



THE QUEEN'S CLUB  
FOUNDATION

# SAFEGUARDING POLICY

November 2020

## Welfare Officer

**Alison Quinlan**

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## NSPCC 24-hour advisory service

0800 800 5000

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## Policy Statement

The Queen's Club Foundation ("The QCF") believes that it is always unacceptable for a child, young person or adult at risk to experience abuse of any kind and acknowledges its duty of care to safeguard and promote the welfare of children, young people and adults at risk. The QCF is committed to ensuring safeguarding practice reflects statutory responsibilities, the requirements of the governing bodies of lawn tennis, rackets, real tennis and squash, government guidance and complies with best practice from the Child Protection in Sport Unit (CPSU). All children, young people and adults at risk whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual orientation or socio-economic background have the right to equal protection from all types of harm or abuse while participating in the Foundation supported activities.

Given the nature of our work being grant giving only, The QCF staff members, Trustees or volunteers would not have direct and unsupervised contact with a child or vulnerable person, but we recognise our responsibility for promoting best practice with regards to safeguarding and the grants we provide. The QCF accepts safeguarding is everyone's responsibility to act appropriately and raise concerns.

**The Queen's Club Foundation is committed to providing grants to organisations who follow safe procedures across all their activities.**

## Purpose of this Policy

1. To ensure that all beneficiaries and others involved in The QCF's supported projects are appropriately protected from harm and that their personal rights and dignity are enhanced.
2. It is particularly important for The QCF to take account of this issue as, in many cases, the beneficiaries will be those who are particularly vulnerable. Whilst the responsibility for detailed actions on safeguarding must lie with the organisations and individuals directly delivering services or undertaking activities it is essential that The QCF takes a broad overview and awards grants only to organisations who have an approved and recognised safeguarding policy.
3. To provide all staff, Trustees, volunteers and beneficiaries with guidance on procedures they should adopt in the event that they suspect a child or young person or adult at risk may be experiencing, or be at risk of, harm.
4. To ensure all suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately.
5. To ensure The QCF works collaboratively and in partnership with all organisations it has granted.

## Definition of Children and Young People

A reference to "children and young people" means children and young people up to the age of 18 years.

## Definition of Adults at Risk

The policy also recognises that adults at risk of abuse or neglect fall under the safeguarding procedures. A reference to "adult at risk" means any person aged 18 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 and includes adults between 19 and 25 years with learning difficulties.

## Types of Abuse

It is important that everyone understand the different types of abuse that children, young people and adults at risk need to be protected from. Types of abuse may include, but not limited to: self-neglect, modern slavery, domestic abuse, discriminatory, organisational, physical, sexual, financial or material, neglect, emotional or psychological, cyber bullying, forced marriages, mate crime and radicalisation.

Further examples of abuse and neglect in a sports setting can be found on the NSPCC Child Protection in Sport Unit website: <https://thecpsu.org.uk/help-advice/introduction-to-safeguarding/child-abuse-in-a-sports-setting>

## Welfare Officer

The Foundation has appointed a trained Welfare Officer, who is also Welfare Officer for The Queen's Club.

### Welfare Officer

Name of contact person: Alison Quinlan  
Telephone number: +44 (0) 20 7386 3434  
Email: [alison.quinlan@queensclub.co.uk](mailto:alison.quinlan@queensclub.co.uk)

In the absence of the Welfare Officer being available the NSPCC 24-hour advisory service should be contacted for advice about children on **0800 800 5000**. For adults at risk, advice can be sought from the Ann Craft Trust during office hours on **0115 951 5400**.

In the absence of the Welfare Officer being available and you need to raise a safeguarding concern about a child or adult at risk, you can make a referral to Hammersmith and Fulham children or adult services on:

- Children: [familyservices@lbhf.gov.uk](mailto:familyservices@lbhf.gov.uk) / **020 8753 6600** or out of hours on **020 8748 8588**.
- Adults at risk: [safeguardingadults@lbhf.gov.uk](mailto:safeguardingadults@lbhf.gov.uk) / **020 8753 4198** or out of hours on **020 8748 8588**.

The police should always be called on **999** if there is immediate concern for the safety of a child, young person or adult at risk.

## Responsibilities

**TRUSTEES:** There is an overriding responsibility on all Trustees to bring to the attention of the Welfare Officer any circumstances where they believe that any beneficiary could come to harm. Trustees will ensure they are accompanied by a parent or responsible adult (coach or volunteer running the project, who has a DBS certificate) when they come into contact with children or other vulnerable people when visiting the projects The QCF have supported.

**WELFARE OFFICER:** The Welfare Officer is designated by The QCF to have specific responsibility for

ensuring effective safeguarding and protection procedures are in place when The QCF grant money. Any such designated persons should have received specialist advice and training in Safeguarding. Deal with any concerns directly from an internal contact, or externally with a QCF supported project.

**VOLUNTEERS:** There is a responsibility on all volunteers to bring to the attention of the Welfare Officer any circumstances where they believe that any beneficiary could come to harm. Volunteers will ensure they are accompanied by a parent or responsible adult (coach or volunteer running the project, who have DBS certificate) when they come into contact with children or other vulnerable people when visiting the projects The QCF have supported.

