



HARROGATE SPA TENNIS

HARROGATE SPA TENNIS CENTRE

POLICIES AND PROCEDURES

(FOR SPORTS ACTIVITIES)



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INTRODUCTION

The Harrogate Spa Tennis Centre is a registered venue with the LTA.

Registration is recognition that a venue provides a safe, welcoming and inclusive environment for the pursuit of tennis. As part of the registration process the centre is obliged to maintain a range of safeguarding and associated policies and guidelines.

A paper copy of these policies is kept in the clubhouse – and an electronic copy online.

What do we need to have in place?

To be eligible for LTA registration, venues must meet the following standards:

Standard 1: Safeguarding Policies

Have a set of clear safeguarding policies that have been implemented within the venue.

Standard 2: Safeguarding Awareness

Ensure that there is strong awareness within the venue of safeguarding, the requisite policies and how to report a concern.

Standard 3: Safeguarding Culture

Have a Welfare Officer who has undergone the necessary training, is engaged in their role and collaborating with others in the venue to embed a positive safeguarding culture.

Standard 4: Staff, Coaches and Volunteers

Ensure that relevant roles within the venue have completed a satisfactory criminal records check and that any coaches qualified to Level 2 or above are LTA Accredited or Accredited+.

Standard 5: Procedure

Ensure that safeguarding is embedded into the venue's operations and safeguarding risks are considered when running activities and events.

Statutory requirements

As a charity and a small business, HSTC is also subject to:

- Health & Safety at Work Act
- Employment law
- Charity law
- Data Protection Act 2018
- Equality law

A fuller list of legislation, guidance and regulations can be found in the Supporting information section.



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POLICIES

Most Policies are based on relevant LTA templates.

All Policies should be formally reviewed by the trustees:

- every three years
- if the LTA guidance/template changes
- if legislation changes

Policies approved by: Trustees at Board Meeting

- Disciplinary and Grievance Policies/Procedures added

Date Policy approved: 09/10/2025

Next review Date: 9/10/2028 or before



1. Health and Safety Policy

Scope

This document contains the guidance and procedures that Harrogate Spa Tennis Centre (HSTC) has introduced to meet the requirements of the Health and Safety at Work Act relating specifically to its tennis activities (there are separate files relating to activities relating to employees and catering).

Guidance for dealing with Emergencies and on First Aid is set out in the Accident & Emergency Procedure.

Harrogate Spa Tennis Centre is committed to maximising the safety and welfare of all its members including visitors, guests and members of the public.

The Committee is responsible for Health & Safety Policy and for ensuring that appropriate measures are put in place and maintained. The Health and Safety Officer is identified in the list of roles in the Supporting Information.

Effective Health and Safety is the responsibility of all members and they are required to comply with this policy.

In the case of a serious accident or a potentially serious incident, members are required to inform the Centre Manager, Health & Safety Officer or a Trustee.

HSTC Trustees are committed to the Health & Safety at Work Act 1974 and will:

Discuss Health & Safety at every committee meeting

- Appoint a Health & Safety officer as a Trustee
- Ensure that the playing, social and working environment at the centre is as safe as reasonably possible
- Provide appropriate First Aid equipment and notices

The Centre will produce and maintain:

- A Threat Register which identifies **major** hazards associated with the centre's activities
- A Threat Assessment for each hazard identified in the Threat Register.

Organisation for Health and Safety

The ultimate responsibility for Health and Safety lies with the Trustees, who are responsible for the supervision and the preparation/review of **Threat** Assessments.

A Health and Safety Manual containing all necessary procedures and documents will be produced and available in the pavilion. Included will be:

- a. The HSTC Health and Safety policy statement signed by the Centre Chairman.
- b. The organisation for managing safety at the centre.
- c. The Threat Register and Threat Assessments.



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- d. A Code of Conduct which sets out the standards by which the centre will expect its members, their guests and members of the public to adhere to.
- e. Procedures/Guidance on:
 - i. **Electrical equipment – don't seem to have this**
 - ii. Emergency guidance and procedures
 - iii. Accident/Incident reporting form
 - iv. **First aid guidance and accident log – Remove?**
 - v. Code of Conduct
 - vi. A Maintenance **Manual** (maintained by the Centre Manager) which will act as a log of all maintenance work carried out **and detailing the periodic tasks required**
 - vii. Any other appropriate document or procedure

Threat Assessment Policy

Harrogate Spa Tennis Centre will carry out a threat assessment of the facility at appropriate intervals with a view of highlighting potential hazards and taking the appropriate action wherever necessary to ensure a safe and enjoyable environment.

The Health and Safety Officer is responsible for reporting to the **Trustees** on such issues. If a member/user wishes to report a hazard or potential hazard, contact the Centre Manager, H&S Officer or a Trustee.

Equipment and site maintenance will be an item on the agenda for each Trustee meeting. Any issues are raised and the appropriate action taken; all details will be listed in the minutes.

Threat assessments will include the following for consideration:

- a. Are surroundings safe and free from obstacles?
- b. Are the courts and any other areas fit and appropriate for activity?
- c. Is the equipment fit and sound for activity and suitable for age group/ability?
- d. Do volunteers, staff, coaches and members have access to information relating to health and safety?
- e. Are emergency procedures published and accessible?

Policy Owner: Ian Charters H&S Officer



2. Safeguarding Policy Statement and Scope

(Source: LTA Safeguarding Policy - 2023)

The Harrogate Spa Tennis Centre recognises our moral and statutory responsibility to safeguard and promote the welfare of all children (anyone under 18) and adults at risk. We are committed to ensuring our safeguarding practice reflects statutory responsibilities, government guidance and with LTA safeguarding standards, which can be found here:

<https://www.lta.org.uk/about-us/safeguarding/venue-standards/>.

We are committed to prioritising the well-being of children and adults at risk and providing a safe and welcoming environment where they are respected and valued. This will enable a safe, inclusive and fun tennis experience for everyone involved.

We are alert to the signs of abuse and neglect and follow our procedures to ensure that children and adults at risk receive effective support and protection.

We recognise that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

We recognise that there is a legal framework within which sport needs to work to safeguard adults at risk and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by us will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

This policy applies to any person who plays, coaches, officiates, works, volunteers, or otherwise participates (or visits) at our venue.

We expect contractors and partner organisations, including for example, suppliers and sponsors to adopt and demonstrate their commitment to the principles and practice as set out in this Policy and associated procedures.

All bound by this policy are responsible for upholding high standards of conduct and professionalism and raising safeguarding concerns and allegations in accordance with the Reporting a Safeguarding Concern Procedures.

Policy Principles

- The safety and welfare of children and adults at risk is paramount
- All children and adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Safeguarding is everybody's responsibility
- All safeguarding concerns or allegations will be taken seriously and responded to swiftly and appropriately
- We strive to create a culture and environment where everyone is empowered to protect themselves and others and feel able to raise concerns



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- We actively promote working together to ensure all children and adults at risk are safeguarded

Responsibility for Safeguarding

The Trustees of the Harrogate Spa Tennis Centre have overall accountability for this policy and its implementation.

We have an appointed Welfare Officer (WO) who holds operational responsibility for safeguarding in line with the LTA role profile and is supported by the Trustees. The WO is the first point of contact to raise a safeguarding concern involving a child or adult at risk. They also play a proactive role in increasing an awareness of safeguarding within our venue.

The Welfare Officers are: *See Nominated individuals list*

If the Welfare Officers are not available to report a safeguarding concern or allegation to, the alternative contact within our venue is the Trustee responsible for H&S and Safeguarding or Chair of Trustees

The LTA Safeguarding Team has strategic and operational responsibility for safeguarding in tennis in Britain, including the monitoring and evaluation of safeguarding standards and investigating safeguarding concerns. Safeguarding concerns can be raised directly to the LTA Safeguarding Team via <https://safeguardingconcern.lta.org.uk/>

The Local Authority contact details are: NYC Children & adult services: 01609 780780

All bound by this policy are responsible for raising safeguarding concerns in accordance with the 'Reporting a safeguarding concern' procedure (see Appendix A and B).

Policy aims

The purpose of this policy is to:

- Protect children (including children of adults who use our services) and adults at risk from harm
- Provide the necessary information to enable people to meet their safeguarding responsibilities
- Deliver good practice and high safeguarding standards
- Outline our commitment to safeguarding children and adults at risk

Definitions

See definitions section.

Recruitment

We operate a Safe Recruitment Policy and are committed to ensuring that people who work (including volunteers and self-employed individuals who we engage) with children or adults at risk are appropriately qualified for that role. Where necessary, they will be required to undergo Criminal Records Checks through the Disclosure and Barring Service (DBS) in England and Wales, the Protection Vulnerable Groups (PVG) Scheme for those in Scotland, or the equivalent Overseas Criminal Records Check in their country of origin before being allowed to work.



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Training

All LTA Accredited Coaches and Welfare Officers complete safeguarding training as part of their role and renew this as part of their Accreditation requirements or every three years. The Committee also receive safeguarding training (every three years or when there are changes to the Committee) provided to them via the Welfare Officer to enable them to recognise the possible signs and indicators of abuse and what to do if they have a safeguarding concern or allegation.

An induction, which includes our safeguarding policies and procedures, reporting and recording arrangements, and details for the Welfare Officer, is also provided to all new staff, volunteers, coaches and any self-employed individuals who we engage.

Code of Conduct

All individuals within scope of this policy are expected to familiarise themselves with this policy and the LTA Code of Conduct (available here: <https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations/>), and at all times act in accordance with them. Breaches of the law, this Policy and/or the LTA Code of Conduct may result in criminal and/or disciplinary action being taken.

Transportation

It is the responsibility of parents to ensure appropriate transport arrangements are in place for their children when travelling to and from the venue. Similarly, it is the responsibility of the adult at risk (or their carer) to ensure transport arrangements are in place.

Coaches and other staff/volunteers are not responsible for transporting children or adults at risk to and from the venue or other locations (except if it is an emergency), unless it is as part of a venue organised trip in which case the following measures will be in place:

- The adult at risk or child's parents are informed of the destination, reason for the journey and who the driver will be
- The adult at risk or child's parents return a completed consent form and the driver will have a copy of this and emergency contact details during the journey
- There will be two adults in the front of the car, irrespective of the number of children or adults at risk being transported
- Children or adults at risk are always seated in the back of the vehicle
- If there is a mixture of female and male children or adults at risk, we will seek to have adults of matching gender where possible
- There is an established procedure in the event of a breakdown/emergency
- The driver has a valid UK driving license, DBS/PVG, correct insurance, MOT certificate and complies with laws on the use of seatbelts and restraints

Supervising Children

Children under the age of 16 are required to have parental supervision whilst at our venue and not participating in any venue sessions, such as coaching lessons or tennis camps.

For coaching activities, we comply with the LTA guidance on coach-to-player ratios. For children aged under 16, children must be delivered directly into the care of the coach by the parent and picked up directly from the coach. Please note that it is not enough to drop off outside or at the front door of the venue. Parents must ensure that their child has been delivered to the coach.



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Children under the stipulated age will not be allowed to leave a coaching session or camp unattended unless permission has been given in writing.

For other activities, e.g. away trips/matches, we will use the following adult-to-child ratios:

- 2:8 for children 10 and under
- 2:10 for children aged 11 and over

We may decide to have a greater adult-to-child ratio dependent on the needs of the children or identified risks. At least one of the supervising adults will, where possible, be the same gender as the children. Situations where a child has to leave a venue session, for example, to use the toilet, will also be supervised.

