



# **Durham & Cleveland County Association**

## **Safeguarding Policy**

**(incorporating Whistleblowing)**

**October 2020**

## What to do if the County Association becomes aware of a safeguarding concern

### Useful Contacts

British Tennis Services team: 020 8487 7000  
Email: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk)  
NSPCC: 0808 800 5000  
Emergency Services: 999

Concerns arise about the behaviour of a member of staff, coach or volunteer towards a child/children. Make a note of anything you/the witness has seen/said, with dates and times.

Note: You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk

### LTA Online Concern Form:

<https://safeguardingconcern.lta.org.uk/>

Is there an immediate risk to a young person or vulnerable adult?

YES

NO

Crime/Immediate risk:  
Call Police/ Social Services

Medical:  
Call an Ambulance

Contact the LTA Safeguarding Team and complete the [LTA's online concern form](https://safeguardingconcern.lta.org.uk/). Inform the County Safeguarding Officer of the situation if they are not already aware.

Safeguarding Team in conjunction with SPC makes decision as to Level of concern.

*If you are unable to contact the LTA Safeguarding Team, please contact the NSPCC or your Local Authority Children's Services Team and follow their advice.*

Level 1 (Low level i.e. poor practice)  
LTA investigate or tennis venue/county association investigate with support from the LTA.

Level 2/3 Serious Concern (i.e. suspected abuse)  
LTA inform SPC, conduct investigation, inform Police/LADO.

Concern dealt with by club (internal discipline/appeals process). If LTA disciplinary investigation undertaken a hearing is held by Safeguarding and Protection Committee or Licensing and Registration Committee.

LTA consults with SPC re interim suspension and notifying other organisations. Consultation with Police/LADO and strategy discussion to agree investigative process. Internal Investigation may be delayed pending police enquiries.

LTA await outcome of Children's Social Care or Police investigation (e.g. NFA, criminal prosecution, assessment of risk). Full disciplinary investigation undertaken and SPC hearing held. Outcome i.e. removal of coach accreditation, further training, approved for accreditation.

Outcome of disciplinary process (e.g. no case to answer, advice or warning/sanction).

Appeal process.

## **Safeguarding Policy**

### **1. Policy statement**

**Durham & Cleveland County Association** is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in our county 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.

Note that some legislation in Scotland defines a child as a person under sixteen years old. However, where there is any safeguarding concern, anyone under the age of 18 is regarded as a child unless advised otherwise by the LTA Safeguarding Team.

**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 and people affiliated to Durham & Cleveland Lawn Tennis Association (D&CLTA). It is in line with national legislation and applicable across the UK.

Guidance on implementing the policy is outlined in the following documents:

- *What's the Score toolkit*

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

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

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

- Durham & Cleveland Tennis Executive Committee has overall accountability for this Policy and its implementation
- Our County Safeguarding Lead is responsible for updating this Policy in line with legislative, county and LTA developments
- All individuals involved in, or who represent, the Durham & Cleveland County Association are required to adhere to the Policy and Code of Conduct
- The LTA Safeguarding Team and Tennis Scotland, Tennis Wales and Tennis Foundation Safeguarding Leads can offer support to Durham & Cleveland County Association.

#### **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 County Safeguarding Lead (Alan Jones), LTA Safeguarding Team or National Safeguarding Lead
- The County Safeguarding Lead is responsible for reporting safeguarding concerns to the LTA Safeguarding Team
- The LTA Safeguarding Team is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the County Safeguarding Lead 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);
  - The relevant Local Authority Children's Services in Durham or Cleveland (*ref Para 8 below*);
  - The relevant Local Authority Adult Services in Durham or Cleveland (*ref para 8 below*);
  - The relevant *Local Authority Designated Officer* for the area (*ref para 8 below*), for concerns/disclosures about a member of staff, consultant, coach, official or volunteer;

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

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

- Disciplinary action leading to possible dismissal and legal action;
- Termination of current and future roles within the Durham & Cleveland County Association and other roles in clubs, the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation.

Actions taken by staff, consultants, volunteers, officials, coaches who are engaged by Durham & Cleveland County Association that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a disciplinary action made by Durham & Cleveland County Association the individual should adhere to the County Association's appeal procedure.

## **6. Whistleblowing:**

**Whistleblowing** is when someone raises a concern about a dangerous or illegal activity or any wrongdoing within the local authority areas covered by Durham & Cleveland LTA.

### **How to Raise a Concern:**

Always, if an emergency, contact the police (999). All other concerns about a child or allegations about an adult who works with children should be raised with the Durham & Cleveland County Safeguarding Lead.

### **How the County will respond:**

If the concern is that a member of staff, coach 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 County Safeguarding Lead (or other as above) will contact the LTA and Local Authority Designated Officer to discuss how the allegation should be investigated.

