

(last reviewed/completed 02.11.18)

The Avenue Lawn Tennis, Squash & Fitness club

Safeguarding policy

1. Policy statement

The Avenue Lawn Tennis, Squash and Fitness club (the Club) is committed to prioritising the well-being of all children and adults at risk whenever they participate in any Club activities.

Overall, this policy aims to minimise risk and deliver a positive experience for all participants in Club activities and to ensure that there are appropriate responses to all safeguarding concerns/disclosures.

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 safeguarding is available from the LTA Safe and inclusive team and the England Squash National Welfare Officer.

3. Key terminology

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

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 Safe and inclusive team or by the England Squash National Welfare officer.

Adult at risk of abuse or neglect: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; 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 taking action, 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.

(See Appendix A for full glossary of terms).

4. Responsibility for the implementation of the Safeguarding policy and associated procedures

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: IGNORING A SAFEGUARDING CONCERN IS NOT AN OPTION

- The Club's Management committee, the Tennis Committee, the Squash Committee and Fitness Committee have overall responsibility for this policy and its implementation

02.11.2018

- 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
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- All individuals involved in/present at the club will be expected to adhere to this Safeguarding policy as well as the associated Safe and Inclusive standards and Code of conduct
- The LTA Safe and inclusive team, the Tennis Foundation safeguarding leads and the England Squash National Welfare Officer can offer support on safeguarding issues

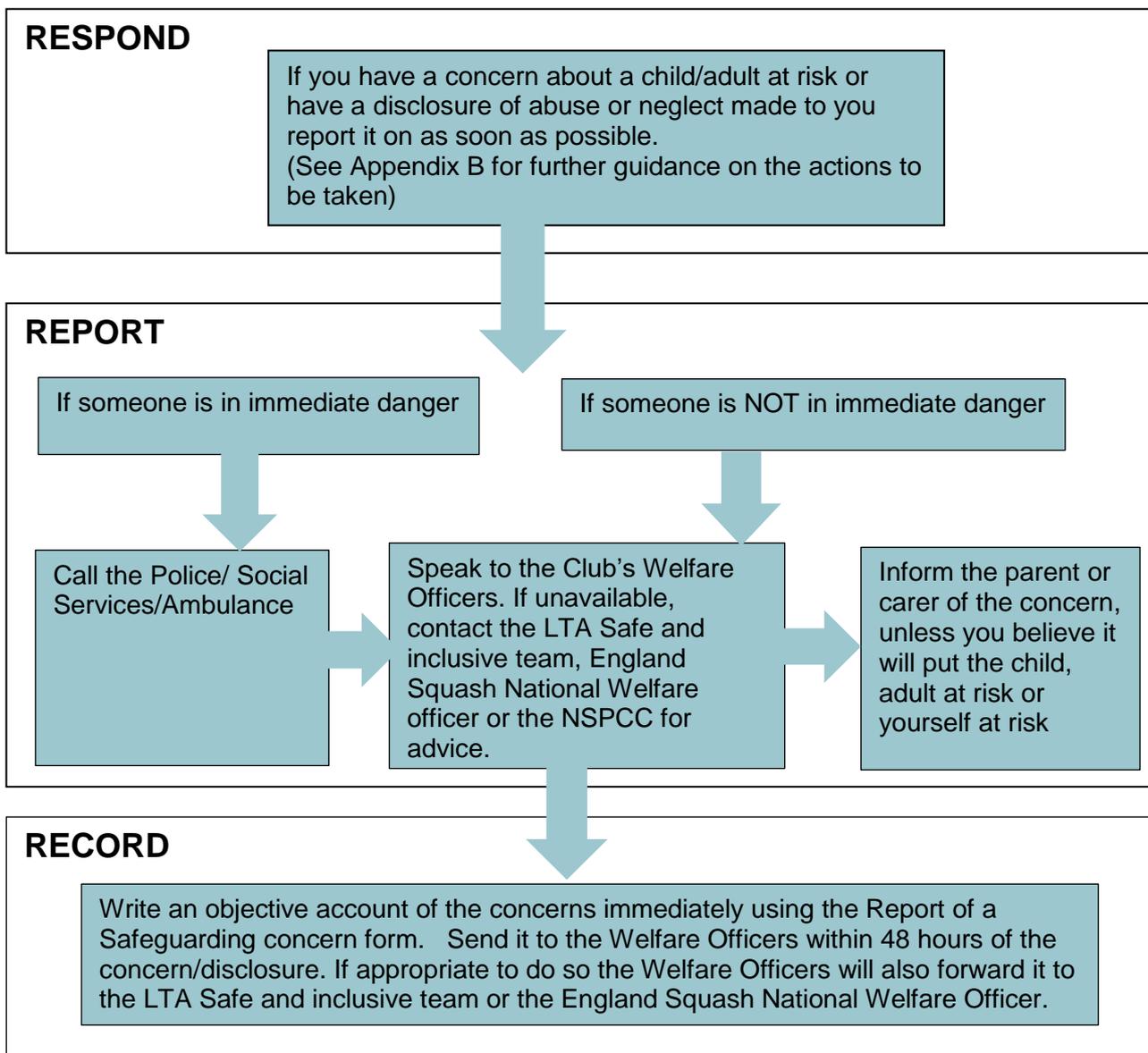
5. Where there is a safeguarding concern/disclosure