Positions of trust

A person aged 18 or older who holds a position of authority or responsibility over a child or adult at risk is in a position of trust. Positions of trust are not defined by a qualification or job title, but by reference to the activity which the adult is carrying out in relation to the child or adult at risk, namely, coaching, teaching, training, supervising or instructing (including as a volunteer) on a regular basis. People who are in a position of trust must be aware of the power imbalance they hold over children and adults at risk and not use this for personal advantage or gratification.

In June 2022, the Sexual Offences Act 2003 was changed to extend the abuse of position of trust offences to include where an adult is coaching, teaching, training, supervising or instructing a child under 18 years old within sport or religious settings. This means that under the Sexual Offences Act 2003, in England and Wales it is a criminal offence for a person in a position of trust to have a sexual or intimate relationship with a child under 18 years old, even if the relationship is deemed consensual. Therefore, any sexual activity (including online activity) between someone in a position of trust and a child under 18 years old will be formally reported as it may be a criminal offence.

Types of Abuse

There are four main types of abuse that apply to children, these being:

- Sexual
- Physical
- Emotional
- Neglect

The safeguarding adults at risk legislation in each home nation defines categories of adult abuse and harm as follows:

England (Care Act 2014)	Wales (Social Services and Well Being Act 2014)	Scotland (Adult Support and Protection Act 2007)
Physical Sexual Emotional/Psychological/Mental Neglect Financial or material abuse Discriminatory Organisational Self-neglect Domestic Abuse (including coercive control) Modern slavery	Physical Sexual Psychological Neglect Financial	Physical Psychological Financial Sexual Neglect



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Detailed descriptions of these types of abuse, along with other forms of harm, can be found in Supporting Information.

Increased vulnerability to abuse

Vulnerability is a changeable and contextual state but may include children and adults at risk with a physical disability or diagnosed condition such as dementia, learning difficulties, or those who have a mental health condition such as severe anxiety or depression. Children and adults in these groups may:

- Have smaller network of friends and peer group to support and protect
- Require intimate/physical and or invasive medical care required which can allow abuse to be hidden
- Have communication difficulties
- Be less able to resist either verbally or physically
- Be dependent on the abuser for a service or basic need
- Have medical conditions that are used to explain injuries

Personal circumstances away from tennis such as domestic violence, poverty, substance abuse, homelessness and social exclusion may also have an impact on vulnerability. In addition, individuals at risk from LGBTQ+ or ethnic groups can:

- Be subjected to bullying, emotional abuse and physical abuse due to their sexual orientation or gender identity
- Experience racism and racist attitudes
- Engage in cultural practices, which are classed as abuse within the UK (e.g., honour-based violence, female genital mutilation)
- Expect to be ignored by people in authority due to experience of institutionalised racism
- Be afraid of further abuse or racist abuse if they challenge others
- Be subjected to myths based on racial stereotyping
- Be using or learning English as a second language and therefore find it more difficult to communicate

Elite athletes may also be more vulnerable to abuse because they may:

- Have increased dependency on coaching and other support staff for funding, selection and progression
- Be segregated from protective factors such as their family and peer groups
- Feel less able to report concerning behaviour due to a fear of impacting their sporting development
- Be exposed to unhealthy cultures and competitive performance ideologies, where inappropriate practices may be accepted or even encouraged under the belief they deliver success
- Be subjected to intense training and pressure to play/succeed even when injured and achieve unrealistic image, body and weight expectations

Low level concerns

A low level concern (which can also be known as poor practice) is behaviour that falls short of abuse towards a child and does not meet the allegation threshold or a referral to the Local Authority Designated Officer (LADO, England and Wales only), but which nevertheless harms or places a child at risk of harm or has a negative effect on the safety and well-being of children.



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An 'allegation' means that it is alleged that a person who works with children has:

- Behaved in a way that has harmed a child or may have harmed a child
- Possibly committed a criminal offence against a child
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children
- Have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child but could, for example, include an arrest for possession of a weapon
- Have, as a parent or carer, become subject to child protection procedures

A low level concern is any concern - no matter how small, and even if no more than a 'nagging doubt' - that an adult may have acted in a manner which:

- Is not consistent with the Code of Conduct, and/or
- Relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused a sense of unease about that adult's suitability to work with children

Low level concerns are not acceptable and should be reported to the Venue Welfare Officer who will refer the matter on to the LTA Safeguarding Team. It is critical that all low level concerns are referred to the LTA. Having one recipient of all such concerns should allow any potential patterns of concerning, problematic or inappropriate behaviour to be identified, and ensure that no information is potentially lost.

Upon receipt by the LTA, low level concerns will be triaged and managed through the LTA Safeguarding Regulations, which form part of the LTA Disciplinary Code available here:
<https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations/>.

The LTA may decide that the low level concern is suitable to be dealt with by the venue directly, in which case the LTA will support them with managing the situation. If further information comes to light which raises the level of concern, the matter must be referred to the LTA.

Responding to a safeguarding concern or allegation

Everyone has a responsibility to ensure the safety and welfare of children and adults at risk and to take appropriate steps to ensure that safeguarding concerns and allegations are taken seriously and responded to quickly and appropriately, even if the safeguarding concern or allegation may not have occurred recently.

It is advisable to discuss safeguarding concerns or allegations with the adult at risk, or the child's parents in the first instance except where this may place the adult at risk, a child, or someone else, at increased risk.

It is not the responsibility of anyone within the venue to investigate any safeguarding concern or allegation, nor determine whether abuse has taken place. All concerns must be responded to in accordance with the Reporting a Safeguarding Concern Procedure.

Once a safeguarding concern or allegation is reported to our Welfare Officer, it will be passed onto the LTA Safeguarding Team who will triage and manage it through the LTA Safeguarding Regulations, which form part of the LTA Disciplinary Code available here:
<https://www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations/>.



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Responding to a disclosure of abuse

See Procedures section.

Making safeguarding personal

Legislation recognises that adults make choices that may mean that one part of their well-being suffers at the expense of another. Similarly, adults can also make a decision to risk their personal safety, for example to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

'Making Safeguarding Personal' means engaging an adult at risk in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Their views, wishes, feelings and beliefs will be taken into account when decisions are made about how to support them to be safe and finding the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If an adult at risk has difficulty making their views and wishes known, they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

Being able to live free from abuse and neglect is a key element of well-being. Any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

Mental capacity

It is important to make sure an individual at risk has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the individual may not have the mental capacity to understand the choice or to tell us their views.

If we are concerned that an individual at risk who has a lot of difficulty making their own decisions is being abused or neglected, we will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

We will always seek to obtain the consent from an adult at risk before sharing information about them with others, however there are some circumstances where we will need to act without their consent and these include where:

- it is not safe to contact them to gain their consent – i.e. it might put them or the person making contact at further risk
- we believe they or someone else is at risk, including children
- we believe the individual at risk is being coerced or is under duress
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed



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- the individual at risk does not have mental capacity to consent to information being shared about them
- the person causing harm has care and support needs
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult at risk this will be explained to them, when it is safe to do so, and any further actions should still fully include them.

Confidentiality

All safeguarding concerns and allegations will be dealt with confidentiality by the Welfare Officer on a need-to-know basis, not only to maintain the privacy of the individuals involved but also to ensure that evidence or any investigation is not compromised. All people involved in a safeguarding concern or allegation should similarly ensure they maintain high levels of confidentiality.

There may be circumstances where an individual raising a safeguarding concern or allegation does not wish to be named. It is not possible to assure anonymity, as in some circumstances individuals will need to be named (for example, where it is necessary to carry out a fair disciplinary process).

Information sharing and retention

We share safeguarding information with the LTA in accordance with this policy and LTA regulations. In certain situations, we may be required to also share information with statutory agencies and other relevant organisations where it is considered necessary and proportionate to prevent or manage the risk of harm in tennis or sport to children.

We follow the UK Government's Information Sharing Advice for Safeguarding Practitioners which describes the '7 Golden Rules' of information sharing:

- Remember that the GDPR regulations and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately.
- Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
- Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk.
- Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
- Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.



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Further details of the above guidance: <https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice>.

When sharing safeguarding information, we will keep a dated record of:

- what has been shared;
- with whom; and
- for what purpose.

This should include, where applicable, a record of any steps taken to secure, protect or minimise personal data, any express limitations placed on the onward use of the information, and a record of the basis for sharing.

Where safeguarding information is concerned, we operate in line with best practice which is for long term (e.g. lifetime) retention of relevant documentation.

Whistleblowing

Whistleblowing is when someone reports wrongdoing on the basis that it is in the public interest for the wrongdoing to be brought to light. This can include:

- your or another organisation doesn't have clear safeguarding procedures to follow
- concerns aren't dealt with properly or may be covered up
- a concern that was raised hasn't been acted upon
- you are worried that repercussions are likely to arise if you raise a concern.

This applies to incidents that happened in the past, are happening now, or may happen in the future.

Whistleblowers should contact the Welfare Officer in the first instance. If the whistleblower does not wish to speak to someone within the venue or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line can be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Safecall is an independent, confidential and, if required, anonymous reporting service provided by the LTA if there are serious concerns regarding any of the public interest areas below:

- Criminal offences, including fraud
- Failure to comply with a legal obligation
- Legal miscarriage of justice
- Endangering someone's health and safety
- Damage to the environment
- Covering up wrongdoing in any of the above categories

If a Whistleblower feels that it is not appropriate to contact the LTA Safeguarding Team on the grounds of one of the above areas, they can contact Safecall via telephone on 0800 915 1571. Calls are not recorded. Alternatively, a report can be made online: www.safecall.co.uk/report

Related Policies and Procedures

This policy should be read alongside our other policies and procedures, including:

- Anti-Bullying (procedure)
- Code of conduct (Policy)



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- Diversity and inclusion
- Online safety and communication
- Photography and filming
- Use of changing rooms
- Safeguarding at events, activities and competitions (? Junior safety policy)
- Safe recruitment

Policy Owner: Health & Safety and Safeguarding Trustee



3. HSTC Junior Safety Policy (Coaching)

Harrogate Spa Tennis Centre (HSTC) takes the safety of all members very seriously and in particular our junior members. We have a Welfare Officer who has a valid DBS and has attended the Safeguarding courses as recommended by the LTA.

- The Club has a rule that all juniors aged under 16 years must be supervised by an adult.
- Junior tennis coaching is contracted out to Strive, and all their coaches are LTA accredited which means they have passed the relevant coaching qualifications, have a valid DBS, First Aid certificate, have attended a Safeguarding Children in Tennis course and paid their LTA coaches accreditation fee which provides insurance. The coaches' accreditation can be viewed on the LTA website.
- The coaches are only responsible for juniors whilst ON COURT.
- At junior coaching sessions HSTC aims to ensure there are always two adults present, so that if a child has an injury or is unwell, they can be attended to and the other juniors supervised. The first adult is the coach, on court, the second is either a parent, another coach or a club member on site. We would ask that the person bringing a child to a coached tennis session ensures the child is adequately supervised until the child goes on court, making sure that a session already on court has finished. At the end of the coaching session an adult should be on-site to supervise the child once they leave the court.
- All juniors taking part in the regular junior coaching programme at HSTC must be members of HSTC, or a member of a Strive Hub Club (HSTC, Starbeck, Harlow). Strive has a register of junior's name and parents' contact mobile, and a register of attendance is taken before all sessions to record who is on site. Junior Tennis Holiday Camps may include non-members.

