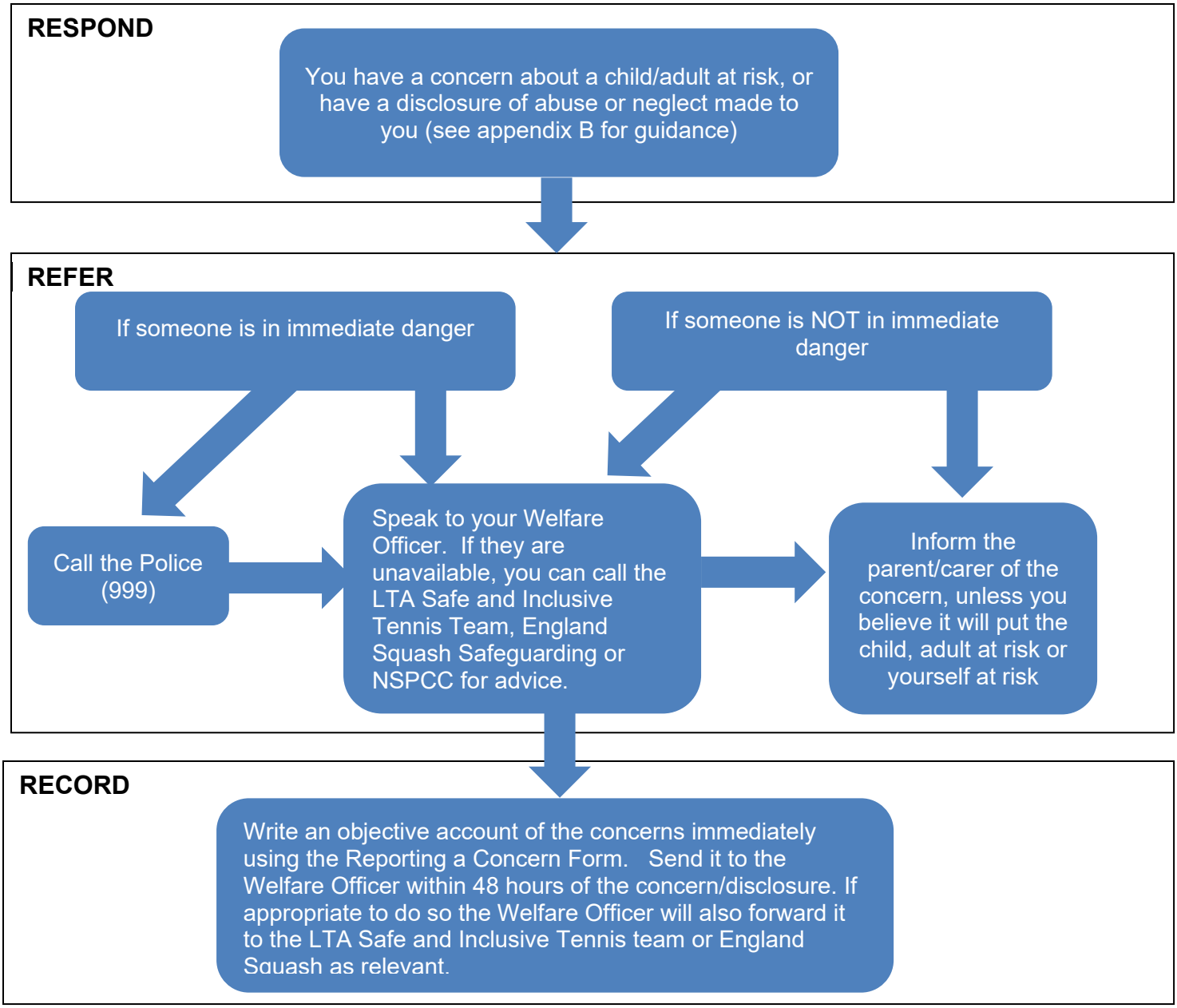
Safeguarding Policy

Concern Reporting Procedure

Anyone who is concerned about the well-being of a child/ adult at risk, or has a disclosure of abuse or neglect made to them must:



Welfare Officer
Chris Slater-Johnson 07951 481506
chrissj.safeguardingmos@gmail.com

Welfare Officer
Karen Bentley 07770 845645
karenbentley.kb27@googlemail.com

Welfare Officer
Gillian Cunningham 07984 277593
gilly_walters@yahoo.co.uk

LTA Safe and Inclusive Tennis Team
020 8487 7000 / safeandinclusive@lta.org.uk
(Monday to Friday, 9am to 5pm)

England Squash
0161 438 4302 safesquash@englandsquash.com

NSPCC
080 8800 5000

Policy Details

1. Policy statement

Milford Tennis and Squash Club is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in our club at all times, including all programmes and events we run. This Policy strives to minimise risk, deliver a positive tennis experience for everyone and respond appropriately to all safeguarding concerns/disclosures.