- The individual who is told about, hears about, or is made aware of a concern/disclosure is responsible for following the **Reporting a safeguarding concern procedure** (See Section 6 flow chart)
- 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 safeguarding concerns, where appropriate, to the LTA Safe and inclusive team.
- The LTA Safe and inclusive team is responsible for assessing all 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 / welfareofficer@avenueltsc.co.uk
- Julia Baker 07714 456207 welfareofficer@avenueltsc.co.uk
- The police in an emergency (999);
- Local Authority Children's Services 0300 555 1384/childrens.services@hants.gov.uk Out of hours 0300 555 1373
- Local Authority Adult Services 0845 603 5630/ 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

6. Procedure for reporting a safeguarding concern



Contact Details

Club Welfare Officer

Geoff Tarvin 01329 239908 /
welfareofficer@avenueltsco.co.uk

Club Welfare Officer

Julia Baker 07714 456207
welfareofficer@avenueltsco.co.uk

LTA Safe and inclusive Team

020 8487 7000 or
safeandinclusive@lta.org.uk
(Monday to Friday, 9am to 5pm)

England Squash National Welfare Officer

mark.williams@englandsquash.com

NSPCC

0808 800 5000

Social Services

Local Authority Children's Services
0300 555 1384
childrens.services@hants.gov.uk

Local Authority Adult Services

0845 603 5630
adult.safeguarding.unit@hants.gov.uk

7. Breaches of the Safeguarding policy, Safe and inclusive Code of conduct, Safe and inclusive standards and Reporting procedure

In all cases reports of safeguarding 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 safeguarding policy or associated procedures has been proven.

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

8. Whistleblowing

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. The Club is 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.

What is whistle blowing?

In the context of safeguarding, "whistle blowing" is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

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

How to raise a concern about a child or an adult at risk at the Club

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

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club's Welfare Officers. The Club's Welfare Officers will, where necessary, pass the details of the concern on to the LTA Safe and inclusive team or the England Squash National Welfare Officer mark.williams@englandsquash.com at the earliest opportunity. Where appropriate the relevant local authority and the police will also be contacted.

If, however, the whistle blower does not feel comfortable raising a concern with the Club's Welfare Officers, the whistle blower should contact the LTA Safe and inclusive team directly on 020 8487 7000 or the England Squash National Welfare Officer mark.williams@englandsquash.com

Similarly, direct contact can be made with the Local Authority Designated Officer (LADO) 01962 876364 or the NSPCC on 0808 800 5000.

The Club's Welfare Officers can be contacted on:

Geoff Tarvin 01329 239908 / welfareofficer@avenueltscc.co.uk

Julia Baker 07714 456207 welfareofficer@avenueltscc.co.uk

Information to include when raising a concern

The whistle blower 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.