NOTES:

- i. Please be vigilant and make sure that HSTC and Strive have the correct mobile contact numbers for adults responsible for juniors. Contact: Membership Secretary or coach
- ii. If you are unable to supervise your child, please ensure you give another adult that responsibility. If you anticipate a problem. you should contact the Welfare Officer (see list at back).
- iii. All pets should be on a lead and under control so as to protect the safety of all users of the site.
- iv. All the trustees and officers of HSTC are volunteers, and we welcome your support.



4. Bullying Policy

(Source: Tennis Scotland LTA 2023)

This policy sets out how HSTC feels about bullying, how it will be tackled and how children and young people who experience or display bullying behaviour are supported. It also offers guidance in the section “Good Practice for Venues” (taken from LTA What’s the Score Toolkit) on how clubs and venues can approach this subject.

Bullying

Bullying is both behaviour and impact; what someone does and the impact it has on the other person’s capacity to feel in control of themselves. This is referred to as their sense of ‘agency’. Bullying takes place in the context of relationships. It is behaviour that can make people feel hurt, threatened, frightened and left out and it can happen face to face and online (*respectme 2015*).

Bullying behaviour can harm people physically or emotionally and, although the actual behaviour might not be repeated, the threat that it might can be sustained over time, typically by actions: looks, messages, confrontations, physical interventions, or the fear of these. This behaviour can include:

- Being called names, teased, put down or threatened face to face and/or indirect
- Being hit, tripped, pushed or kicked
- Having belongings taken or damaged
- Being ignored, left out or having rumours spread about you (face to face and/or indirect)
- Sending abusive messages, pictures or images on social media, online gaming platforms or phone
- Behaviour which makes people feel like they are not in control of themselves or their lives
- Being targeted because of who you are or who you are perceived to be (face to face and/or indirect)

It is every child’s right not to be bullied. Children’s rights are unique in that many of them, although designed for the safety and protection of children, have to be provided for by adults and the government. Although children and young people are covered under the Human Rights Act 1998, their rights are more clearly specified under the UN Convention on the Rights of the Child (UNCRC).

HSTC will:

- Recognise its duty to care and responsibility to safeguard all participants and athletes from harm.
- Promote and implement this anti-bullying policy in addition to our Safeguarding Policies and Procedures.
- Ensure that bullying behaviour is not tolerated or condoned.
- Take action to investigate and respond to any reports of bullying from children and young people.
- Encourage and facilitate children and young people to play an active part in developing and adopting a code of conduct for behaviour during HSTC run activities.
- Ensure that coaches are given access to information, guidance and training on bullying.
- HSTC expects each participant/player, coach and volunteer to



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- Encourage individuals to speak out about bullying behaviour.
- Respect every child's need for, and right to, an environment where safety, security, praise, recognition and opportunity for taking responsibility are available.
- Respect the feelings and views of others.
- Recognise that everyone is important and equal, and that our differences make each of us special and worthy of being valued.
- Show appreciation of others by acknowledging individual qualities, contributions and progress.
- Ensure safety by having rules and practices carefully explained and displayed for all to see
- Report incidents of bullying behaviour they see – by doing nothing you are condoning the behaviour.

Supporting children

- We'll let children know who will listen to and support them.
- We'll create an "open door" ethos where children feel confident to talk to an adult about bullying behaviour or any other issue that affects them.
- Potential barriers to talking (including those associated with a child's disability or impairment) will be acknowledged and addressed at the outset to enable children to speak out.
- We'll make sure children are aware of helpline numbers.
- Anyone who reports an incident of bullying will be listened to carefully and reports will be taken seriously.
- Any reported experience of bullying behaviour will be investigated and will involve listening carefully to all those involved.
- Children experiencing bullying behaviour will be supported and helped to uphold their right to play tennis in a safe environment.
- Those who display bullying behaviour will be encouraged to develop better relationships.
- We'll make sure that sanctions are proportionate and fair.

Support to the parents/guardians

- Parents or guardians will be able to view the HSTC anti-bullying policy and practice on the HSTC website
- Any experience of bullying behaviour will be discussed with the child's parents or guardians
- Parents will be consulted on action to be taken (for the person experiencing bullying behaviour and the person displaying bullying behaviour) and we'll agree on these actions together
- Guidance will be offered to parents, including information from other agencies or support lines

Reporting a concern

If you are being bullied or witness bullying you can speak to your venue Welfare Officer or report it using the LTA Online Report a Concern platform – this is on the [LTA website Safeguarding page](#). See also the Responding to Bullying flowchart in the Good Practice section.

Good practice for venues

In line with the Tennis Scotland anti-bullying policy it is important that Tennis venues adopt a zero tolerance approach to bullying. The following guidance is taken from the "What's the Score Toolkit"



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which offers valuable guidance on this and many other safeguarding topics. This can be downloaded from the LTA website – Safeguarding page.

How can tennis venues prevent bullying?

Tennis venues are ideal places for role-modelling 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 club'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.

The following anti-bullying measures are in place:

	A clear anti-bullying statement explicitly covering all visible and non-visible differences, including protected characteristics.
	A fair and consistent process exists for dealing with all bullying incidents.
	Children and parents/carers are given opportunities to give their views on your venue's antibullying practices.
	All members, coaches, staff and volunteers sign up to your a Inclusive Code of Conduct as part of their membership, committing to help develop a safe and inclusive club.
	Everyone in the venue knows who the Welfare Officer is and how to report bullying.

The following signs may indicate that bullying is happening in a tennis venue if someone:

- Has their possessions go missing or damaged - Is unwilling to go to the tennis venue - Feels ill before coaching sessions or camps - Becomes withdrawn, nervous or lacking in confidence - Shows a change in performance - Asks for or steals money (to pay the bully) - Self-harms, attempts or threatens suicide Is afraid of travelling to the tennis venue alone	- Stops eating or sleeping - Begins to bully others - Refuses to say what's wrong, or gives improbable reasons for their behaviour - Is physically injured - Has nightmares - Runs away from home - Changes their personality or appearance
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Conversations with those involved

The victim:

Bullying can happen to anyone. The victim may be feeling that it is their fault, upset, angry, isolated, lacking in confidence and frightened about the consequences of telling anyone about what has happened to them. If the victim has felt able to talk to someone, they should be reassured that they will be listened to and their concerns addressed in a sensitive manner and appropriate action will be taken.



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The bully or bullies:

Bullies can be children or adults. Someone may bully because they like the feeling of power; expect everyone around them to do as they say or want others to think they are in control; do not fit in or feel insecure; or have been bullied themselves. They may be feeling concerned, angry, defensive or disbelieving. It is important to ask for their account of what happened so you have a good understanding from everyone involved. However, whatever the reasons for bullying, venues should adopt a zero-tolerance approach to bullying.

The bystander(s):

May be feeling scared of repercussions or not wanting to get involved. It is important to get accounts of what happened from everyone who witnessed any incident of bullying. Research by OFSTED showed that 26% of children said they would watch someone getting bullied but say nothing; 40% stated they would stay for the excitement. Reassure bystanders that speaking out is the right thing to do and that it will enable your venue to take appropriate steps to prevent future bullying.

The 'don't care' team:

May be feeling ambivalent and that bullying is a fact of life or nothing to do with them. Raise awareness with all venue members about the importance of your anti-bullying policy or statement and zero tolerance approach to bullying.



4. Code of Conduct

(Last update: 9th August 2025)

This Code of Conduct is designed to ensure that everyone can safely enjoy all the facilities of the Harrogate Spa Tennis Centre. It applies to members, guests, visitors and staff alike.

We trust that everyone will act kindly and respectfully towards others, but the Centre reserves the right to suspend or ban from the premises anyone who behaves in an unacceptable manner.

General behaviour

Please behave respectfully to others while on the premises, and when representing the club in matches or social play, at home or away.

- Never abuse other people.
- Please refrain from shouting and swearing.
- Smoking and vaping are not allowed anywhere on the premises including the grounds.
- Dogs must always be kept on a lead. No dogs are allowed inside the pavilion, except for guide and assistance dogs.
- Please treat the premises and equipment with respect, sweep the all-weather courts after use and take away litter.

Parental supervision & safeguarding

- It is the responsibility of any parent or guardian accompanying children to ensure that they behave respectfully, comply with this Code of Conduct, and do not interfere with the enjoyment of others.
- People under the age of 16 may only use the sporting facilities and the pavilion under the supervision of a parent or designated responsible adult.
- The Centre appoints a Welfare Officer, and any safeguarding concerns should be reported to that person (contact details at the Club website).

Use of the courts

- When it is time for you to go on your booked court, please wait for other players to finish. It is not acceptable, and potentially dangerous, to enter a court while play is still in progress.
- Please avoid excessive noise, or behaviour which might disturb and spoil the enjoyment of those on adjoining courts or sitting outside the pavilion.
- For your own safety, ensure that loose balls are pushed to the net, and not left in the general playing area.
- Padel players should always use the strap on their racquet.

Care of the courts

- Please use the mats provided to clean shoes when entering the courts.
- Players must use recognised sports shoes appropriate to the court surface. Shoes which could mark or cause damage are not permitted.
- Food and chewing gum are not allowed on the courts.
- Drinks may only be taken onto the tennis courts in plastic or metal containers.
- No drinks at all may be taken onto the Padel courts.
- Care must be taken not to damage the court surfaces and associated equipment. Please report any damage to the Centre Manager immediately.



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Last update: V5 / April 4th 2023

Code of conduct for activities involving children and adults at risk

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's 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
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking, vaping and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- 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 a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- 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 Centre staff, volunteers and Officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club 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, vape, drink alcohol or take drugs of any kind on Centre premises or whilst representing the club at competitions or events
- Talk to the club's Welfare Officer about any concerns or worries they have about themselves or others



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All adults agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history



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5. Diversity and Inclusion

This Policy sets out our commitment for diversity and inclusion at the Centre.

- Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our club's culture and our behaviours
- We create a culture where inclusive leadership thrives
- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

To achieve these aims we believe that everyone involved in Tennis has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

We are proud to have a Diversity and Inclusion Policy that demonstrates our commitment to making tennis diverse and inclusive. The commitment to Diversity and Inclusion is upheld by all of the British Tennis organisations – Lawn Tennis Association (LTA), Tennis Scotland, Tennis Wales and the Tennis Foundation.

These commitments are fully supported by the Harrogate Spa Tennis Centre Trustees.

Together we can make a positive difference to people from different backgrounds to participate in Tennis at our club.

Diversity and Inclusion Policy

As a club we contribute actively to enable more people to play tennis more often, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures. This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive tennis experience for everyone. The Reporting Procedures outline how to respond to safeguarding or discrimination concerns/disclosures.

Scope

HSTC has direct safe and inclusive responsibility for:

- Staff, consultants, coaches and officials they employ;
- Volunteers, including trustees and councillors they recruit;
- The venue they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.



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We recommend and support the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues
- Players, parents and carers
- Volunteers recruited by other organisations
- Venues hired by or on our behalf
- Club Events

This Policy is in line with national legislation and applicable to our club, specifically to every person and place for which we have direct safe and inclusive responsibility.

