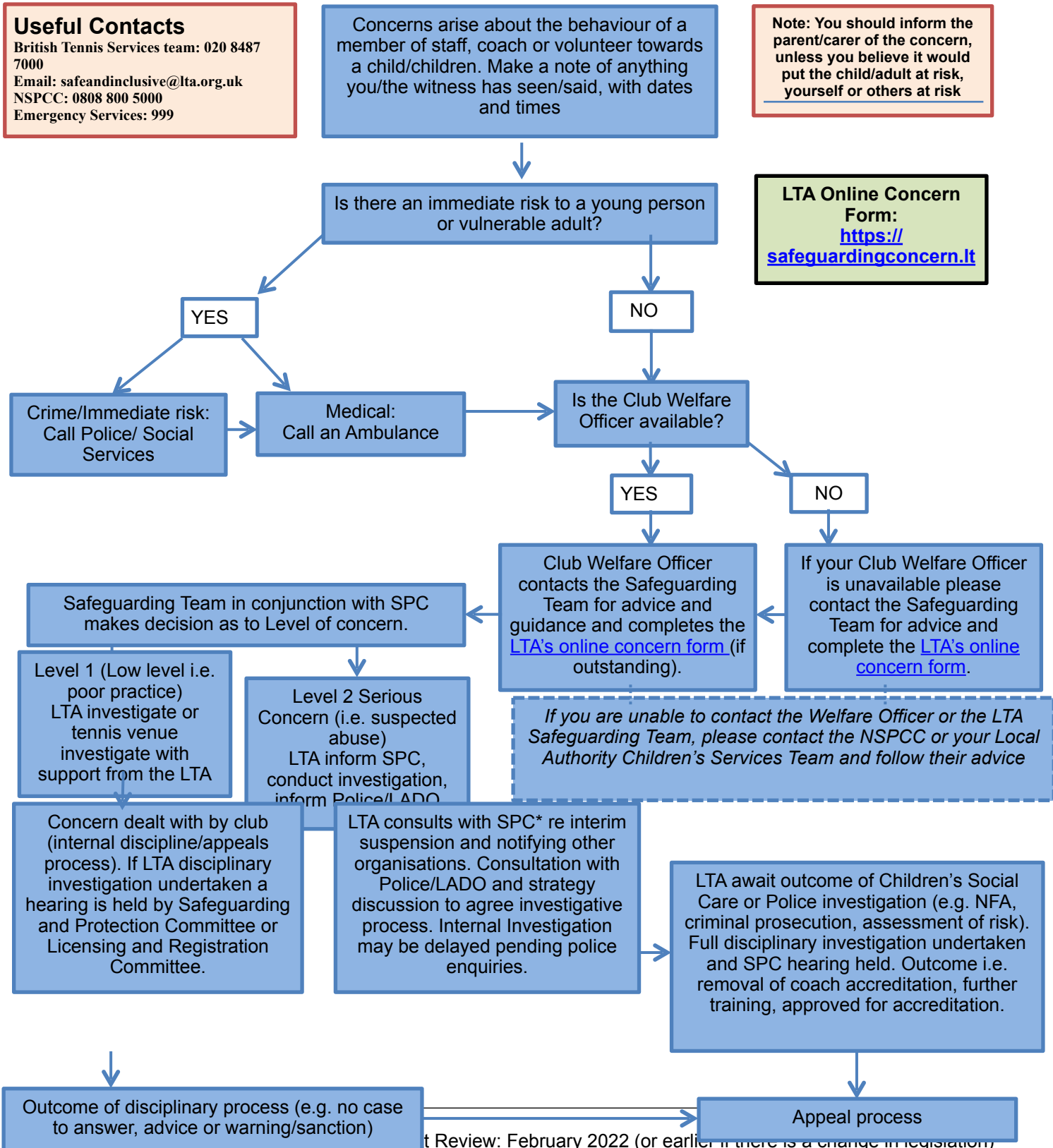


Safeguarding Policy for All Star Tennis Ltd



Reporting a Safeguarding Concern within the Tennis Environment

How to respond to allegations against a member of staff/volunteer or another young person within the Tennis Environment.



Safeguarding Policy

1. Policy statement

All Star Tennis is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in our organisation at all times, including all courses, individual coaching session and events we run. This policy states how we strive to minimise risk, including following safer recruitment procedures, deliver a positive tennis experience for everyone and respond appropriately to all safeguarding concerns/disclosures. It also includes the All Star Tennis statement on anti bullying.