2. Use of terminology

Child: a person under the age of eighteen years.

Adult at risk of abuse or neglect: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; and is, or may be, unable to take care of, or unable to protect him or herself against abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children's health or development, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances.

Safeguarding adults at risk: protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in his or her best interests.

(See appendix A for full glossary of terms).

3. Scope

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

Advice, guidance and support on the use of this policy is available from the Club Welfare Officer, the LTA Safe and Inclusive Tennis Team & Safe Squash team at England Squash.

4. Responsibility for the implementation of the Safeguarding Policy, Standards, Code of Conduct and Reporting Procedure

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY: NOT RESPONDING TO A SAFEGUARDING CONCERN IS NOT AN OPTION.

- Our club's General Committee and Tennis Section Committee have overall accountability for this Policy and its implementation
- Our Club Welfare Officer is responsible for updating this Policy in line with legislative and club developments
- All individuals involved in/present at the club are required to adhere to the Policy and Code of Conduct
- The LTA Safe and Inclusive Tennis Team, Tennis Foundation Safeguarding Leads & England Squash can offer support to help clubs proactively safeguard.

Where there is a safeguarding concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Safeguarding Reporting Procedure. Unless someone is in immediate danger, they

should inform their club Welfare Officer, England Squash or LTA Safe and Inclusive Tennis Team or National Safeguarding Lead *(see page 1).*

- The club Welfare Officer and Safeguarding Leads are responsible for reporting safeguarding concerns to the LTA Safe and Inclusive Tennis Team or England Squash.
- The LTA Safe and Inclusive Tennis Team and England Squash are responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the club Welfare Officer and national Safeguarding Leads to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:

    - The police in an emergency (999);
    - Hampshire County Council Child Services 0300 555 1384 Out of hours: 0300 555 1373
    - Hampshire County Council Adult Services 0300 555 1386 Out of hours: 0300 555 1373
    - The LTA Safeguarding and Protection Committee for advice and guidance - 020 8487 7000 / safeandinclusive@lta.org.uk (Monday to Friday, 9am to 5pm).
    - England Squash – 0161 438 4302 / safesquash@englandsquash.com

5. Breaches of the Safeguarding Policy, Standards, Code of Conduct and Reporting Procedure

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

- Disciplinary action leading to possible dismissal and legal action;
- Termination of current and future roles within the club and roles in other clubs, the LTA, Tennis Wales, Tennis Scotland, the Tennis Foundation and England Squash.

Actions taken by staff, consultants, volunteers, officials, coaches inside or outside of the club 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 club, the individual should adhere to the club's Complaints Procedure.

6. Related policies and guidance

- Club Equity Statement
- Feedback and Complaints Procedure
- Court Etiquette and Code of Conduct

Safe and Inclusive Code of Conduct

- Prioritise the well-being of all children and adults at all times
- 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 and promote the Fair Play values: enjoy; respect
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between your professional and personal life, including on social media
- Check you have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Ensure your own roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and everyone has the information, training and support to carry them out
- Where possible, do not be alone with a child or adult at risk
- Do not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such*
- Doing nothing is NOT an option: report all concerns and disclosures as soon as possible, following the Concern Reporting Procedure. If someone is in immediate danger, call the police (999)

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

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

Safe and Inclusive Standards

The Standards aim to set a minimum level of practice to promote and support safeguarding and equality. The Safe and Inclusive Standards are intended to be used alongside this Policy, the Club Code of Conduct; and the Equity Statement.