Responsibility for implementation of the Diversity and Inclusion Policy

Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

- The Centre's Trustees have overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix for details).
- The Chair of Trustees and Welfare Officers have overall responsibility for implementation of the policy.
- The Chair and Welfare Officers are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.
- The Welfare Officers (their contact details are displayed on notices at the centre) are responsible for supporting the club to identify where diversity and inclusion support is required; to implement safe and inclusive procedures; promote diversity and inclusion principles, including the Safeguarding and Reporting Procedure, to all the venues they manage, programmes, events and individuals including players, parents and carers.
- All staff, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the club's Welfare Officers to start with; then the Safe and Inclusive Tennis team if applicable, as outlined in the Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Code of Conduct & Reporting Procedure.

HSTC is committed to:

- o Formally adopt this policy
- o Take steps to ensure that the Trustees, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under our constitution;
- o Ensure that access to membership as well as access to participation is open and inclusive;
- o Publish accurate information about the location and accessibility of our facilities; and
- o Support measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy as part of our commitment to our LTA membership.



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Where there is a diversity and inclusion concern/disclosure:

- o The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Concern Reporting Procedure below

Policy Owner: Chair of Trustees

Policy approved by: Chair of Trustees

Date Policy approved: 9/10/2025

Next review Date:



6. Online safety and communication

The Centre strives to ensure that all children and vulnerable adults are safeguarded from abuse and have an enjoyable tennis experience.

This document sets out how we use the internet and social media, and the procedures for doing so. It also outlines how we expect staff, coaches, volunteers, players and parents/carers, to behave online and communicate with players.

The principles in this policy apply no matter which current or future technology is used.

The purpose of this policy is to:

- Protect children involved in with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Provide staff, coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
- Ensure our organisation operates within the law regarding how we behave online

We recognise that

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children safe online, whether or not they are using the Centre's network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, their parents, carers and other organisations is essential in helping them to be responsible in their approach to online safety

We will seek to keep children safe by

- understanding the safety aspects, including what is acceptable and unacceptable behaviour for staff, coaches, volunteers and children, when using website, social media, apps and other forms of digital communication
- being aware that it doesn't matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, mobile phone or game console
- when using social media platforms, ensure that we adhere to relevant legislation and good practice
- ensuring the person managing our organisation's online presence is suitably trained and experienced

Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- all social media accounts will be password-protected, and at least two members of staff and/or volunteers will have access to each account and password



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- social media accounts will be monitored by a designated person, who will have been appointed by the committee
- the designated person managing our online presence will seek advice from our Welfare Officer / County Safeguarding Officer and the LTA to advise on safeguarding requirements as required
- the designated person will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- account, page and event settings will be set to 'private' so that only those invited can see their content
- social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be an organization, community or sports group and not personal
- identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms
- any posts or correspondence will be of a professional purpose
- we'll make sure children are aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account
- parents will be asked to give their consent for us to communicate with their children through social media, or by any other means of communication
- parents will need to give consent for photographs or videos of their child to be posted on social media
- all of our accounts and email addresses will be appropriate, fit for purpose and only used for club/county specific activities

What we expect of staff, coaches and volunteers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- any messages they wish to send out to children must be sent through the designated person responsible for the organisation's online presence
- they must not 'friend' or 'follow' children from personal accounts on social media
- they must make sure any content posted is accurate and appropriate
- they must not communicate with children via personal accounts or private messages
- they must communicate with parents through email or in writing, or use an organisational account, profile or website rather than via personal social media accounts
- they must copy in parents or at least one other member of staff, coach or volunteer should to any communications sent to children
- they must avoid communication with children beyond dedicated event or activity timings, unless it is necessary for professional purposes (i.e. emergencies, whilst on a trip, etc.) and contacting the parents is not possible
- they must sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses ("X's")
- they must respond to any disclosure of abuse in line with the safeguarding policy
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

What we expect of children

- they should be aware of this policy
- they should follow the guidelines set out in our acceptable use statement on all devices



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What we expect of parents/carers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- they should communicate with staff, coaches and volunteers in a professional and appropriate manner
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

Using mobile phones or other devices to communicate

When using mobile phone or other devices to communicate, we will take the following precautions to help keep children safe:

- staff, coaches and volunteers will communicate through parents directly or copy them into all messages to children
- where it is necessary to contact children directly, and it is not possible to copy for the parents into the message, we will seek parental consent to do this
- messages will be used for professional communication, such as reminders about lesson times, meeting points etc.
- if a child tries to engage a member of staff, coach or volunteer in a conversation which is not of a professional manner (for example, their personal life), the member of staff, coach or volunteer will:
 - o end the conversation or not reply
 - o inform the Welfare Officer / County Safeguarding Officer as soon as possible and arrange to address the matter with the child and their parents appropriately
 - o if the conversation raises safeguarding concerns, notify the LTA as soon as possible

Using mobile phones/devices during activities

So that all children can enjoy and actively take part in tennis activities, we discourage the use of mobile phones/devices. As part of this policy we will:

- make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements
- inform parents of appropriate times they can contact children who are away on trips
- advise parents that it may not be possible to contact children during activities and provide a contact within the club or organisation who will be reachable should there be an emergency

Related policies and procedures

This policy should be read alongside our other policies and procedures, including:

- safeguarding policy
- code of conduct
- photography and filming policy
- anti-bullying policy
- diversity and inclusion policy

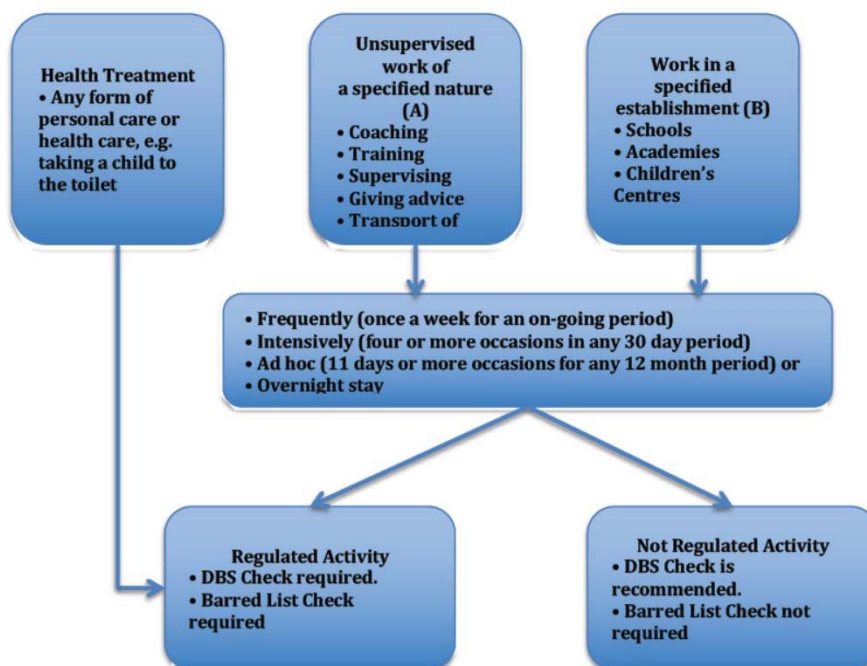


7. Recruitment and Volunteer Policy

The LTA provides clear guidelines to enable tennis venues to recruit staff/volunteers in the document “Guidance: Safe Recruitment for Tennis Venues” which covers the following topics:

- A. Recruitment process, advertising, selection, shortlist, interviewing, references & selection/offer.
- B. Background checks including which type is appropriate.
- C. Advice for coaches working in the UK
- D. Regulated Activity – Children and Young People
- E. Regulated Activity – Adults at Risk
- F. The nature of supervision.

An important aspect of recruitment policy is to clarify the necessity for any staff who engage with children at a tennis venue to have a background check (DBS). The following flowchart may assist.





8. Recording and Publishing Images Policy

(Source: Nottinghamshire LTA 2023 + existing policy (source unknown))

The following responsibilities apply to the different categories of individuals who may be involved in the use of photographic and recording equipment at the Harrogate Spa Tennis Centre (**HSTC**).

In order to obtain consent an individual must explain why they are taking the images and what they will be used for. This ensures that parents or carers are giving informed consent. To achieve this it is strongly recommended they also sign the Media Consent Form.

Risks of sharing images online

Sharing photographs and images of children on social media or other online platforms carries potential risks. For example:

- children may become vulnerable to grooming if a photograph is shared alongside information that makes them identifiable. This includes: personal details; a tag with location information; visual details such as a school/club uniform
- inappropriate images of children may be shared online
- images may be copied, downloaded, screenshotted or shared by anyone
- images of children may be adapted and used inappropriately
- photos or videos may appear in internet search results
- depending on the terms and conditions of using an online platform, the image may be owned by the platform once it's been posted. Platforms may then license images for use by third parties – such as for commercial purposes
- each photo or video, and any comments on them, become a part of a child's public image.

Harrogate Spa Tennis Centre seeks to keep children safe by:

- always asking for written consent from a child and their parents or carers before taking and using a child's image
- if consent is withdrawn, taking reasonable steps to remove the photos of the child from public view. It may not be possible to delete or destroy all images that have been disseminated online (such as via social media) or in hard copy.
- only using first names of children, unless:
 - o it's considered necessary – such as for elite /high profile child players
 - o it's in the child's best interests
 - o the child and parent have consented (and been informed how, where, in what context an image might be used, e.g. public website, or through social media, and are aware of potential risks)
- never publishing personal information about children
- making sure children, their parents and carers understand how images will be securely stored and for how long (including how we will control access to the images and their associated information)



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- reducing the risk of images being copied and used inappropriately by:
 - o only using images of children in appropriate clothing
 - o avoid images and camera angles that may be more prone to misinterpretation or misuse than others
 - o avoiding full face and body shots of children where there may be a heightened risk of images being misused
- using images that positively reflect children's involvement in the activity

Photography and/or filming for personal use

When children, parents/carers or spectators are taking photographs or filming at events and the images then written consent must be obtained. In order to obtain consent an individual must explain why they are taking the images and what they will be used for. This ensures that parents or carers are giving informed consent. To achieve this it is required that they sign the Media Consent Form.

a. Parents, Carers and Spectators

- i. **HSTC** encourages parents, carers and spectators who wish to do so to use photographic equipment to capture their child or friend playing tennis to support and encourage their experience.
- ii. Parents, carers and other spectators are required to register their interest and intention with the responsible **HSTC** representative at an event if they wish to use any photographic equipment. The **HSTC** representative will request anyone not registered to stop using photographic equipment and delete any images that may have been taken.
- iii. If any parent, carer or spectator has concerns about inappropriate photography, this should be reported immediately to the **HSTC** representative, official or welfare officer, who will follow child protection procedures.

b. Professionals, Competition Organisers and Officials

- i. Competition organisers should note that **HSTC** requests that all parents, carers and spectators who want to use photographic equipment at an event are registered with **HSTC**.
- ii. If you wish to take photographs at an event or publish images following an event you must ensure you have consent from parents, carers or the individual (if over 18) prior to the event and that you are registered with **HSTC**.
- iii. If any individual is observed taking photographs which are deemed to be intrusive or inappropriate the incident must be reported to the **HSTC** representative, official or welfare officer, who will follow child protection procedures.

c. Children and Young People

- i. It is okay for a photographer to take photos when you are on court, as long as your parent or carer has given written consent for the photographer to do so.