2. Use of terminology

Child: a person under the age of eighteen years.

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.

3. Who does this policy apply to?

This policy is applicable to all staff, volunteers, directors, management members, coaches and players. It is in line with national legislation and has been adapted from the suggested LTA policy on safeguarding.

Guidance on implementing the policy as outlined in the What's The Score: Safe and Inclusive Tennis Toolkit has been followed as well as the newer Minimum Standards for Registration documentation.

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

4. 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.

- All Star Tennis Directors have overall accountability for this policy and its implementation.
- The organisation Welfare Officer, Elliott Austin, is responsible for updating this policy in line with legislative and organisational developments.
- All individuals involved in/present at All Star Tennis venues are required to adhere to the policy and to the Codes of Conduct.
- All staff sign a self-declaration form to confirm they have read this policy.
- The LTA Safeguarding Team can offer support to help clubs proactively safeguard.

Where there is a safeguarding concern/disclosure within the tennis environment:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Safeguarding Reporting Procedure, see the flow chart at the beginning of this policy. Unless someone is in immediate danger, they should inform the organisation Welfare Officer, Elliott Austin, (welfareofficer@allstartennis.co.uk), LTA Safeguarding Team or National Safeguarding Lead
- The club Welfare Officer and/or the designated All Star Tennis management member, or national Safeguarding Leads are responsible for reporting safeguarding concerns to the LTA Safeguarding Team.
- The LTA Safeguarding Team is responsible for assessing all safeguarding concerns/disclosures that are reported to them and working with the organisation Welfare Officer, Elliott Austin 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:
 - **Local Authority Designated Officer:** for concerns/disclosures about a member of staff, consultant, coach, official or volunteer, Tel: 020 8871 7440 LADO@wandsworth.gov.uk
 - **Local Authority Children's Services** Call 020 8871 6622 (9am to 5pm). Out of hours: 020 8871 6000 or email ipoc@wandsworth.gov.uk.
 - **Local Authority Adult Services** provides information and help to adults who have difficulty with everyday things. Telephone: 020 8871 7707 or email acessteam@wandsworth.gov.uk. Out of hours 020 8871 6000 and ask for the emergency social worker.
 - **The police** in an emergency (999);
 - **The NSPCC** on 0808 800 5000

For reporting a concerns / disclosures for outside the tennis environment see Appendix C

5. 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 dismissal and legal action.
- Termination of current and future roles within All Star Tennis and roles in other clubs, the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation.

Actions taken by staff, consultants, volunteers, officials and coaches inside or outside of the organisation that are seen to contradict this policy may be considered in violation of this policy.

Where a member of staff wishes to appeal a decision made in response to a safeguarding issue they should put their concerns in writing to the Welfare Officer and the Management in the first instance.

6. Prioritising safe and inclusive recruitment, induction, training and support

- All interviews for new staff, both office based and coaching, address safeguarding and equality requirements and attitudes.
- References are sought for all new employees, including coaching assistants on summer camps. (See reference templates for different staff)
- All eligible staff and volunteers have an enhanced criminal records check with barred lists, carried out through the LTA, our governing body or Ucheck.
- All our coaches are LTA-accredited or working towards accreditation within an agreed timescale.
- Our Welfare Officer has the relevant skills and training to undertake the role.
- All our staff, volunteers, coaches and players know how to access relevant information and guidance, such as how to contact the Welfare officer.

7. Whistleblowing

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. At All Star Tennis, 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.

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 or 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 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 All Star Welfare Officer. The All Star 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 whistle blower does not feel comfortable raising a concern with the All Star 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 0808 800 5000.

The All Star Welfare Officer can be contacted on: welfareofficer@allstartennis.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.

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 or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line should be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Support

All Star Tennis will not tolerate any harassment, victimisation or unfair treatment of, and will take appropriate action to protect, whistle blowers when they raise a concern in good faith.

8. Related policies and guidance

- What's the Score: Safe and Inclusive Tennis
- British Tennis Safeguarding Policy
- LTA Equality and Diversity Policy

Codes of conduct

All members of staff and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times.
- Treat all children and adults at risk 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
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs.
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Keep clear boundaries between your professional and personal life, including on social media, e.g. photographs from coaching sessions should not be posted on personal social media accounts and removed from personal mobile devices as soon as possible.
- Ensure roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and that everyone has the required information and training.
- Do not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Refrain from smoking and consuming alcohol around the venues
- Not to take drugs of any kind at All Star Tennis venues. Disciplinary action may be taken.
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. a child is hurt, handshake / high five).
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of an All Star activity and you have permission from their parents or carers.
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them