See Appendix C for the Report of a safeguarding concern form

What happens next?

All concerns raised by a whistle blower 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 whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the Club, the LTA Safe and inclusive team, the England Squash National Welfare Officer or the NSPCC Whistleblowing advice line (0800 028 0285 or help@nspcc.org.uk.) should be contacted.

Support

The Club will not tolerate any harassment, victimisation or unfair treatment of at-risk children or adults and will take appropriate action to protect, whistle blowers when they raise a concern in good faith.

9. Safe and inclusive Code of conduct

The Avenue Lawn Tennis, Squash and Fitness club (the Club) recognises its duty of care to safeguard and promote the welfare of children and adults at risk. The Club is committed to ensuring safeguarding practice reflects 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 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 safeguarding 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.

10. Safe and inclusive standards

These standards aim to set a minimum level of practice that will promote and support safeguarding and diversity and inclusion. They are intended to be used alongside the Safeguarding policy, the Safe and inclusive Code of conduct and the Diversity and inclusion 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; respect
- Information, resources and guidance on how to stay safe, promote diversity and inclusion and to report concerns will be easy to access, understand and implement
- The Club has two Welfare Officers responsible for safeguarding and diversity and inclusion matters; 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 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 the roles
- 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 and 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 safeguarding concern procedure**
- The Club will foster a collaborative approach to safeguarding across British Tennis, England Squash and other agencies.

Appendix A

Glossary of Terms

Safeguarding: protecting children from abuse and neglect, preventing the impairment of children's health or development, ensuring that children 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. Enabling adults at risk to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

Abuse and neglect

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness.

Sexual abuse: Involves forcing or enticing a child or young person to take part in abuse, sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities 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. They may also include 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). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk 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: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
- protect a child/ adult at risk from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

Additional examples of abuse and neglect of adults at risk

Financial abuse: having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Discriminatory abuse: 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.

Domestic abuse: includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

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.

Organisational abuse: where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

Self-neglect: behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions.

Modern slavery: encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

General notes

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive conducts, offending and anti-social conduct
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place

Appendix B

Handling a safeguarding disclosure from a child or adult at risk

The flow chart in section 6 of the Safeguarding policy outlines the actions to be taken by anyone to whom a safeguarding disclosure is made. The following points are intended to give further guidance on handling such matters. They are not prescriptive but are intended to assist in obtaining sensitive information in such a way that action can be taken quickly to address safeguarding issues.

1. Reassure the child/adult that s/he is right to report the behaviour.
2. Listen carefully and calmly to him/her.
3. Keep questions to a minimum – and never ask leading questions.
4. Do not promise secrecy¹. Inform him/her that the conversation must be reported to the Club's Welfare Officers (or the LTA Safe and inclusive team or England Squash) and the police or Social Services in an emergency because it is in his/her best interest.
5. **REPORT IT!** If someone is in immediate danger call the police (999), otherwise talk to the Club's Welfare Officers. If they are unavailable call the LTA Safe and inclusive team, England Squash or the NSPCC as soon as possible. Once reported, the Welfare Officers and/or the Safe and inclusive team/England Squash will want to know more about the disclosure and any other background to ensure the safety and well-being of the person at risk.
6. Do not allow personal doubt to prevent reporting the disclosure.
7. Make an immediate objective written record of the disclosure/ conversation using the Report of a Safeguarding concern form (**See Appendix C**).
8. Be clear about what the person has actually said, avoid including inferences. Send the completed Report of a Safeguarding concern form to the Club Welfare Officers (or to the LTA Safe and inclusive team/England Squash if they were the initial contact) within 48 hours. The information will be stored securely and handled sensitively as the matter is investigated and addressed.

Note: All such information will be handled, managed and protected in line with the Club's General Data Protection policy.

¹ It is best practice to gain consent before you share information, however you can still share information to help keep them safe.

You should, where possible, gain parental consent to share information unless it puts the child, yourself or another person at risk of harm. If an adult at risk does not give consent, you can share the information if you reasonably believe they are at risk of harm to themselves or others, or someone has committed or is likely to commit a criminal offence.