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- ii. If you see someone taking photos or filming that makes you feel worried, tell your parent or carer, or the **HSTC** representative or Welfare Officer immediately.

In the event that a player wishes to enter into a private arrangement with a commercial photographer or videographer, the photographer or videographer must have the express written consent of that player (or their parent or legal guardian where the player is under 18 years old) and the LTA recommends that clubs and counties make any such photographer/videographer aware that they should be notifying the Competition Director of their attendance at the competition.

Using official or professional photographers

If a photographer is engaged for an event, it is advised that they:

- follow a safe recruitment process/policy
- provide the photographer with a clear brief about appropriate content and behaviour
- ensure the photographer wears identification at all times
- inform children and parents/carers that a photographer will be at the event and ensure they give written consent to images which feature close up images of their child being taken and shared*
- inform the photographer about how to identify – and avoid taking images of children without the required parental consent
- clarify areas where all photography is prohibited (i.e. toilets, changing areas, first aid areas)
- not allow the photographer to have unsupervised access to children
- not allow the photographer to carry out sessions outside the event or at a child's home
- report any concerns regarding inappropriate or intrusive photography.

*At some events, wide-angle and general images of the event, the site, award ceremonies, and similar may be taken. It may not be reasonable, practical or proportionate to secure consent for every participating child in order to take such images. In these circumstances, clubs and counties should make clear to all participants and parents that these kinds of images will be taken, and for what purposes.

Photography and/or filming for wider use

If people such as local journalists or professional photographers (not hired by the Centre) wish to operate an event and share the images professionally or in the wider world we will ensure that they have been given proper written permission for this in advance.

We will ensure that the following information is provided to participants:

- the name and address of the person using the camera
- the names of children they wish to take images of (if possible)
- the reason for taking the images and/or what the images will be used for
- a signed declaration that the information provided is valid and that the images will only be used for the reasons given.

We will verify these details and decide whether to grant permission for the photographs/films to be taken. We will also seek consent from the children who are the intended subjects of the images and their parents and inform the photographer of anyone who does not give consent.



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We will inform children, parents/carers that an external photographer is present and ensure they are easily identifiable.

Concerns

If we become concerned that someone unknown to them is taking photography or filming without permission, they will be asked them to leave and (depending on the nature of the concerns) follow our safeguarding procedures.

Where inappropriate images/films are being taken that raise a safeguarding concern, this will be reported to the club Welfare Officer, County Safeguarding Officer and LTA Safeguarding Team. It may also be necessary to report this to the police.

Storing images

We will store photographs and videos of children securely and in accordance with data protection law.

Hard copies of images will be kept in a locked drawer and electronic images in a protected folder with restricted access.

Images of children will not be stored on unencrypted portable equipment such as laptops, memory sticks and mobile phones.

Staff and volunteers must not use any personal devices/equipment to take photos and films of children.

CCTV recording

HSTC monitors the site with CCTV. Recorded images are stored in a locked cabinet and are only accessible to the Centre Manager but may be made available to appropriate authorities for the purposes of crime investigation.

Photographing and recording

General Approach

All children featured in photographs or recordings must be:

- Appropriately dressed (see Code of Conduct)
- Featured with people engaging in tennis;
- Recorded in groups with other children or adults where possible; and
- Representative of the diversity across tennis, with regard to age, gender, ethnicity and disability.

Any inappropriate use of images should be reported to the LTA Safeguarding Team and the Police.

Publishing Images

Consideration and adequate thought should be given to the selection of images in publicity material both printed and web-based. Where possible, use a technique such as “watermarking” on the images.

All children featured can only be:

- Identified with written consent of their parent (using the Media Consent Form);
- Printed or uploaded with written consent from parents/carers; and



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- Shown engaging in tennis activities.
- a. For your safety it is recommended that you avoid the following:
 - Images of children and young people on their own;
 - Images of children and young people outside a tennis environment;
 - Streaming any content directly to a website; and
 - Using any images for which you have not obtained consent
- b. Please be aware, coaches, teachers and others may use video equipment as a legitimate coaching method. Tennis players and their parents or carers should be made aware this forms part of the tennis programme and that any recording will be destroyed after use.



9. Sun Safety Code

At HSTC we recognise the importance of protection against the potential harmful effects of the sun. While this is relevant to all players, it is particularly important for our junior members.

Recommendations

We recommend reading and following the ***Outdoor Kids Sun Safety Code***, and the following simple guidance is extracted from that code:

- a. Clothing is the best form of defence - children should wear long sleeved shirts, caps and sunglasses
- b. We recommend the use of SPF30+ sunscreen - don't forget the 'hard to reach' places
- c. All children should bring water bottles and should be encouraged to drink regularly
- d. Avoid playing in extremes of heat, for example temperatures over 30C
- e. Look out for signs of heat exhaustion - fatigue, dizziness, headache, nausea or hot, red and dry skin
- f. Coaches should lead by example

Guidance

The following is guidance to coaching staff on ways to help get the message across:

- a. Read the ***Outdoor Kids Sun Safety Code*** yourself, and lead by example
- b. Pay special attention to children with disabilities and learning difficulties
- c. Talk about sun protection in a positive, engaging and fun way
- d. Have a Q&A session, asking kids what they know about the sun
- e. Clothing and eye protection should be the first line of defence
- f. Remember the 'hard-to-get-to' places - backs of knees; ears; eye area; neck and nose; scalp
- g. Remind kids that they can burn even on cloudy days in summer - even in Harrogate!



10. Feedback, Comments, Complaints and Suggestions Policy

Introduction

At **HSTC** we endeavour to ensure that we deliver our services right, efficiently and to a high standard at all times. We would like to hear about what we are doing well and areas where we can improve. We understand there are times you may not always be happy with our club. Therefore your feedback is very important to us to ensure we continue to provide an excellent service.

Complaints

We take complaints about conduct and behaviour very seriously and work in line with the LTA's processes and procedures to respond to concerns. You should always report initial concerns to our Welfare Officer (see below), who may also contact the LTA for support. This includes if you are worried about a person's behaviour because it is: unsafe, unprofessional, offensive, intimidating, discriminatory or illegal. They can contact the LTA who will support in making a decision about whether a referral to the Safeguarding team is required.

We take reasonable steps to conduct a thorough investigation and always give priority to someone's safety and well-being. It is important to recognise that whilst we aim to resolve all complaints, in some situations we may decide we cannot investigate or take further action. We also reserve the right to end any investigation or refer the LTA. If this happens you will be given the reasons for our decision.

We know the best way to resolve problems is by talking to the people involved, including the tournament organiser, referee, coach, or club member. We endeavour to take this approach before contacting the LTA as not all complaints will need to be reported to the LTA.

Welfare Officers

The centre has a number of designated welfare officers whose contact details are displayed in the pavilion. There is a role description in the Supporting Information

Values and Principles

- a. **Right to Complain:** You have the right to complain and complaints are taken very seriously. You should never be bullied, harassed or disadvantaged for making a complaint.
- b. **Equality:** You will receive a response to your complaint regardless of your age, gender, disability, ethnicity/race, religion, sexual orientation or gender reassignment.
- c. **Fairness:** All complaints will be dealt with fairly and openly.
- d. **Safety and Well-being:** 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 and we reserve the right to seek advice and support from the LTA.

Staying informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending



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on the nature of the complaint. The person investigating will set a timeline and agree with you how often they will make contact. If you want to discuss a problem or query please contact any of the centre's Welfare Officers.



11. Privacy and data use policy

Our Privacy Assurance

The data supplied by members and associates of Harrogate Spa Tennis Centre Ltd (the Company) will only be used for the purpose of processing the membership of the Company and/or in relation to communication between an individual and the Company in the promotion and management of its activities and events.

Security

We are committed to ensure that the data held by the Company is stored safely and securely and in doing so our intention is to protect the confidentiality, accuracy and availability of the information held.

Marketing

In the event that we wish to use your personal data for marketing purposes we will always provide the individual with control. Prior notification of this intention will be given and agreement sought from the individual.

Information We Collect/Hold

The information we collect and hold about individual members is limited to that which is provided by the member(s) upon completion of the signed membership form. No additional personal information will be held by the Company. Signing of the membership form implies agreement to this Privacy and Data Use Policy

Details of your communications and interactions with the Company via email may be maintained by the company in the event of the cessation of membership.

How Long Data is Held

If a membership becomes 'lapsed' the Company may maintain the contact details of an individual only to permit future contact for Company events and activities in the future that may be considered as being of interest to the individual. At present this period is 6 months.

Data Sharing

The Company will not share your data with any other third party or for direct marketing purposes. Whilst the Company is affiliated to the LTA no personal information is passed between the organisations. An individual must necessarily separately communicate directly with the LTA to facilitate British Tennis membership; when doing so affiliation to Company can be effected.

The Individual's Rights

The individual has the right to request that personal information can be deleted from our records in the event of the cessation of their membership.

The individual has the right to request that personal information, if inaccurate, is corrected.

The individual can 'unsubscribe' from email contact if so desired.



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Contact Us

Any queries regarding the Company's Privacy and Data Use Policy, including any requests to exercise rights under the policy, should be communicated to the Data Protection Officer; by post at Harrogate Spa Tennis Centre Ltd, c/o 9 Kent Road, Harrogate, North Yorkshire HG1 2LE



12. Use of changing rooms

(adapted from LTA January 2023 v1.1)

The Centre has one small changing room with one WC.

This policy for the acceptable use of our changing room applies to all staff, coaches, volunteers, players, parents/carers and any other individuals associated with the Centre.

- Children will have sole use of the changing room (unless supervised by their parent/carer which is required if they are under 10)
- If adults and children need to share our changing rooms, they will do so at different times.
- Under no circumstances will adult staff, coaches or volunteers change at the same time as children using the changing rooms.
- Mixed gender groups of children will use the same changing room but at different times.
- If we are made aware that a child or adult self-identifies as a gender that differs from the gender they were assigned at birth, we will work with them and their parents/carers (where it relates to a child) to make reasonable adjustments to changing arrangements to suit their needs (n.b. for more information on this please go to <https://thecpsu.org.uk/help-advice/topics/lgbt-young-people-and-sport/>)
- Mobile phones and other electronic devices must not be used in changing rooms.
- For younger groups of children, a parent/carer will wait outside the changing rooms to allow children to call for assistance if required.
- Where no changing facilities are available children, parents and travelling teams/players will be made aware prior to the game and advised to make alternative arrangements and to take appropriate additional clothing e.g. tracksuits etc.



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13. Disciplinary Policy

Purpose and scope

This disciplinary policy and procedure is designed to help and encourage all members to achieve and maintain standards of good behaviour and conduct. The club codes of conduct are displayed on the website and apply to all club members, coaches and all others using our facilities (users). The aim is to ensure consistent and fair treatment for all.

Disciplinary action will be considered in the following circumstances should.....

- A member/coach/user breaches the club's code of conduct
- A member/coach/user breaches the club's safeguarding policy
- A member/coach breaches the club's Memorandum and Articles of Association - "bringing the club into serious disrepute"

Breakpoint staff are excluded from this procedure as they are covered by Employment law.

