



Club Rules, Regulations and Policies

We have a number of policies, procedures and rules which allow us to run the club in a safe and effective manner. These can be viewed as follows:-

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Code of Practice

North Oxford Lawn Tennis Club is fully committed to safeguarding and promoting the wellbeing of all its members.

North Oxford Lawn Tennis Club believes that it is important that members, coaches, and parents/guardians should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have with our welfare Officer Nicky Maskens noltc.welfare@gmail.com

Sarah Lacey (Chairman)

As a member of North Oxford Lawn Tennis Club you are expected to abide by the following code of practice: ALL Members

All members must play within the LTA rules and give the opposition the benefit of any doubt.

All members must respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, cultural background, religious beliefs or sexual identity.

All members must use correct and proper language, both on court and within the club premises

Members should keep to agreed timings for training and competitions, or inform their coach or team captain if they are going to be late

Members must pay any fees for training or matches promptly

Parents and Juniors

Encourage your child to learn the rules of tennis

Discourage unfair play and arguing with officials

Use correct and proper language at all times

Code of Practice for Working with Young People

Children and young people are able to play tennis because of the thousands of adults, both paid and unpaid, who provide opportunities for them to do so. All of these adults have special responsibilities to the children they work with. This code of conduct provides clear guidance on the types of practice that will meet these responsibilities.

Good conduct not only prevents incidents and allegations, but also helps to highlight any conduct (by other people) that is unsafe or unprofessional. Those working with children in tennis should:

Be professional and maintain the highest standards of personal behaviour at all times

Maintain a professional relationship with children

Any form of sexual relationship or activity with a child is unacceptable and could lead to disciplinary/legal action

Recognise the trust placed in adults by children and the power held over children by adults - treat this trust and this power with the highest responsibility

Try to work in an open and accountable manner at all times; be wary of working alone and unobserved

Expect others to work in an open and accountable manner

Be willing to accept questions or criticism regarding good practice

Question and criticise the practice of others if necessary

Not be under the influence of drink, drugs or any illegal substance

Use appropriate and respectful forms of discipline and communication - physical aggression, intimidation, verbal abuse and persistent shouting are not acceptable and any form of assault (e.g. hitting, kicking, pinching, slapping) should be regarded as a serious incident

Use appropriate language - don't swear, and never make sexual or suggestive comments to a child

Not appear to favour one child or show interest in one child more than another

Not discriminate against a child because of their age, gender, disability, culture, language, racial origin, religious belief or sexual identity

Use physical contact with players only where necessary e.g. for the purposes of coaching or first aid, then explain to the child what the contact is for, and change your approach if he or she appears uncomfortable

Design and use training methods and training programmes that is appropriate to the individual child

Be aware of situations that could be misunderstood or manipulated by other adults

Be vigilant and aware of how actions can be misinterpreted by children:

- Actions made with good intentions can seem intrusive or intimidating to some children
- Sometimes children become attracted to the adults working with them. Adults should be aware of the impact of their actions

Take seriously any suspicion or allegation of abuse, or any disclosure of concern made by a child or adult:

- record information, including relevant details
- record opinions or feelings as such; do not record them as facts
- do not question or interview the person/people involved in the incident of concern

Report any concerns within the area of Child Protection (physical, emotional or sexual abuse, neglect or bullying), in confidence and without delay, to your Welfare or the LTA (see contact details below). If neither persons can be contacted but there appears to be an immediate risk, contact the police or your local social services.

Never discuss an allegation or suspicion with another person, (other than the police or social services) before receiving advice from your Welfare Officer, County or LTA Welfare Officer.

Remember that it is the responsibility of all adults to safeguard children in sport. By recognising, following and discussing the principles behind this code, you are helping to make bad practice and abuse unwelcome in tennis. For more information on issues like these, go to <https://www.lta.org.uk/coach-teach/safe--inclusive-tennis/> or contact the department directly using the details below:

LTA Safeguarding Team T: 0208 487 7000 E: Safeandinclusive@LTA.org.uk

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Oxford City Council Safeguarding Lead contact: Alison Beasley – Interim Designated Officer (LADO)

Email: LADO.SafeguardingChildren@Oxfordshire.gov.uk

Tel: Safeguarding Team: 01865 810603

NSPCC help@nspcc.org.uk 24 hour Helpline 0808 800 5000

Police 999

Complaints Policy

This policy tells you how to make a complaint at North Oxford Lawn Tennis Club. This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the LTA.