**ALL OTHER GROUPS:** These may include office staff, parents, QC Members or players and anyone else that may interact with project participants, all have a responsibility to bring to the attention of the Welfare Officer any circumstances where they believe that any beneficiary could come to harm.

## Grant Giving Requirements

Before the Foundation can give a grant to an organisation or charity The QCF will always ensure that the receiving organisation has such arrangements in place as will ensure the safeguarding of children and vulnerable adults, proportionate and appropriate to the work it is doing.

The QCF will seek evidence of:

- A safeguarding policy.
- A rigorous safer recruitment and selection process for staff and volunteers who work with children and vulnerable adults.
- Including written confirmation from them they have checked all their coaches and those having direct contact with young people for the following:
  - o A full CV – this means all work/time off since leaving school must be logged and accounted for up to the present day
  - o An enhanced and current DBS, which includes the necessary barred list checks where applicable
  - o Proof of their current sport governing body membership and coaching qualification
  - o A current first aid training certificate dated within the last 3 years
  - o A current safeguarding training certificate dated within the last 3 years
  - o Proof of their home address; via a utility bill, bank statement or driving license
  - o Passport
  - o Proof of their National Insurance number from an original HM revenue document or NI card
- A named Senior Manager and/or Trustee with responsibility for safeguarding in their organisation. Evidence also that staff, volunteers, and beneficiaries are made aware of who the Manager is and how they can contact a named person responsible for dealing with concerns or allegations of abuse.
- Information for children, vulnerable people, their parents and carers about where to go for help.
- Clear guidance on what action to take if allegations are made.
- A protective culture which ensures that if individuals have concerns someone will listen and take them seriously.

The organisation who will receive a grant from The QCF will be asked to complete the form in

### **APPENDIX 1.**

## Monitoring

The QCF are committed to reviewing this Safeguarding Policy and will be reviewed annually or in the following circumstances:

- Changes in legislation and/or government guidance.
- As required by the Local Safeguarding Children Board, the Lawn Tennis Association, England Squash and The Tennis and Rackets Association.
- As a result of any significant change or event or incident with a project supported by The QCF.

## Scope of the Policy

A copy of this Safeguarding Policy will be given to all Trustees, staff and volunteers and available to download on The QCF website. It will be made available on request. The Policy will be sent to all beneficiaries of The QCF, so they can follow the policy in accordance with the projects they have received a grant for.

## The QCF Code of Conduct

All QCF supported projects shall uphold the following Code of Conduct.

- Prioritise the well-being of all children, young people and adults at risk at all times.
- Be a positive role model and act with integrity.
- Help to create a safe and inclusive environment both on and off court and promote enjoyable and safe sport.
- Welcome and value diversity and make all reasonable efforts to meet individual needs.
- Keep clear boundaries between sporting/professional and personal life, including on social media.
- Respect a child's, young person's and adult at risk's right to personal privacy.
- Always check that relevant consents from parents/guardians/carers and children/young people/adults at risk have been gained before the taking or use of photos and videos.
- Where possible, there should be more than one adult present during activities with children, young people and adults at risk, or at least that they are within sight or hearing of others. If necessary, to only do this once advance parental/carer approval has been gained.
- Be aware that physical contact with a child or young person may be misinterpreted and therefore physical contact with children and adults at risk should be avoided. Where it is necessary, the child or adult at risk should be informed and asked for their permission.
- Be familiar with, and operate within, the venues specific procedures.
- Report all concerns and disclosures as soon as possible, following the Reporting Process.
- Staff must not:
  - o Have inappropriate physical or verbal contact with children, young people and adults at risk. It is illegal for a person in a position of trust to have a relationship with someone who is under 18 years old. It is illegal to have a sexual contact with anyone under the age of 16 whether they give consent or not.
  - o Communicate with children, young people and adults at risk via their mobile phone – all communications via mobile should be with their parent/guardian.
  - o Allow themselves to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of children, young people or adults

- at risk.
  - Jump to conclusions about others without checking facts
  - Seek to investigate safeguarding concerns about children or adults at risk themselves
  - Either exaggerate or trivialise abuse issues
  - Show favouritism or give gifts to any child, young person or adult at risk
  - Rely on their good name or position or the good name of the Club to protect them.
  - Believe that a safeguarding issue could never happen.
  - Take a chance when common sense, policy or best practice suggests another approach.
- The QCF Code of Conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children, young people and adults at risk as the primary consideration.

## Breaches of the Safeguarding Policy

Actions taken by beneficiaries, that are in breach of this policy will be addressed without delay and may ultimately result in the funding for the project being removed. Actions taken by Trustees, staff and volunteers that are in breach of this policy (including the Code of Conduct) will be addressed without delay and may ultimately result in dismissal/ exclusion from The QCF.