Disciplinary actions

Warnings (misconduct)

Depending upon the severity of the misconduct, such warnings issued by the club's trustees will normally comprise one of the following:

- An informal verbal warning. This will be kept on record for 1 year but will then be considered spent
- A first written warning. This will be in writing and set out the nature of the misconduct, the change in behaviour required and the right of appeal. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a period of 1 year
- A final written warning. This will be issued in the event that the misconduct is of a sufficiently serious nature. This warning will also be in writing and set out the nature of the misconduct and the change in behaviour required and the right of appeal. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a specified period of 1 year.

No member/coach will have membership permanently withdrawn for an initial breach of discipline except in the case of proven gross misconduct,

Withdrawal of Membership (gross misconduct)

The following list provides some examples of offences which are normally regarded as gross misconduct (and may result in police action):

- theft or fraud
- physical violence
- serious verbal intimidation or abuse
- deliberate and serious damage to the club's property
- bringing the organisation into serious disrepute

Member/Coaches who are accused of an act of gross misconduct will be suspended from the club while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the club's trustees is satisfied that gross misconduct has occurred, the result will normally be permanent withdrawal of membership



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PROCEDURES

1. Accident & Emergency
2. Reporting a safeguarding concern that occurs within tennis
3. Reporting a safeguarding concern that occurs outside tennis
4. Breaches of the Diversity and Inclusion Policy
5. Responding to a disclosure of abuse
6. Whistleblowing
7. Disciplinary
8. Grievance



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1. Procedure: Accident & Emergency

There are procedures for:

- Fire
- Medical Emergency

contained in the Centre's set of procedures.

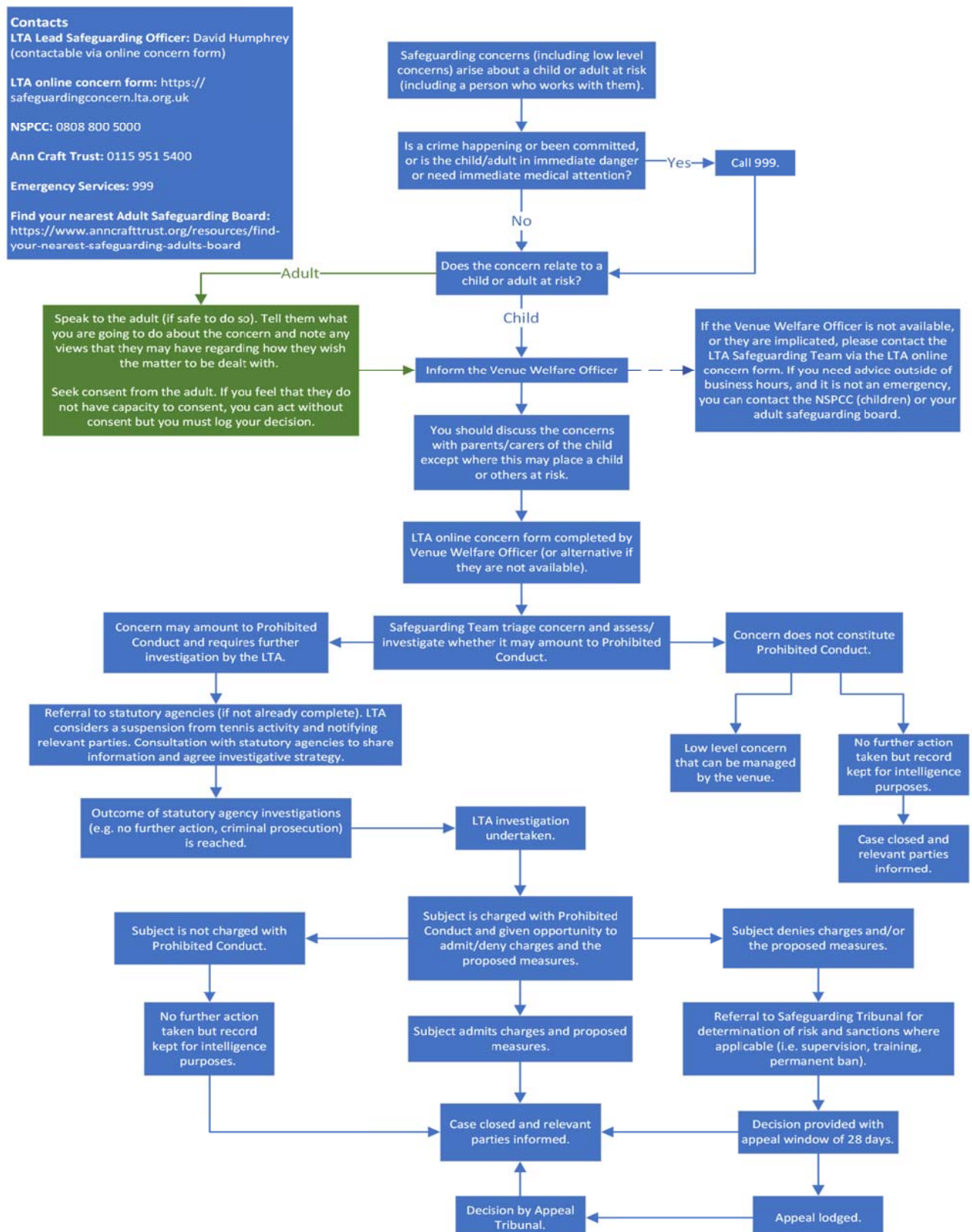
Please report all instances to the Centre Manager or staff if available, otherwise call the Emergency Services if appropriate and alert others on the site.



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2. Procedure: Reporting a safeguarding concern that occurs within tennis

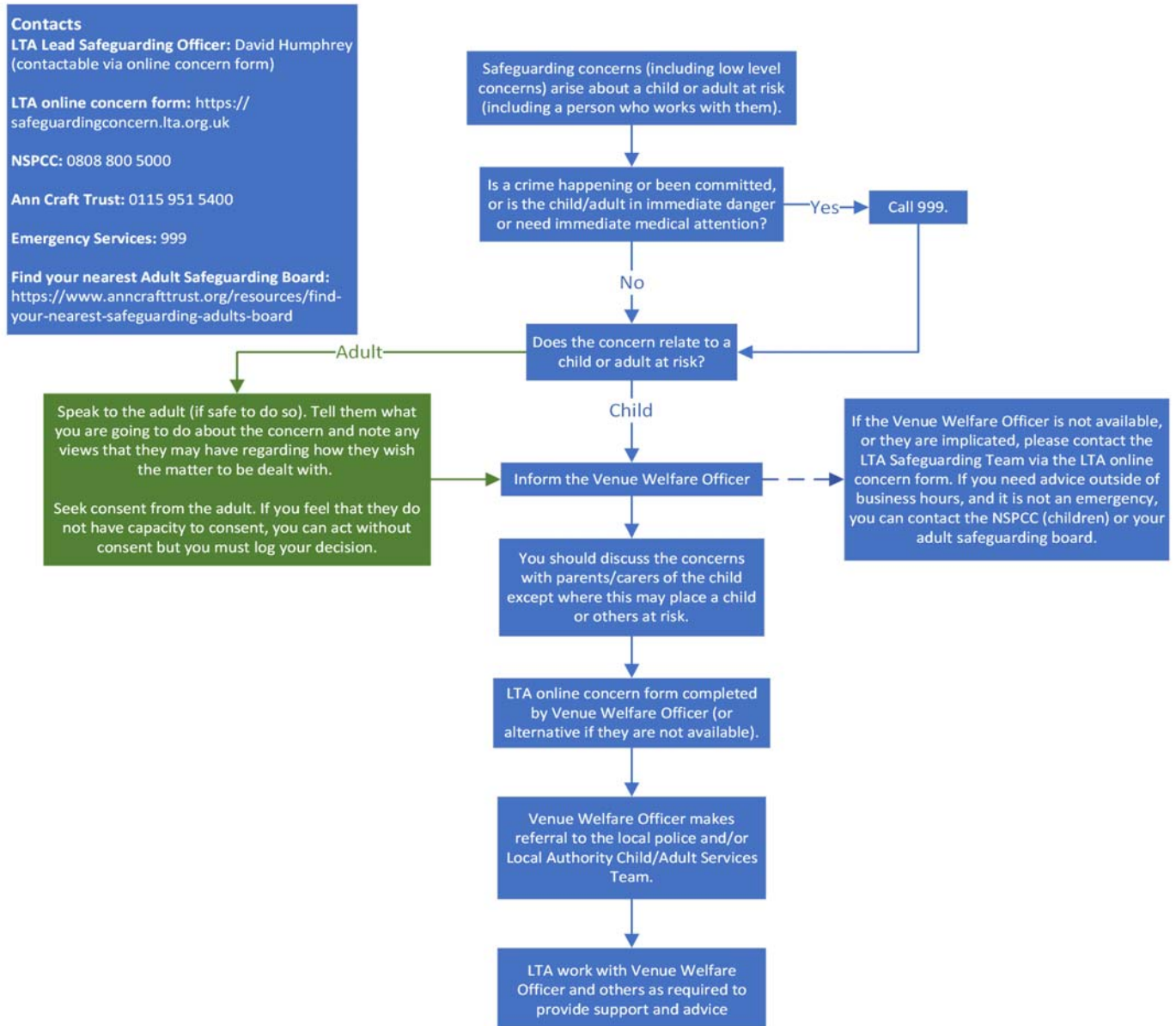
(Source : LTA Safeguarding Policy – 2023). **ASB:** NYC Children & adult services: 01609 780780





3. Procedure: Reporting a safeguarding concern that happens outside of tennis

(Source : LTA Safeguarding Policy – 2023) **ASB:** NYC Children & adult services: 01609 780780

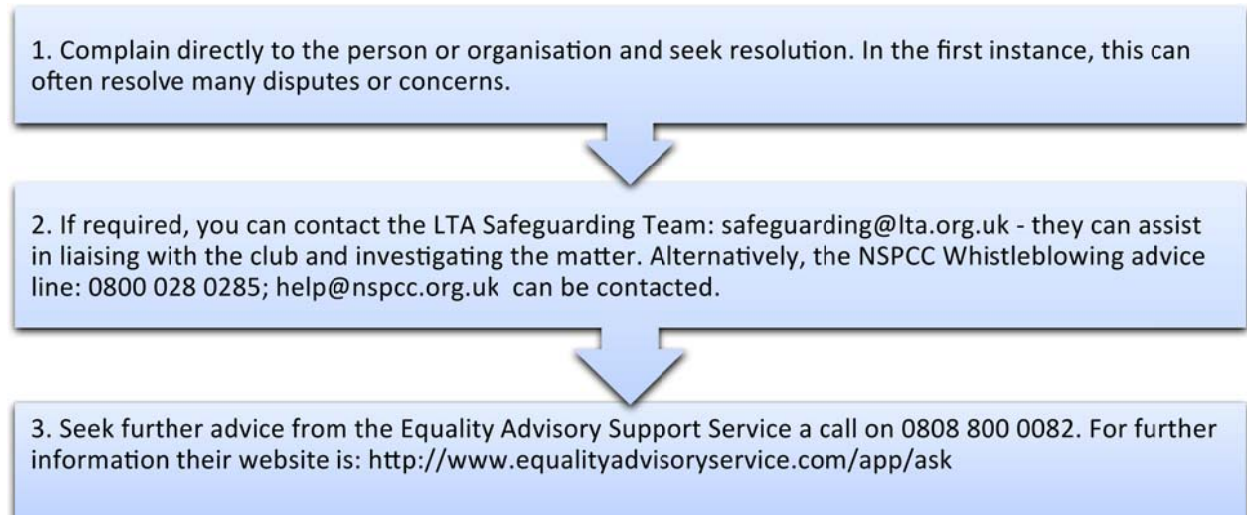




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4. Procedure: Breaches of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow the club's whistleblowing policy; consultants, coaches, officials, volunteers and players are encouraged to:



If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above (1-3).