All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect All Star Tennis staff, volunteers and officials and accept their decisions
- Behave, respect and listen to the coaches
- Take care of your equipment and All Star Tennis 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 at All Star Tennis venues or whilst representing All Star at competitions or events
- Talk to the All Star Welfare Officer about any concerns or worries they have about themselves or others

All adults agree to

- Use appropriate language at all times
- Wear appropriate clothing for tennis
- Arrive on time for court hire, social sessions, courses and matches.
- Be responsible for your own warm up and cool down to help minimise injury and maximise your performance
- Be courteous and respectful to other players both children and adults, volunteers, coaches, officials and members of staff
- Behave responsibly at the venue; do not embarrass other players or members of your family
- Play by the rules, and appreciate that you or your family members can only do their best

- Accept the official's decisions and do not go on court or interfere with matches involving
- Deliver and collect your child punctually from holiday clubs, lessons or courses
- Encourage your family members to play by the rules, and teach them that they can only do their best
- Ensure your family members have appropriate clothing for the weather conditions
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about family including medical history

This Policy is reviewed every year (or earlier if there is a change in national legislation).

This Policy is recommended for approval by:

All Star Management Committee Member – Ben White

Date: March 2019

All Star Welfare Officer Elliott Austin

Date: March 2019

Appendix A: Anti Bullying Statement

Bullying is hurtful behaviour, often repeated over a long period of time, which causes pain and distress to the victim. Types of bullying can be physical, emotional, sexual or discriminatory. A lot of bullying now takes place on-line using social media and mobile phones. This means that bullying can now take place all the time, wherever the victim is.

Examples of bullying could include:

- Ridicule: telling someone “your serve is pathetic”
- Physical: deliberately trying to hit someone with a tennis ball
- Name-calling: using nicknames that have racial connotations
- Hiding, damaging or stealing someone’s equipment or other personal items
- Using websites, social media or text messages to intimidate someone at any time.

Tennis venues are ideal places for role modeling positive behaviour and promoting a zero tolerance approach to bullying. All tennis members, coaches, staff and volunteers are well placed to identify when someone may be experiencing bullying.

Everyone should:

- Follow the organisation’s Safe and Inclusive Code of Conduct
- Ensure everyone is able to participate and have fun
- Report any concerns they have about themselves or someone else
- Actively promote a safe and inclusive tennis environment and a zero tolerance approach to bullying.

Incidents of bullying that cannot be resolved with a member of staff mediating with the children, or if concerns exist of bullying between staff members, should be reported to the Welfare Officer.

Appendix B: Concern Reporting Procedure

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
For reporting concerns outside the tennis community see flow chart in Appendix C.
For reporting concerns within the tennis community see the flow chart at the start of this policy.
6. **Record** details of the disclosure and allegation using the LTA’s online reporting a concern form within 24 hours. *If you do not have access to the online form, write down the details using what you have available then sign and date it.*

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.