How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at the Club. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Who to contact to make a complaint?

Complaints will usually be handled by senior officials. Useful contact details have been included at the bottom of this policy.

NOLTC Management committee: you can speak to any of our officials/committee members

Coach: The coaches can also tell you how to make a complaint

Welfare Officer: if you are a child, or if you are worried about the safety or welfare of a child

Anyone else involved at the place to play that you trust

The address for written complaints has been included at the bottom of this policy.

What will we do to investigate?

All complaints will be addressed at the next committee meeting of the club, and a response will be given. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

How will I know what is happening?

You will be given the details of a person who will be your point of contact.. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

What are the possible outcomes or results of my complaint?

In many cases, we are able to resolve problems informally. This might include:

A change in arrangements for particular activities

An explanation or apology

An agreement to communicate or act differently in future

If an informal resolution is not suitable, then a small committee of senior officials will look at the information about the case. We will try to make sure that this committee does not contain anyone directly involved with your complaint. They might decide to take the following action:

Formal disciplinary action under the rules of the place to play

Formal disciplinary action against a member or a person representing NOLTC

Changes in formal contracts or arrangements put in place by NOLTC

A decision to refer the case to another organisation such as the LTA, Police, or Social Services.

Closure of your complaint without action

Is there anyone else I can talk to?

Sometimes it can be useful to speak directly to someone outside the place to play:

You need urgent advice about someone's safety or welfare

You don't want to discuss the issue with someone at the place to play

Your complaint is very serious

Your complaint involves other organisations

You need specialist advice

The LTA is able to advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

LTA Safeguarding Team T: 0208 487 7000 E: Safeandinclusive@LTA.org.uk

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Questions or queries about this policy

If you have a general query about this complaints policy, or you want to make a written complaint you may contact:

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Equality and Diversity Policy

The Club fully supports the LTA's Equality and Diversity Policy as described below:

The aim of this policy is to ensure that everyone is treated fairly and with respect and ensure members, non-members and visiting teams are not denied access to our tennis venue because of a discriminatory reason. An explanation of the different types of discrimination can be found in the LTA / Tennis Foundation Equality and Diversity Policy – www.lta.org.uk/equality

This policy is fully supported by the management committee who are responsible for the implementation and review of this policy. Therefore we will adhere to the following:

- a) Take responsibility for setting and upholding standards and values that apply throughout the tennis venue at every level, so tennis can be enjoyed by everyone who wants to participate.
- b) Demonstrate a commitment to eliminating discrimination by reason of age, gender, gender reassignment, sexual orientation, race, nationality, ethnic origin, religion or belief, ability or disability and to encourage equal opportunities and an inclusive welcoming environment.
- c) Ensure that employees, members, non-members and visiting teams are treated fairly and with respect and ensure that all members of the community regardless of their ability have access to and opportunities to take part in, and enjoy its programmes of activities, competitions and events.
- d) Oppose all forms of harassment, bullying or abuse towards an individual or group whether it is physical, verbal or online that is based on any of the characteristics listed above or for any other reason. Any incidents of this or a similar nature will be treated seriously and subjected to the appropriate disciplinary process.
- e) Ensure there is an immediate investigation of any complaints of discrimination on the above grounds, once they are brought to the attention of the tennis venue. Complaints will be dealt with in accordance with the complaints policy and, where such a complaint is upheld, the management committee may impose such sanctions as it considers appropriate and proportionate to the discriminatory behaviour.
- f) Promote a culture that encourages the learning and development of coaches and volunteers in order to achieve greater diversity and inclusion within tennis. As a minimum the Head Coach and at least two volunteers will undertake the LTA's Equality, Diversity and Inclusion Training.
- g) Support, promote and enforce the LTA/Tennis Foundation Fair Play values <http://www.lta.org.uk/fairplay> within all tennis activities and environments.
- h) Be committed to and deliver a policy of fair and equitable treatment for all members and employees and require all members, employees and volunteers to abide by and adhere to these policies and the requirements of the Equality Act 2010 as well as any amendments to this Act or any new equality legislation.
- Be committed and take action to create an inclusive environment that is welcoming and seeks to improve representation across all groups and participation at all levels within tennis.