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA and/or the Tennis Foundation:

- Venues – Potential removal of LTA accreditation/registration.
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers, including councillors and trustees – termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safeguarding Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.



5. Procedure: Responding to a disclosure of abuse

If a child or adult at risk discloses that he or she has been abused or is at risk of abuse:

- Listen carefully and calmly to what is said and document it accurately.
- Reassure them that they have done the right thing and what they have told you is very important
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you
- Ask them what they would like to happen next
- Explain what you would like to do next
- Ask for their consent for the information to be shared (adults only)
- Let them 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.
- Do not seek to investigate it yourself or let doubt/personal bias prevent you from reporting the allegation
- Make an arrangement as to how you can contact them safely (adults only)
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support, etc)
- Ensure that their immediate needs are met and that the priority is their safety and protection from further risk of harm
- Record details of the disclosure ([further advice here](#)) as soon as possible (but not during the disclosure) and then submit the details to the LTA via <https://safeguardingconcern.lta.org.uk/>



6. Procedure: Whistle-blowing

Whistle-blowing is when someone raises a concern about a dangerous or illegal activity or any wrongdoing within the club.

How to Raise a Concern.

Any concerns about a child or allegations about an adult who works with children should be raised with the club Welfare Officer(s). If the allegation is about the club Welfare Officer, the Chairman or one of the trustees should be informed.

How the club will respond.

- a. If the concern is that a member of staff or volunteer has or may have;
 - Behaved in a way that has harmed a child or may have harmed a child
 - Possibly committed a criminal offence against or related to a child.
 - Behaved towards a child or children in a way that indicates that he / she would pose a risk of harm to children

The Welfare Officer (or other as above) will contact the LTA and Local Authority Designated Officer to discuss how the allegation should be investigated.

- b. If the concern does not match any of these criteria or, after consideration with the LADO or other appropriate agencies, it is agreed that the matter should be dealt with by internal processes the club will consult the LTA to determine the most appropriate action.
- c. If the concern is that the club has not followed appropriate safeguarding procedures or has not pressed other agencies where concerns about a child persists, the Welfare Officer should be approached to seek assurances that appropriate action will be taken.

If in either case the member still has concerns that a child or children are at risk or that appropriate procedures have not been followed the member should contact the LTA and LADO or, in situations where children are thought to be in immediate danger or risk of harm, the police by contacting 999.

Further Guidance

- All concerns will be treated in strictest confidence by all concerned. The club will protect the identity of whistle blowers as much as possible.
- However particularly in the context of safeguarding concerns it may be that an investigation process may reveal the source of the information, even if the identity of the whistleblower is kept anonymous.
- All staff/volunteers involved in any related investigations must maintain confidentiality during and after the conclusion.
- The club will take steps to minimise any difficulties and provide appropriate support and advice to staff/volunteers passing on concerns.



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- Depending on the nature of the concerns and the subsequent type of investigation the whistleblower will be updated appropriately.
- All involved will attempt to ensure that any allegation is dealt with fairly, quickly, proportionately and consistently in a way that provides effective protection for the child and at the same time supports the person who is subject to the allegation and the person bringing the concern to the attention of the club.
- Organisations who can provide support include:
 - o Samaritans – <https://www.samaritans.org/>
 - o Mind – <https://www.mind.org.uk>
 - o Sporting Chance – <https://www.sportingchanceclinic.com/>
 - o Welfare Officers
 - o Local Authority
 - o General Practitioner (GP)



7. Procedure : Disciplinary action

Informal action will be considered by the trustees, where appropriate, to resolve problems.

No disciplinary action will be taken against a member/coach/user until the case has been fully investigated and a report produced.

Members and coaches have a right to defend their behaviour, but disciplinary action can be taken against other users at the discretion of the trustees with no right of defence or appeal.

Disciplinary meetings will be conducted by the club's trustees or by a panel appointed by the trustees.

The member/coach will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made at a disciplinary meeting.

Members/coaches will be provided with copies of written evidence and relevant witness statements in advance of a disciplinary meeting.

At all stages of the procedure the member/coach will have the right to be accompanied by another member

A member/coach will have the right to appeal against any disciplinary action.

Appeals will be heard by an appeals panel whose members shall differ from those who conducted the disciplinary meeting.

Appeals

A member/coach who wishes to appeal against a disciplinary decision must do so within five working days. The appeals trustees will hear all appeals and their decision is final. At the appeal any disciplinary penalty imposed will be reviewed.

Exclusion of Users from Club facilities

Depending on the severity of the misdemeanours, users may be informed that they are not permitted to enter the Club grounds either temporarily or permanently. [What can we do if they enter again?]. There is no appeal against this decision.



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8. Procedure: Grievance Process

Dealing with grievances informally

A grievance or complaint about the club, another member or coach then it may be raised informally with the Chair or other trustee and you may ask for it to be dealt with informally

Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing to the Chair.

If your grievance is against the Chair and you feel unable to approach them, you should raise it with one of the other Trustees.

Grievance hearing

Either the Chair or another Trustee will call you to a meeting, usually within 5 working days, to discuss your grievance. You may be accompanied by another member should you wish

After the meeting the President or Treasurer will give you a decision in writing, usually within 48 hours. If more information is needed by the President or the Treasurer before making a decision, they will inform you of this and the timescale.

Appeal

If you are unhappy with the decision regarding your grievance you can raise an appeal which will be heard by the appeals panel

You will be invited to an appeal meeting, normally within 5 working days, which will be held by the appeal panel. You have the right to be accompanied by another member

After the meeting you will receive a decision from the appeals panel usually within 48 hours. The appeal panel's decision is final.



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SUPPORTING INFORMATION

- Contact information
- Nominated individuals
- Site Threat (Risk) assessment
- Definitions
- Welfare Officer role description
- Legislation, guidance and regulations
- Support Organisations



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Contact information

Centre Address: **Claro Park, Claro Road, Harrogate North Yorkshire, HG1 4BB**

Postal Address: **PO Box 2, Harrogate, HG1 2YS**

Online: website: www.spatennis.org.uk

email: info@spatennis.org.uk



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Nominated Individuals

Table of Employees and roles

<i>Post</i>	<i>Name</i>	<i>Email</i>	<i>Phone</i>	<i>DBS</i>	<i>Date</i>
Company Secretary and Acting Chair	Nigel Bentley	nigel.bentley508@btinternet.com			
Trustee responsible for H&S, Ian Charters Safeguarding		icharters@virginmedia.com	01423 545188		
Data Protection Officer	Nigel Bentley				
Membership secretary	Nigel Bentley				
Welfare Officer (Members)	Carolyn Rothwell			Yes	
	Yasmin Torry			Yes	
Centre Manager & Welfare Officer (staff)	Yasmin Torry			Yes	
Coach	Matt McTurk	www.strivetennis.co.uk			



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Site Threat (Risk) assessment

Assessed by	Ian Charters	Date	04/11/2016
Reviewed by	Nigel Bentley	Date	04/11/2016

Hazard Ref.	Hazard Description	Controls	Further Controls Required?	Who by?	By When?
1	Electrical equipment outside clubhouse including lights	Appliance inspection every 12 months and testing every two years. To be carried out by a competent person as required by Electricity at Work Regulations.	No		
2	Grounds outside playing area	Members and guests are expected to behave responsibly.	No		
3	Playing area	Members and guests are expected to play responsibly and follow Club rules of conduct. Any damage should be reported to the Centre Manager Daily inspections of court surfaces and Padel structure are made on opening up the Centre	No		
4	Coaching of junior members	A professional coach is employed with the relevant experience, qualification and DBS check	No		

Risk assessment related to inside Clubhouse is covered elsewhere



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Definitions

Source of definitions: various LTA Policy templates - 2023

*Note: **Club:** the word club as used throughout this document is interchangeable for the word Centre when referring to the Harrogate Spa Tennis Centre.*

Child: anyone under the age of 18.

Parent: birth parents and other adults who are in a parenting role.

Adult at risk:

England (Care Act 2014)	Scotland (Adult Support and Protection Act 2007)	Wales (Social Services and Well Being Act 2014)
An individual aged 18 years and over who: (a) has needs for care and support (whether or not the local authority is meeting any of those needs) and; (b) is experiencing, or at risk of, abuse or neglect, and; (c) as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.	An individual aged 16 years and over who: a) is unable to safeguard their own well-being, property, rights or other interests, b) is at risk of harm, and because they are affected by disability, mental disorder, illness or physical or mental infirmity, is more vulnerable to being harmed than adults who are not so affected.	An individual aged 18 years and over who: a) is experiencing or is at risk of abuse or neglect, and; b) has needs for care and support (whether or not the authority is meeting any of those needs) and; c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Safeguarding: the action taken to promote the welfare of children and protect them from harm. This means protecting children from abuse and maltreatment, preventing harm to their health or development, ensuring they grow up with the provision of safe and effective care, and taking action to enable all children to have the best outcomes. Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect.

Child protection: the processes undertaken to protect children who have been identified as suffering, or being at risk of suffering, significant harm.

Local Authority Designated Officer (LADO): an individual within a local authority in England and Wales with responsibility for oversight of allegations against people who work with children.

Prohibited conduct: engage, or attempt or threaten to engage, in conduct that directly or indirectly harms the physical and/or mental welfare and/or safety of one or more child or adult at risk; or pose a risk of harm to the physical and/or mental welfare and/or safety of one or more child or adult at risk.

Abuse: Abuse happens when a person harms a child or an adult at risk. An abuser can be:

- family members



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- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers

Indicators of abuse: There are many signs and indicators that may suggest a child or adult at risk is being abused or neglected. The NSPCC and Ann Craft Trust have comprehensive lists of the types of abuse and their indicators at: <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/> and <https://www.anncrafttrust.org/resources/types-of-harm/>. Examples of signs and symptoms include but are not limited to:

- Unexplained change in behaviour
- Unexplained bruises or injuries
- Missing belongings or money
- Child is not attending / no longer enjoying their sessions
- Changes in weight
- Truancy
- Sexually explicit knowledge or behaviour
- Being withdrawn
- Genital pain, stomach pains, discomfort, pregnancy, incontinence, urinary infections, STDs.
- Dirty, ill-fitting clothes or a lack of appropriate clothing for the weather
- Self-harm.
- A fear of a particular group of people or individual.
- Lack of friends
- Lack of growth or development
- Low self-esteem

Neglect:

Children - Ongoing failure to meet the basic needs of children. Neglect may involve failing to provide adequate food or shelter including exclusion from home or abandonment, failing to protect them from physical and emotional harm or danger or failing to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, basic emotional needs.

Adults at risk - includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

Emotional abuse: Any act or other treatment which is persistent and may cause emotional damage and undermine a child's sense of wellbeing. This includes persistent criticism, denigration or putting unrealistic expectations on children, isolation, verbal assault, humiliation, blaming, controlling, intimidation or use of threats.