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 County will consult the LTA to determine the most appropriate action.

If the concern is that the County has not followed appropriate safeguarding procedures where concerns about a child persists, the County Safeguarding Lead should be approached to seek assurances that appropriate action will be taken. Then, if the member still has concerns that a child or children are at risk or that appropriate procedures are not or have not been followed, the member should contact the LTA and/or the LADO (ref para 8 for contact details).

### **Confidentiality and Support:**

- a. All concerns will be treated in strictest confidence by all concerned. D&CLTA will protect the identity of whistleblowers as much as possible.
- b. 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.
- c. All staff/volunteers involved in any related investigations must maintain confidentiality during and after the conclusion.

- d. D&CLTA will take steps to minimise any difficulties and provide appropriate support and advice to staff/volunteers passing on concerns.
- e. Depending on the nature of the concerns and the subsequent type of investigation the whistleblower will be updated appropriately.
- f. 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.

If the whistleblower does not believe that the concern has been dealt with appropriately or is uncomfortable about raising the concern with D&CLTA county officials and wishes to speak to someone outside the immediate tennis organisation or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line can be contacted on 0800 028 0285 or by emailing [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

## **7. Related County policies, guidance and codes of conduct**

- *Durham & Cleveland Safeguarding guidance for organisation, travel and supervision of junior players during junior inter-county events and tournaments.*
- *Anti-Bullying*
- *Diversity & Inclusion*
- *Online Safety*
- *Photography and Filming*

In addition, D&CLTA adheres to the LTA's Safeguarding policies and procedures which are available via the [LTA Safeguarding](#) webpage. From this webpage it is easy to navigate to topics like safeguarding training, criminal record checks, practical tips, reporting a concern, available resources and the minimum club standards.

**8. Other (local Authority) services you can contact for advice about a child(ren) or vulnerable adult(s) for whom you have concern:**

Local Authority	Children's Services	Adult Services	LADO
Hartlepool	01429 284284	01429 523390	01429 401844
Stockton-on-Tees	01642 130080	01642527764	01429 401844
Middlesbrough	01642 726004	01642 065070	01642 201835 / 01642 513138
Redcar and Cleveland	01642 130700	01642 065070	
Durham	0191 383 5752	0191 383 5752	03000 268 835
Gateshead	0191 433 2653	0191 433 7033	0191 433 3554
South Tyneside	0191 424 5010	0191 424 6000	0191 424 6302
Sunderland	0191 520 5560	0191 520 5552	0191 561 7198 / 0191 561 3901

Note: the above contact numbers are Mon-Friday office hours but each local Authority has an out of hours contact number. In an emergency - contact police 999.

## **Codes of Conduct**

**All members of staff; Clubs affiliated to Durham & Cleveland Tennis; coaches engaged in those clubs 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 and always act with integrity even when not in a tennis environment.
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- 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 smoking 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;
- Be actively aware of the power that coaches/coaching assistants develop over players in the coaching relationship and avoid intimacy (sexual or otherwise) with players (which may constitute an abuse of trust).
- Maintain healthy, positive and professional relationships with all athletes. Coaches and others in positions of authority and trust in relation to athletes aged 16 & 17 years must not engage in sexual relationships with them while that unequal power relationship exists;
- Coaches should ensure that all interested parties, (eg parents; Club Welfare Officer), are aware and fully informed of any lone coaching arrangements to ensure proper transparency.

### **All children agree to:**

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff/coaches, volunteers and officials. When competing accept the decisions of tournament officials.
- 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, drink alcohol or use drugs of any kind on club premises or whilst representing the club at competitions or events
- Talk to the club Welfare Officer, and/or Tournament Official if in official competitions, about any concerns or worries they may have about themselves or others.

This Policy and Code of Conduct is reviewed every two years (or earlier if there is a change in national legislation).

This Policy, *Code of Conduct and Standards* is recommended for approval by:

Durham & Cleveland County Association Chair:

John L. Schofield

Durham & Cleveland County Association Safeguarding Officer: Alan Jones

Version 3 - Approved by Durham & Cleveland Executive Committee: 23/11/2020

## 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. **Listen** carefully and calmly to him/her;
2. **Reassure** the child/adult that s/he is doing the right thing and what they have told you is very important;
3. **Keep questions to a minimum** – and never ask leading questions;
4. **Do not promise secrecy.** Let him/her know that you will need to speak to the LTA Safeguarding Team (or the police if you deem it an emergency) because it is in their best interest. If you intend to speak to the police or Social Care you should let them know this too;
5. **Report your concern.** In an emergency, call the police (999), otherwise talk to the LTA Safeguarding Team as soon as possible;
6. Do not permit personal doubt prevent you from reporting the concern/disclosure;
7. **Record** - Make an immediate objective written record of the conversation using the *Reporting a Concern Form*. 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 LTA Safeguarding Team within 48 hours of the incident, who will store it safely.