Lodging a Complaint

In the event that any employee, member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

- The complainant should report the matter in writing to the Welfare Officer or another member of the management committee. The report should include: a) details of what occurred; b) details of when and where the occurrence took place; c) any witness details and copies of any witness statements; d) names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed); e) details of any former complaints made about the incident, including the date and to whom such complaint was made; and f) an indication as to the desired outcome.
- If the person accused of discriminatory behaviour is an employee, the management committee will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out for employees or (if none exists) the statutory disciplinary procedure.
- 3 If the person accused of discriminatory behaviour is a non-employee, the management committee or representatives of the management committee:
 - 3.1 will request that both parties to the complaint submit written evidence regarding the incident(s);
 - 3.2 may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing; 3.3 may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case; 3.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy): a) warn as to future conduct; b) suspend from membership; c) remove from membership; d) exclude a non-member from the facility, either temporarily or permanently; and e) turn down a non-member's current and/or future membership applications. 3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made. 3.6 Either party may appeal a decision of the management committee to the County Association (including a decision not to hold a hearing) by writing to the [County Secretary] within 3 months of the Place to Play's decision being notified to that party.
- 4. If the nature of the complaint is with regard to the management committee or other body or group at NOLTC, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.

Recording and Publishing of Images Policy

The aim of this policy is to address the following concerns:

The possible identification of children when a photograph is accompanied by personal information

The inappropriate use, adaptation or copying of images for use on child pornography websites

The taking of inappropriate photographs or recorded images of children

The breach of court orders restricting photography of specific children

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on sport web sites and other publications when they are accompanied by personal information

This information can make a child vulnerable to an individual who may wish to 'groom' that child for abuse. Secondly, photographs can be adapted for inappropriate use. There is evidence of adapted material finding its way onto child pornography sites.

Guidelines for recording images: all children featured in recordings **must be appropriately dressed, with outer clothing garments covering their torso from at least the bottom of their neck to their thighs, i.e. a minimum of vest/shirt and shorts.**

You should ensure that images of a young person are not recorded and published where a court order prohibits this. Any inappropriate use of photography or of images should be reported to LTA Child Protection or the police.

Policy on the use of images of children and young people (under the age of 18) Coaches, teachers and others can use video equipment as a legitimate coaching aid. However, tennis players and their parents/carers should be made aware that this forms part of the tennis programme, and recordings should be used, stored and destroyed with care.

Guidelines for publishing images if a photograph is used,

- The photograph should ideally focus on the activity. Where possible, images of children/young people should be recorded in small groups - the group may comprise any combination of adults and children. Think about the gender, ethnicity, ability and age of the children you photograph and try to capture the diversity of the children you work with
- **Give the young person's first name only (no surname), or avoid naming them altogether. Personal details such as email addresses, home addresses and telephone numbers should never be revealed on a website.**
- **Ask for parental/carer permission to use an image of a young person - this ensures that parents/carers understand how the image of their child will be used to represent the sport. Adding a photography and filming consent section to your membership form, coaching/competition/camp application forms is the best way of achieving this (see below). It is important that your own consent form reflects the kind of recording that you want to arrange.**
- In order to guard against the possibility of a young person under a court order appearing on a website, the simultaneous streaming of images onto a website is not recommended. Delayed streaming can limit problems, and provides an opportunity for any necessary

editing. It is recommended that you employ appropriate security on web servers, so that material can only be accessed, copied or downloaded by authorised people.

Make sure that you give adequate thought to the selection of images for use in publicity materials. Give close consideration to the images of children used on websites. Simple techniques such as digital 'watermarking' may deter others from misusing images.

Photography and film at tennis events.

There is evidence that some people have used sporting events as an opportunity to take inappropriate photographs and film footage of young and disabled sportspeople. You have a duty of care to ensure that this risk is minimised. By following the guidelines below, you will be taking a significant step towards this goal.