Emotional/Psychological abuse (adults at risk): Includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.

Physical abuse:

Children - Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. It's also physical



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abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

Adults at risk - Hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

Sexual abuse:

Children - Any act which involves forcing or enticing a child to take part in sexual activities. It doesn't necessarily involve violence and the child may not be aware that what is happening is abuse. 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. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Abusers may threaten to send sexually explicit images, video or copies of sexual conversations to the child's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the abuse has stopped.

Adults at risk - Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.

Grooming: The process of developing a relationship with and the trust of a child, their family, and any other adults around the child, to commit sexual abuse or exploitation against them. Grooming can happen both online and in person.

Child sexual exploitation: A form of child sexual abuse. It occurs where an individual or groups of people take advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity in exchange for something the victim needs or wants and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation can also take place through the use of technology.

Self-neglect (adults at risk): Covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

Modern Slavery (adults at risk): Encompasses slavery, human trafficking, forced labour, and domestic servitude.

Domestic Abuse (adults at risk): Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional or financial abuse.



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Exposure to domestic abuse is child abuse. Children can be directly involved in incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

Discriminatory (adults at risk): Abuse or bullying because of discrimination occurs when motivated by a prejudice against certain people or groups of people. This may be because of an individual's ethnic origin, colour, nationality, race, religion or belief, gender, gender reassignment, sexual orientation or disability. Actions may include unfair or less favourable treatment, culturally insensitive comments, insults and 'banter'.

Organisational (adults at risk): Includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation

Financial (adults at risk): Includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

Harmful sexual behaviour (HSB): HSB is developmentally inappropriate sexual behaviour which is displayed by children and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour.

HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children who display it, as well as the people it is directed towards.

HSB can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other children or adults

Sexual behaviour between children is considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't. However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled

Bullying: Repeated behaviour intended to intimidate or upset a child and/or make them feel uncomfortable or unsafe, for example, name calling, exclusion or isolation, spreading rumours, embarrassing someone in public or in front of their peers, threatening to cause harm, physically hurting someone or damaging their possessions.

Cyberbullying: The use of technology to harass, threaten, embarrass, humiliate, spread rumours or target another child.

Child trafficking: Child trafficking involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one



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part of the UK to another. Children may be trafficked for child sexual exploitation, benefit fraud, forced marriage, domestic servitude, forced labour, criminal exploitation and more.

County lines: The organised criminal distribution of drugs by gangs from the big cities into smaller towns and rural areas using children. Gangs recruit children through deception, intimidation, violence, debt bondage and/or grooming. County line gangs pose a significant threat to children upon whom they rely to conduct and/or facilitate such criminality.

Female genital mutilation: Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy. There are no medical reasons to carry out FGM.

Hazing: Rituals, initiation activities, actions or situations that occur with or without consent, which recklessly, intentionally or unintentionally endanger the physical or emotional well-being of vulnerable groups.

Honour-Based Violence: Honour-Based Violence (HBV) encompasses crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation (FGM), forced marriage, and practices such as breast ironing. All forms of HBV are abuse.

Infatuations: Children may develop an infatuation with a person who works with them. Such situations should be handled sensitively to maintain the dignity and safety of all concerned. People who work with children should be aware, that in such circumstances, there is a high risk that words or actions may be misinterpreted and that allegations could be made against them. These people should therefore ensure that their own behaviour is above reproach. Situations where a child is infatuated should be raised at the earliest opportunity with the Welfare Officer and LTA Safeguarding Team.

Peer-on-peer abuse: Children can be taken advantage of or harmed by their peers. Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, and coercive control, exercised between individuals and within relationships (both intimate and nonintimate).

Radicalisation: The process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised. The grooming of children for the purposes of involvement in extremist activity is a serious safeguarding issue.

Discrimination – treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

Diversity – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We 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 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 or creates an intimidating, hostile,



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degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

Inclusion – ensuring that tennis is equally accessible to any member of the community so 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. We 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, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

Positive action – HSTC is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

Age: This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year old's) or range of ages (e.g. 18 - 30-year old's, or people over 50).

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 – using social media or mobile phones to perpetrate bullying.

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

Disability: 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 day-to-day activities. **Discrimination:** treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. (Equality Act 2010)

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

Discrimination by perception: discrimination against someone because of the belief that someone possesses a protected characteristic.

Diversity: acknowledging and celebrating the differences between groups of people and between individuals.

Equality: 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 tennis.



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Ethnicity: 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: this is 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: The process of changing or transitioning from one gender to another.

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 or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

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

Inclusive leadership – leaders who are aware of their own biases and preferences, 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; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

Inclusion: recognising that people from different backgrounds may have difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.



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Indirect discrimination: 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: an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

Lesbian: 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. For example: monitoring of the number of people with a disability who play tennis at our venue.

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

Positive action: 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: it 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: What is considered reasonable 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 your life choices or the way you live 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: a person's emotional, romantic and/or sexual attraction to another person.

Trans: 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



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using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

Transphobia: the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

Transsexual Person: someone who has started the process of changing their gender identity is undergoing or has undergone gender reassignment.

Unconscious bias or implicit bias: this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

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



Welfare Officer role descriptions

(from LTA 16/11/2021)

The Welfare Officer is responsible for promoting safeguarding within their venue and working with others to ensure a safe and inclusive environment is achieved.

The Welfare Officer must not be a member of the venue's coaching team and should not be related to a member of the coaching team (for example, their spouse). The Welfare Officer should be someone over the age of 18.

Main Duties

- Work with others in the club to promote safeguarding, diversity and inclusion and ensure compliance with the LTA's minimum standards for venue registration
- Work with others in the club to ensure safeguarding and diversity and inclusion information, including policies, reporting procedures and details of the venue Welfare Officer are visible and available
- Work with others in the club to promote the venue's Code of Conduct(s)
- Ensure safeguarding and diversity and inclusion is on the agenda at committee meetings
- Act as the first point of contact for all children and adults where concerns about welfare, discrimination, poor practice or abuse are identified
- Work with the LTA Safeguarding Team when concerns arise within the venue
- Maintain contact details for the LTA Safeguarding Team and key statutory agencies
- Contact the Local Authority children's or adults' social care teams and the police about concerns where appropriate
- Work with the LTA Safeguarding Team to facilitate audits of the venue in relation to the minimum standards
- Work with the Committee/Management and LTA to facilitate the completion of any action plan to address the results of an audit
- Work with others in the venue to ensure the relevant people at the venue have completed a satisfactory criminal records check

Skills and Traits

- Tactful and discrete
- Able to resolve conflict
- Engaging and supportive
- Approachable and trustworthy
- Good listener and friendly
- Caring and understanding
- Professional and helpful

Key relationships

- Chairperson and management committee
- Coaches
- Volunteers at the venue
- All members – junior and senior, plus parents/carers of junior members



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Time Commitment

- Attendance at key venue events, such as open days and junior competition
- Attendance at management committee meetings

Training

- Required - Safeguarding and Protection in Tennis (or another course approved by the LTA)
- Required - Time to Listen
- Preferable - Yearly updates

Criminal Record Check

- Required – DBS



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Legislation, Guidance and Regulations

Our approach to safeguarding is based on the principles recognised within UK legislation as well as LTA and Government guidance, which includes:

Age of Legal Capacity Act 1991 (Scotland)	Keeping Children Safe in Education 2022
Care Act 2014	Police Act 1997
Children Act 1989	Protection from Abuse Act 2001 (Scotland)
Children Act 1995 (Scotland)	Protection of Children Act 1999
Children Act 2004	Protection of Children and Prevention of Sexual Offences Act 2005 (Scotland)
Children (Equal Protection from Assault) Act 2019 (Scotland)	Protection of Freedoms Act 2012
Children and Social Work Act 2017	Protection of Vulnerable Groups Act 2007 (Scotland)
Children and Young People Act 2014 (Scotland)	Rehabilitation of Offenders Act 1974
Commissioner for Children and Young People Act 2003 (Scotland)	Safeguarding Vulnerable Groups Act 2006
Criminal Procedure Act 1995 (Scotland)	Sexual Offences (Amendments) Act 2000
Data Protection Act 1998	Sexual Offences Act 2009 (Scotland)
Disclosure Act 2020 (Scotland)	Sexual Offences Act 2003
Equalities Act 2010	Social Services and Wellbeing Act 2014 (Wales)
European Convention on Human Rights 1950	The Age of Criminal Responsibility Act 2019 (Scotland)
General Data Protection Regulations 2018	United Nations Convention on the Rights of the Child 1989
Getting It Right For Every Child (GIRFEC) (Scotland)	Wales Safeguarding Procedures
Human Rights Act 1998	Working Together to Safeguard Children 2018 (revised 2020)
Information Sharing Advice for Safeguarding Practitioners 2018	

Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult at risk who is unable to make decisions for themselves:

- England and Wales - Mental Capacity Act 2005
- Scotland - Adults with Incapacity Act 2000
- There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment.



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Support Organisations

Alcoholics Anonymous

Free helpline for alcohol issues. 0800 9177 650

help@aamail.org

www.alcoholicsanonymous.org.uk

Anger Management

British Association of Anger Management (BAAM). 0845 130 0286

www.angermanage.co.uk

Beat

Provides support on all aspects of eating disorders. 0808 801 0677 (over 18s)

help@beateatingdisorders.org.uk

Bipolar UK

Support to enable people affected by bipolar disorder/ manic depression to take control of their lives. 0333 323 3880

info@bipolaruk.org

www.bipolaruk.org.uk

ChildLine

ChildLine help anyone under 19 in the UK with any issue they are going through. 08001111 or you can email or live chat at: <https://www.childline.org.uk/about/about-childline/>

Galop

Emotional and practical support for LGBT people experiencing domestic violence. 0800 999 5428

help@galop.org.uk

Men's Advice Line

Information, support and advice to men experiencing domestic violence, offered by Respect.

0808 801 0327

info@mensadviceline.org.uk

Mind

Information, advice, guidance and support for people with mental health problems. 0300 123 3393

info@mind.org.uk

National Domestic Violence Helpline

Run in partnership between Women's Aid & Refuge. 0808 2000 247



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NAPAC

The National Association for People Abused in Childhood (NAPAC) offers support to adult survivors of all types of childhood abuse. 0808 801 0331

<https://napac.org.uk/>

NSPCC

The NSPCC can support with any concerns about a child's safety or wellbeing.

help@nspcc.org.uk

[0808 800 5000](tel:08088005000)

One in four

Specialising in working with survivors of childhood sexual abuse and sexual violence. Offers long-term 1-1 therapy. 0208 697 2112

admin@oneinfour.org.uk

www.oneinfour.org.uk

Relate

Counselling and relationship education for couples. Live chat line service also available.

0300 100 1234

www.relate.org.uk

Samaritans

Call 116 123 for free - Whatever you're going through, a Samaritan will face it with you.

www.samaritans.org

Sane

Deals with all aspects of mental illness including depression, schizophrenia and anxiety.

0845 767 8000

www.sane.org.uk

The Survivors Trust

The Survivors Trust is the largest umbrella agency for specialist rape and sexual abuse services in the UK. 01788 550554

www.thesurvivorstrust.org

Talk to Frank

National organisation providing advice regarding drugs and substance abuse. On-line live chat service also available. 0300 123 6600

www.talktofrank.com



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FORMS

- Photography