual or not.

**Inclusive leadership** –refers to leaders who are aware of their own biases and preferences and who 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. He or she appreciates that a diverse group of people will generate more creative solutions to problems and encourages this. An inclusive leader will inspire people through a shared vision of future success and motivate them to deliver it.

**Inclusion:** - refers to recognising that people from different backgrounds may have different needs and expectations and may experience barriers in trying to access club activities. An inclusive venue is one that takes steps to attract and engage 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:** refers to 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:** - is an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

**Lesbian:** - is 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.

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

**Positive action:** refers to 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:** - 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:** - refers to what is considered reasonable and 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 life choices or an individual's way of living 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:** - refers to a person's emotional, romantic and/or sexual attraction to another person.

**Trans:** - is 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:** - refers to the fear of, unreasonable anger against, dislike, intolerance and/or hatred toward trans people, whether those people have undergone gender reassignment or are thought to have done so.

**Transsexual person:** - refers to someone who has started the process of changing their gender identity and is undergoing or has undergone gender reassignment.

**Unconscious bias or implicit bias:** - this refers to a bias that the holder is unaware of, and which happens outside of his or her control. It is a bias that happens automatically and is triggered by the brain making quick judgments and assessments of people and situations, influenced by a person's background, cultural environment and personal experience

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

## Appendix B

### Legislation

The **Equality Act 2010**<sup>1</sup> 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 any 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

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<sup>1</sup> <http://www.legislation.gov.uk/ukpga/2010/15/contents>