If you are commissioning professional photographers or inviting the press to a tennis event, it is important to ensure they are clear about your expectations of them in relation to child protection

Provide a clear brief about what is considered appropriate in terms of content and behaviour

Issue the photographer(s) with identification, which must be worn at all times

Inform participants and parents that a photographer will be in attendance at the event and ensure they consent to both the taking and publication of films or photographs

Do not allow unsupervised access to players or one-to-one photo sessions

Do not approve/allow photo sessions outside the event or at a player's home

Ensure that photographers are able to identify any players who have not consented to being photographed

Parents and spectators might also wish to take photographs or record their children participating at the event. If parents or other spectators are intending to photograph or video at an event, they should also be made aware of your expectations

Parents and spectators should be required to register at an event, if they wish to use photographic equipment

A range of companies now provide photography services that make professional photographs available to parents and players. These companies should know about and meet specific standards agreed with the LTA. Contact LTA Child Protection if you need to know more about the use of photography at your event

In addition:

Participants and parents should be informed that, if they have concerns about inappropriate or intrusive photography, these should be reported to the event organiser or official and recorded in the same manner as any other child protection concern.

Event organisers should approach and challenge any person taking photographs who has not registered with them. The matter may need to be referred to the police, if the person involved continues to record images.

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.

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Safe-Guarding & Well-Being Policy Summary

At North Oxford Lawn Tennis Club we believe that tennis should be an inclusive, fun, affordable sport for people of all ages and abilities. We want everyone involved in tennis to have a positive experience of the sport, free from abuse or other forms of inappropriate behaviour. It is our responsibility to protect and support those playing our sport, and in particular children, young people and adults at risk.

Most people have a positive experience of tennis. Any form of abuse is unacceptable, and it is our duty to protect those who are more vulnerable to abuse. Where abuse occurs, the Club and the LTA will act urgently, working in partnership with Police and Social Services, to protect that individual or individuals from further harm. We have robust safeguarding procedures to manage these situations with confidence and efficiency

Safeguarding is the responsibility of everyone.

If you see a situation you think will compromise the safety & well-being of anyone at our club please take action. (Examples include bad behaviour, bullying, sexual harassment). This doesn't necessarily mean you should take direct action, it may be more appropriate to report it to a member of the Committee.

Doing nothing is not an option in these circumstances, please act responsibly & report anything that compromises there being a caring, friendly, & safe environment at the Club.

All such matters will be treated sensitively & in the strictest confidence.

To minimize the possibility of abuse to those people at risk in sporting environments, the Club is committed to working in partnership with the LTA to ensure that information and training opportunities are available for coaches, staff and volunteers to guide them in best practice when working with all children, young people and vulnerable adults.

LTA Safeguarding Team T: 0208 487 7000 E: Safeandinclusive@LTA.org.uk

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Oxford City Council Safeguarding Lead contact: Alison Beasley – Interim Designated Officer (LADO)

Email: LADO.SafeguardingChildren@Oxfordshire.gov.uk

Tel: Safeguarding Team: 01865 810603

NSPCC help@nspcc.org.uk 24 hour Helpline 0808 800 5000

Police 999

Questions or queries about this policy

If you have a general query about this complaints policy, or you want to make a written complaint you may contact:

Nicky Maskens, Welfare Officer North Oxford Lawn Tennis Club noltc.welfare@gmail.com

Sun & Hot Weather Safety Policy

Individuals, parents/carers of juniors and guests are responsible for their sun and hot weather safety. It is advised that hats and tops that cover the shoulders are worn and sun screen applied before play begins.

There is a small amount of high factor sun screen located on the shelf of the kitchen. This is intended for those odd occasions when sun screen has been forgotten.

If a junior attends a coaching session/camp without sun screen the coach will supervise the junior applying the sun screen only with the permission of the parent/guardian.

Coaches should make a judgement as to the temperature on the courts and make arrangements for breaks in cooler areas where possible

The cold water supply to the kitchen & outside tap, is drinking water and water bottles may be filled here.

In rare cases, extreme heat can cause heatstroke. Symptoms to look out for are:

- Cramp in arms, legs or stomach, feeling of mild confusion or weakness. If anyone has these symptoms, they should rest for several hours, keep cool and drink water. If symptoms get worse or don't go away medical advice should be sought. NHS non-emergency is available on 111, and on 999 for emergencies.

If you suspect a member or player has become seriously ill, call an ambulance. While waiting for the ambulance: If possible, move the person somewhere cooler. Increase ventilation by opening windows or using a fan. Cool them down as quickly as possible by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet. If they are conscious, give them water to drink. Do not give aspirin or paracetamol.