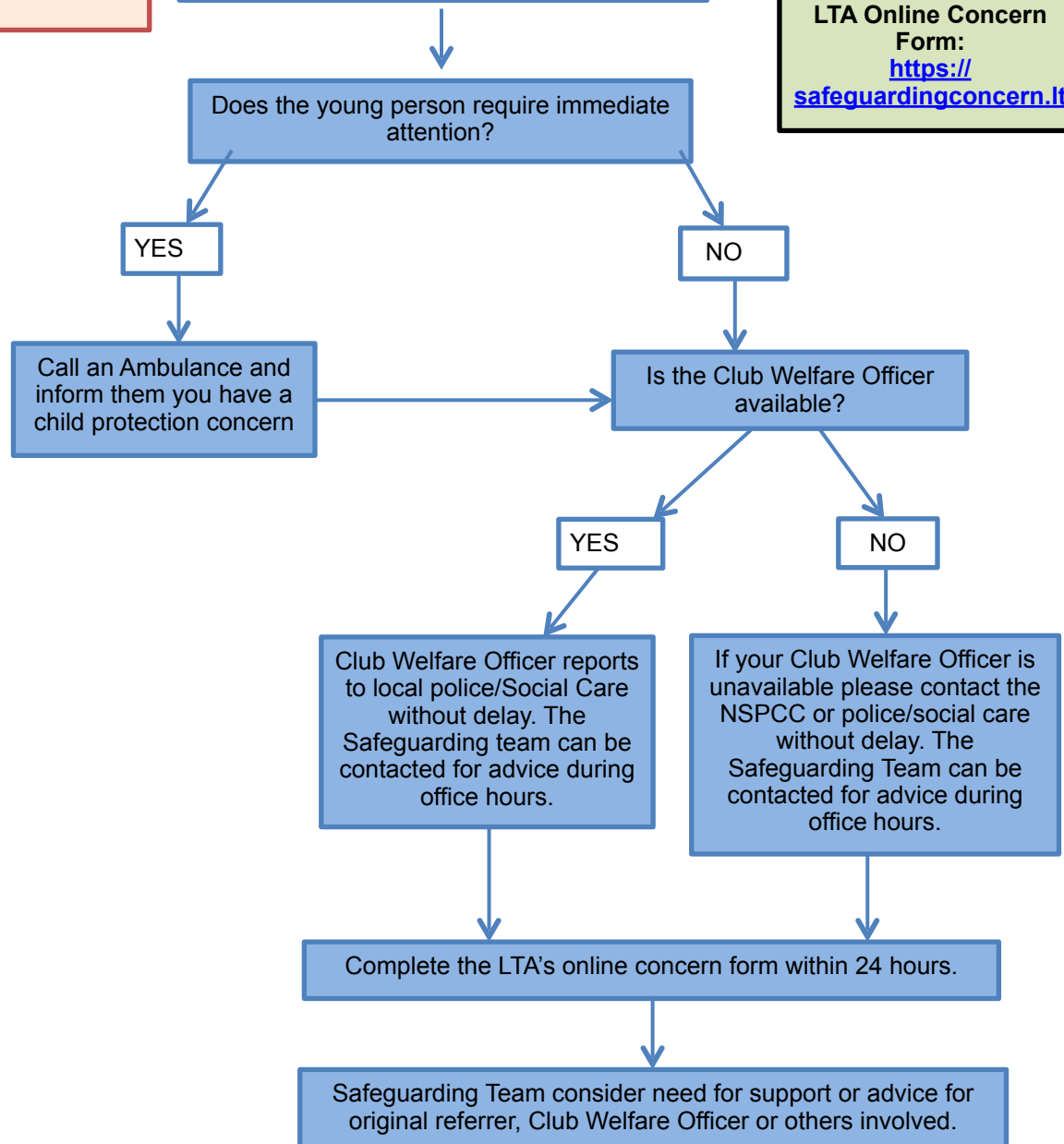
Useful Contacts

British Tennis Services team: 020 8487 7000
 Email: safeandinclusive@lta.org.uk
 NSPCC: 0808 800 5000
 Emergency Services: 999
 LADO Tel: 8871 7440. Email LADO@wandsworth.gov.uk

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

LTA Online Concern Form:
<https://safeguardingconcern.lta.org.uk>



Appendix D: All Star Tennis Safe and Inclusive Standards

STANDARD 1

We have Safeguarding, Diversity and Inclusion Policies and a Code of Conduct that applies to all staff, coaches, and volunteers at All Star Tennis Venues.

- All staff, consultants, volunteers, officials, coaches, venues and events follow our Safeguarding, Diversity and Inclusion Policies, Standards, Code of Conduct and Reporting Procedure
- Our policies and procedures are risk assessed, monitored and updated.

STANDARD 2

We empower children and adults who play at All Star Tennis Venues to create safe and inclusive tennis environments, both on and off court by :

- Having robust Safeguarding and Diversity & Inclusion policies in place, with codes of conduct for all players.
- Having a named Welfare Officer in place
- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns are protected and supported.

STANDARD 3

We prioritise safe and inclusive recruitment, induction, and training by

- Ensuring all applications, interviews and references address safeguarding, diversity and inclusion requirements and attitudes.
- Senior staff undertaking safer recruitment training.
- All staff, volunteers, and coaches have a criminal records check appropriate to their role and undertake appropriate safeguarding, diversity and inclusion training.

STANDARD 4

We protect people's confidential information about safeguarding, diversity and inclusion. Confidential information relating to safeguarding, diversity and inclusion is stored securely, accessed and processed securely and shared securely and appropriately.

STANDARD 5

We address safeguarding and discrimination concerns immediately, prioritising the well-being of children and adults at risk.

- A concern reporting form and procedure is clearly and easily available.
- A whistle blowing policy is in place to ensure those reporting concerns are protected
- The welfare officer works with the LTA and All Star Directors to ensure allegations and concerns are dealt with swiftly and appropriately.

Appendix E: Glossary of Terms

Safeguarding: protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing 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.

- 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.