## Appendix C: Reporting a Safeguarding Concern outside the Tennis Environment that is brought to the attention of the County Association

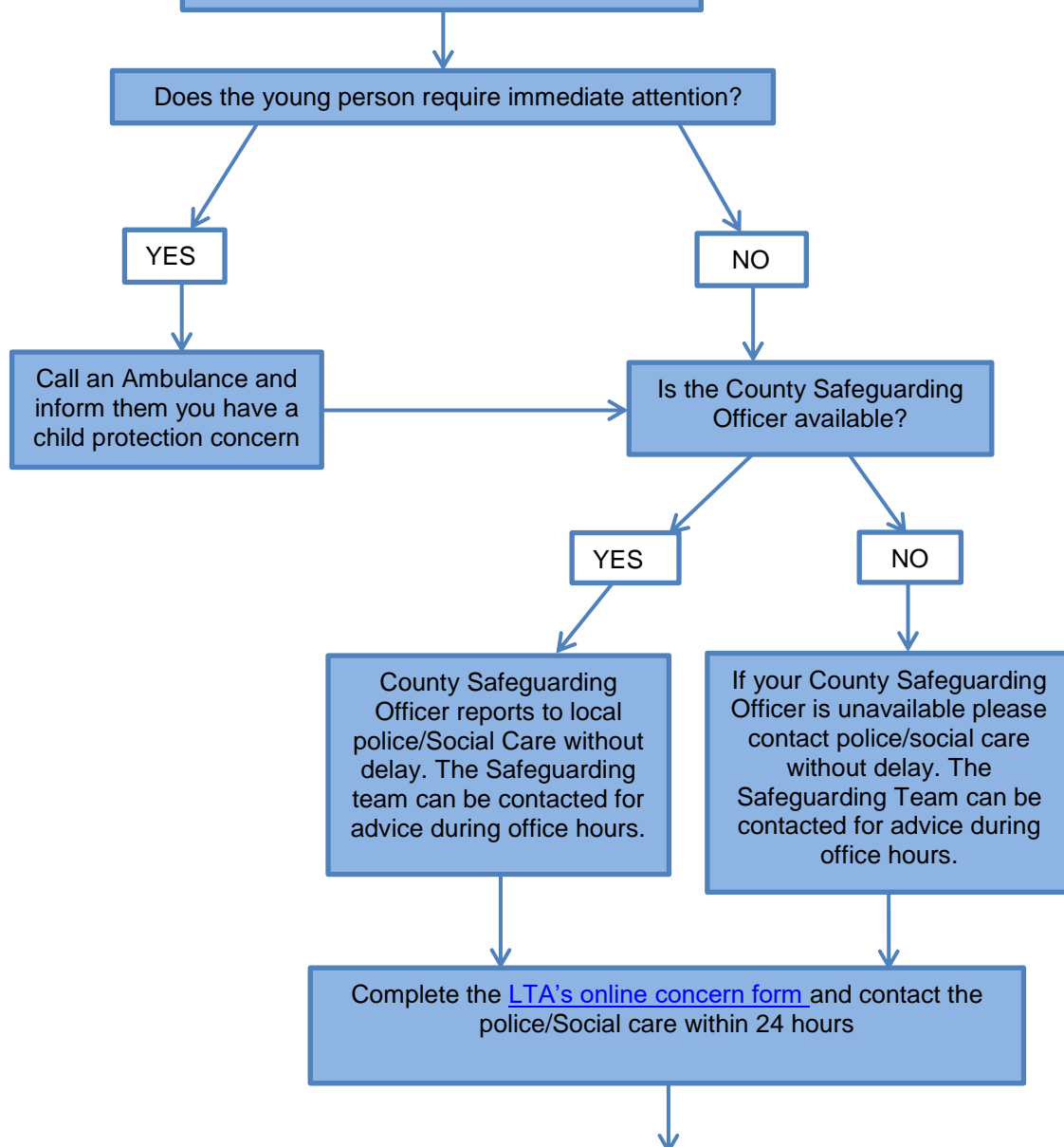
What to do if you are worried that a child is being abused outside the tennis environment (e.g. at home, school or in the community) but the concern is identified through the child's involvement in tennis

### Useful Contacts

British Tennis Services team: 020 8487 7000  
Email: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk)  
NSPCC: 0808 800 5000  
Emergency Services: 999

Member of staff, coach or volunteer made aware of concerns about child's welfare or safety (e.g. suspicions of bullying at school, allegations of abuse within the family etc.) Make a note of anything the young person/witness has said, and what you have seen with dates and times

Note: You should inform the parent/carer of the concern, unless you believe it would put the child/adult at risk, yourself or others at risk



## Appendix D: Reporting a Safeguarding Concern within the Tennis Environment

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

