

SAFEGUARDING POLICY

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VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE
V1	Board of Trustees	01/01/2023	Document creation
V2	Board of Trustees	24/02/2025	Review of reporting flowchart. Linked added to LTA full reporting process.

Reporting a safeguarding concern that occurs within Tennis

British Tennis Services team: 020 8487 7000
Email: safeandinclusive@lta.org.uk
NSPCC: 0800 800 5000
Emergency Services: 999

Concerns arise about the behaviour of a member of staff, coach or volunteer towards a child. 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

YES

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

NO

Call 999

Contact the LTA Safeguarding Team and complete the [LTA's online concern form](#).
Inform the County Safeguarding Officer 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 or venue/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 venue. If LTA disciplinary investigation undertaken a hearing is held by Safeguarding and Protection Committee (SPC) or Licensing and Registration Committee.

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

LTA await outcome of Children's Social Care or Police investigation. Full disciplinary investigation undertaken and SPC* hearing held. Outcome i.e. removal of coach accreditation, further training.

Outcome of disciplinary process (e.g. no case, warning/sanction).

Appeal process.

1. Introduction

The Queen's Club Foundation (QCF) is dedicated to prioritising the well-being of all children and adults at risk, embedding safeguarding principles across all programmes, events, and activities it undertakes. All activities, events, and trips organised by QCF adhere to the Lawn Tennis Association's (LTA) Safeguarding at Events and Competitions guidance. This Policy aims to minimise risks, deliver a positive experience for participants, and ensure appropriate responses to all safeguarding concerns and disclosures. Click [here](#) to view the full LTA Safeguarding Reporting process.

2. Scope

This Policy applies to all staff, volunteers, leaders, and coaches associated with QCF. It aligns with national safeguarding legislation and is applicable across the United Kingdom. Support, advice, and guidance are available from the LTA Safeguarding Team.

3. Definitions

Child: An individual under the age of 18 years. In some cases, Scottish legislation defines a child as under 16 years old. However, where safeguarding concerns arise, anyone under 18 is considered a child unless advised otherwise by the LTA Safeguarding Team.

Adult at risk of abuse or neglect: A person aged 18 or over who requires community care services due to disability, age, or illness, and may be unable to protect themselves against abuse or neglect.

Safeguarding children: Protecting children from abuse and neglect, ensuring their health and development are not impaired, and taking actions to enable them to grow in safe and supportive circumstances.

Safeguarding adults at risk: Protecting adults from abuse and neglect, empowering them to maintain control over their lives, and ensuring informed choices are made without coercion.

(See Appendix A for a full glossary of terms.)

4. Responsibilities and Implementation

Safeguarding is a collective responsibility. Failing to act on safeguarding concerns is not an option.

- The Head of Foundation holds overall accountability for implementing this Policy.
- The Head of Foundation is responsible for ensuring the Policy remains up to date, reflecting legislative, national, and LTA changes.
- All individuals involved in QCF must adhere to this Policy and the accompanying Code of Conduct.
- The LTA Safeguarding Team, alongside regional leads from Tennis Scotland and Tennis Wales, provides support to QCF.

When a safeguarding concern or disclosure arises:

- The individual receiving the concern or disclosure must follow the Safeguarding Reporting Procedure. Unless there is an immediate danger, they should inform the QCF Safeguarding Officer, LTA Safeguarding Team, or National Safeguarding Lead.
- The QCF Safeguarding Officer reports concerns to the LTA Safeguarding Team.
- The LTA Safeguarding Team assesses reported concerns and works with the QCF Safeguarding Officer to address them appropriately, prioritising the well-being of the individual at risk. Depending on the concern, referrals may be made to:
 - Police in an emergency (999)
 - Local Authority Children's Services
 - Local Authority Adult Services
 - Designated QCF Welfare Officer for concerns regarding staff, volunteers, or other representatives.

5. Breaches of the Safeguarding Policy

Failure to adhere to this Policy, the Code of Conduct, or Reporting Procedure may result in:

- Disciplinary action, up to and including dismissal or legal proceedings.
- Termination of current and future roles with QCF and affiliated organisations, including LTA, Tennis Scotland, and Tennis Wales.

Actions contradicting this Policy by individuals representing QCF may be deemed policy violations. Appeals against disciplinary decisions must follow QCF's appeals procedure.

6. Related Policies and Procedures

QCF Appeals Procedure

- Appeals must be submitted in writing within 28 days of receiving the decision to QCF's registered address. Late appeals will only be considered if submission within the time limit was impractical.
- Appeals must outline the decision challenged and the grounds for appeal.
- An independent reviewer will assess the appeal, and a decision will be communicated within two weeks of review. The decision is final.

Code of Conduct

- **Staff and Volunteers are expected to:**
 - Prioritise the safety and well-being of children and adults at risk, treating them with fairness and respect.
 - Act as positive role models, upholding integrity and promoting a safe, inclusive environment.
 - Address and report any concerns of abuse or poor practice to the Welfare Officer.
 - Avoid actions or sanctions that could harm or humiliate individuals and maintain professional boundaries, including on social media.
 - Obtain consent before taking or using photos or videos of participants.

- Avoid being alone with children or adults at risk unless unavoidable, and refrain from transporting them without a second adult present.
- Respect diversity, meet individual needs, and refrain from discriminatory or harmful behaviour.
- Ensure clear communication of roles and responsibilities and adhere to training and safeguarding policies.
- Avoid inappropriate relationships or physical contact, except in emergencies or with consent.
- Abstain from smoking, alcohol, or drug use during activities or coaching sessions.
- **Children participating in QCF activities are expected to:**
 - Be respectful, fair, and supportive towards peers, staff, and volunteers.
 - Follow the instructions of coaches and staff, and care for equipment and property.
 - Refrain from using inappropriate or discriminatory language or behaviour, including online.
 - Avoid bullying, harassment, or intimidating others, both in person and on social media.
 - Abstain from smoking, alcohol, or drug use while on club premises or representing QCF.
 - Share any concerns with the QCF Welfare Officer to ensure a safe and enjoyable environment for all.

7. Policy Review

This Policy and the associated Code of Conduct are reviewed every two years or sooner if legislative changes occur.

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 the individual
2. **Reassure** the individual that they have done the right thing and what they have told you is very important
3. **Avoid questioning** where possible, and never ask leading questions
4. **Do not promise secrecy.** Let the individual know that you will need to speak to the Welfare Officer/LTA Safeguarding Team because it is in their best interest. If you intend to speak to the police or social care, you should let them know this too.
5. **Report the concern.** In an emergency, call the police (999), otherwise talk to the Welfare Officer/LTA Safeguarding Team as soon as possible. Do not let doubt/personal bias prevent you from reporting the allegation
6. **Record** details of the disclosure and allegation using the LTA's online reporting a concern form within 24 hours. *If you do not have access to the online form, write down the details using what you have available then sign and date it.*