## Confidentiality

All concerns and allegations will be treated confidentially and information stored securely, however it may be necessary to share information with statutory agencies and third parties where it is considered necessary in order to protect children and adults at risk from abuse. Information will be handled and disseminated internally on a need to know basis by the Welfare Officer on taking advice from the necessary agencies as to who should be informed.

## Use of Photographs and Video

- Always ensure that appropriate written consent has been obtained for a child or adult at risk to be photographed or videoed.
- Parental/guardian written consent to use an image of a child or young person must always be obtained in advance.
- Avoid using children's names in photographic captions. If a child is named, avoid using his or her photograph. If a photograph is used and the child's name is included within the photograph caption avoid stating the child's surname.
- Only use images for the specific purpose which has been agreed with a parent and child. Additional use without specific consent is not acceptable.
- All images of children and adults at risk must be stored safely and securely and for no longer than is necessary. Where possible these images should be stored in limited access files on computers.
- Only use images of children and adults at risk in suitable dress to reduce the risk of inappropriate use.
- Avoid personal information (for example, school uniform) which could be used by an individual to learn more about them.
- Make clear the Foundation's expectations of professional photographers and the press who are invited to an event, in relation to child and adult protection.

- Do not allow photographers unsupervised access to children or adults at risk.
- Do not approve photography sessions outside of a Foundation supported project.
- The use of cameras or mobile phones with camera or filming capability in dressing rooms and other inappropriate environments is expressly forbidden.

## Reporting Process

The QCF recognises that it is the responsibility of all Trustees, staff and volunteers to raise any concerns relating to children, young people and adults at risk at any of The QCF supported projects. The protection of children, young people and adults at risk takes priority.

Concerns may arise in a number of ways, which can include:

- A direct disclosure to you.
- A conversation with someone e.g. a parent spectator or colleague or another child, young person or adult at risk.
- Direct observation of a worrying incident.
- Observation of signs or behaviour of possible abuse.
- Receipt of anonymous allegations e.g. by phone, text, e-mail or letter.

If you suspect that a child, young person or adult at risk may be being abused it is not your responsibility to take control of the situation nor to investigate and/or decide whether or not abuse has actually taken place. However, you do have a responsibility to report your concerns or the concerns of others immediately and ensure the safety of the children, young people and adults at risk who are at a QCF supported project.

**All concerns should be raised with The QCF Welfare Officer immediately. In their absence, one of the other agencies previously detailed should be informed.**

## Responding to a Child, Young Person or Adult at Risk

If you are visiting a QCF supported project and have concerns about child or young person at risk, please report all concerns to The QCF Welfare Officer.

1. Listen carefully to what is said.
2. Find an appropriately early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
3. If someone is in immediate danger call the Police (999).
4. Tell them what you will do next and with whom the information will be shared, who is the person who needs to know and who should be able to help (i.e. the Welfare Officer).
5. As soon as possible after the disclosing conversation, make a note in writing of what was said using their own words.
6. Contact the Welfare Officer immediately. Do not delay in taking action. It is the Welfare Officer's responsibility to escalate to the organisation who has organised the project.
7. Unless you are the Welfare Officer, never investigate or take sole responsibility for a situation where a child or young person or adult at risk makes a disclosure. You **MUST** contact the Welfare Officer immediately unless they are not available or it is an emergency.
8. **REMEMBER:** It is important that everyone at The QCF is aware that the person who first encounters

a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional safeguarding agencies.

## Contact Us

The Queen's Club Foundation  
The Queen's Club  
Palliser Road  
London  
W14 9EQ

[info@queensclubfoundation.co.uk](mailto:info@queensclubfoundation.co.uk)  
02030317209



## APPENDIX 1: The QCF Safeguarding Check Form

Name of Organisation Receiving Grant: \_\_\_\_\_

Project Details: \_\_\_\_\_

Name of person responsible for Safeguarding (Welfare Officer):  
\_\_\_\_\_

Copy of Safeguarding Policy provided: YES \_\_\_\_\_ (Please tick)

I confirm I have checked and keep a record on file of all the following documents for all our coaches and those having direct contact with young people during our projects. If the coaching is provided by an external party, I have ensured they delivering partner has checked the following documents and hold a copy:

	Tick to Confirm
A full CV – this means all work/time off since leaving school must be logged and accounted for up to the present day	
An enhanced and current DBS, which includes the necessary barred list checks where applicable	
Proof of their current sport governing body membership and coaching qualification	
A current first aid training certificate dated within the last 3 years	
A current safeguarding training certificate dated within the last 3 years	
Proof of their home address; via a utility bill, bank statement or driving license	
Passport	
Proof of their National Insurance number from an original HM revenue document or NI card	

I confirm that staff, volunteers, and beneficiaries are made aware of who the Welfare Manager is and how they can contact them with concerns or allegations of abuse. I confirm I have provided information for children, vulnerable people, their parents and carers about where to go for help.

Name	
Signed	
Date	

Please return this page along with a copy of your safeguarding policy to:  
The Queen's Club Foundation, The Queen's Club, Palliser Road, London, W14 9EQ  
Or email scanned copy to: [info@queensclubfoundation.co.uk](mailto:info@queensclubfoundation.co.uk)