Standard 1: We have Safeguarding and Equality Policies and a Code of Conduct that applies to all staff, volunteers, coaches, club members and events

- Everyone at Milford Tennis and Squash Club who works with children and/ or vulnerable adults including coaches bar staff and volunteers, has read, understood and follows the Safeguarding and Equality Policies, Standards, Code of Conduct and Reporting Procedure. All adult members and parents are made aware of these policies and where to find them.
- Our Safeguarding and Equality Policies and procedures are monitored and updated to keep them relevant to everyone in our club and the programmes and events we run.

Standard 2: We empower children and adults to create safe and inclusive environments, both on and off court

- We support everyone to uphold the Fair Play values: enjoy; respect
- Information, resources and guidance on how to stay safe, promote equality, diversity and inclusion and report concerns is easy to access, understand and implement There is a club Welfare Officer or named person responsible for safeguarding and equality at our club; their name and contact details are clearly displayed at the club on the notice board in the club house and on the web-site.
- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns are protected and supported.

Standard 3: We prioritise safe and inclusive recruitment, induction, training and support

- All applicable applications, interviews and references address safeguarding and equality requirements and attitudes
- All eligible staff and volunteers have a criminal records check
- All our coaches are LTA or England Squash accredited
- Our Welfare Officer (or named person responsible for safeguarding and equality) has the relevant skills and training to undertake the role
- All our staff, volunteers, coaches and members know how to access relevant information, guidance and resources, including the Safe and Inclusive toolkit on the LTA or England Squash web-site

Standard 4: We protect people's confidential information about safeguarding and equality

- Confidential information relating to safeguarding and equality is:
    - Stored securely
    - Accessed and processed securely
    - Shared securely and appropriately.

Standard 5: We address safeguarding and discrimination concerns immediately, prioritising the wellbeing of children and adults at risk

- All concerns, including on-line concerns (cyber-bullying, sexting, grooming and all other forms of on-line abuse) are recognised, reported and responded to
- All safeguarding and discrimination concerns/allegations made regarding a club member of staff, volunteer, coach or visitor are reported to our club Welfare Officer (or named person responsible for safeguarding and equality and may be reported to external authorities
- All concerns reported to the venue are reported immediately, following the Safeguarding Reporting Procedure
- We foster a collaborative approach to safeguarding across British Tennis and Squash and with other agencies.

This Policy, Code of Conduct and Standards is reviewed every two years [or earlier if there is a change in national legislation].

This Policy Code of Conduct and Standards is approved by:

Club Committee Chair: Julie Bell Date: May 2025

Tennis Section Chair: Mike Gallow Date: May 2025

Club Welfare Officer: Chris Slater-Johnson Date: May 2025

Appendix A: Glossary of Terms

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

Abuse and neglect

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

Sexual abuse: Involves forcing or enticing a child or young person to take part in abuse sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Neglect: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

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

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

Additional examples of abuse and neglect of adults at risk

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

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

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

Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

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

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

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

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

Appendix B: What to do if a disclosure from a child or adult at risk is made to you:

1. Reassure the child/adult that s/he is right to report the behaviour
2. Listen carefully and calmly to him/her
3. Keep questions to a minimum – and never ask leading questions
4. Do not promise secrecy[1]. Inform him/her that you must report your conversation to the Club Welfare Officer or LTA Safe and Inclusive Tennis Team (and the police in an emergency) because it is in his/her best interest
5. REPORT IT! If someone is in immediate danger call the police (999), otherwise talk to the Club Welfare Officer or Deputy. If they are unavailable call the LTA Safe and Inclusive Tennis Team, England Squash or NSPCC as soon as possible. Once reported, the Welfare Office and/or Safe and Inclusive Tennis Team or England Squash will work with you to ensure the safety and well-being of the child/ adult at risk
6. Do not allow personal doubt to prevent you from reporting the concern/disclosure
7. Make an immediate objective written record of the conversation using the Reporting a Concern Form
8. Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the contact you reported the concern to – probably to the Club Welfare Officer within 48 hours. The Welfare Officer should store it safely and consider sending the report to LTA Safe & Inclusive Tennis Team or England Squash who would also store it safely.

[1] It is best practice to gain consent before you share information, however you can still share information to help keep them safe.
You should, where possible, gain parental consent to share information unless it puts the child, yourself or another person at risk of harm. If an adult at risk does not give consent, you can share the information if you reasonably believe they are at risk of harm to themselves or others, or someone has committed or is likely to commit a criminal offence.