



# Safeguarding and Protecting Young People in Real Tennis and Rackets

## Policy, Procedures and Guidelines

The T&RA is committed to creating and maintaining a safe and positive environment for all young people to play and enjoy Real Tennis and Rackets.

It recognises the responsibility to safeguard their welfare and protect them from poor practice, bullying and abuse.

It also recognises the responsibility to protect those who work with children from personal risk

Oxford University Tennis Club has adopted the guidelines from the Tennis & Rackets Association contained herein to form the basis of its safeguarding procedures.

## INTRODUCTION

The Tennis & Rackets Association (T&RA) has a genuine commitment to developing a safe and friendly environment for all young people within Real Tennis and Rackets.

Accordingly, the T&RA has developed procedures and guidelines that will promote the welfare and protection of all young people involved in the sports.

### **The Guidelines – for your use**

The guidelines have been produced to share and promote good practice to safeguard and protect young people and adults within our sport.

For the purposes of these guidelines, a young person is defined by law as an individual under the age of 18.

Please use and promote the guidelines as much as possible and feel free to photocopy and use the appendices.

The T&RA is the trading name of the Tennis & Rackets Association Ltd.

Author: Chris Davies

### **Policies**

Safeguarding and Protecting Young People in Real Tennis and Rackets Policy

Anti-Bullying Policy

Whistle-Blowing Policy

DBS Regulations

### **Key Numbers**

<b>Child Line</b>	<b>0800 1111</b>
<b>NSPCC</b>	<b>0800 800 5000</b>

## Contents

Policies.....	1
Good Practice.....	3
Principles of Good Practice.....	3
Good Practice – Changing.....	3
Good Practice - Transport.....	4
Good Practice - Supervision of and communication with Young People.....	5
Good Practice - Physical Contact.....	6
Implementing Good Practice.....	6
Codes of Conduct.....	7
Introduction.....	7
Disciplinary Procedure.....	7
Professionals’ Code of Conduct.....	8

Players' Code of Conduct.....	10
Parents' Code of Conduct.....	11
Markers' Code of Conduct.....	12
Parents'/ Carers' Guide.....	13
Young Person's Guide.....	15
Recruitment Guidelines.....	18
Advertising.....	18
Pre-Application Information.....	18
Application.....	18
Screening and Checking.....	18
Interview.....	19
Induction.....	19
Training.....	19
Monitoring.....	19
Photography Guidelines.....	20
Guidelines on Photography and Video Images.....	20
Publishing Images - Easy Rules to Remember.....	21
Use of Photographic Filming Equipment at T&RA Events.....	21
Videoing as a coaching aid.....	22
Tournament Guidelines.....	23
Recognising Poor Practice and Abuse.....	26
Taking Action.....	28
What Happens Next?.....	29
Contacts for Specialist Advice.....	30
Confidentiality.....	30
Whistle blowing.....	30
If you have an allegation made against you:.....	31
Support for the victim, accused and reporter.....	31
Informing parents.....	31
Appendices.....	32

## **Good Practice**

To provide young people with the best possible experience and opportunities in Real Tennis and Rackets, it is critical that everyone operates within an acceptable ethical framework and demonstrates exemplary behaviour at all times. This will ensure that those responsible make a positive contribution to the development of young people and safeguards their welfare, while helping to protect all personnel from allegations of abuse or poor practice.

This section will help Clubs and officials to identify the meaning of good practice. If there are any concerns about the welfare of any young person, or any issues around poor practice or possible abuse, please follow T&RA procedures, specifically the Taking Action section.

### ***Principles of Good Practice***

- Promote a culture in which all children are listened to and respected as individuals
- Place the welfare of the child/young person first
- Ensure that Real Tennis and Rackets are fun and that fair play is promoted
- Challenge unacceptable behaviour
- Report all concerns regarding unacceptable behaviour
- Report all allegations/suspicious of abuse
- Work in an open environment and encourage parental involvement
- Avoid one-to-one situations with players unsupervised
- Adhere to the Principles of the Safeguarding and Protecting Young People in Real Tennis and Rackets Policy
- Read, understand and adhere to the Codes of Conduct relevant to your position
- Secure parental consent in writing to acting *in loco parentis* prior to the young person taking part in any Real Tennis and Rackets activity. A Parent Consent Form should be completed and signed agreeing to parental consent regarding issues around, administration of emergency first aid and/or other medical treatment, transport, physical contact and photography (Appendix A)

### ***Good Practice – Changing***

- Players aged 10 and under must be supervised at all times in changing rooms
- Adults, working with young teams, including, volunteers, professionals or staff, should not change or shower at the same time using the same facility as young players
- If young players play for adult teams, both the young players and their parents must be informed of the Club's policy on changing arrangements
- If adults and young people need to share a changing facility, the Club must have consent from the parents that their child/children can share a changing room with adults in the club
- If young people need to share changing facilities with adults, their parents should be allowed to supervise them whilst they are changing
- If young people are uncomfortable changing or showering in public no pressure should be placed on them to do so. Encourage them to do this at home.
- For players with any form of disability, involve them in deciding how, if applicable, they wish to be assisted to change and ensure they provide full consent to any support or assistance required

## **Good Practice - Transport**

Within your Club you need to develop and inform parents of your transport policy i.e. the dropping off and collection of young people to the Club.

- Professionals and Club staff will be responsible for young people in their care
- It is the responsibility of parent/carer to transport their child/children to and from the Club
- It is not the professional's or volunteer's responsibility to transport the young people to and from the Club
- The Club must receive permission from parents/carers for young people to participate in all competitions and away fixtures. For comprehensive guidance details refer to Safe Sport Away, published by the Child Protection in Sport Unit (CPSU); consent forms at [www.CPSU.org.uk](http://www.CPSU.org.uk)
- The Club will provide a timetable of activities / match fixtures at the beginning of a season and notify parents/carers of any changes to this timetable in writing where practically possible
- The Club will require emergency contact numbers for parents/carers
- The Club adopts and publicises a late collection policy (see below)
- The Club will provide the parents/carers with a contact number which may be used if the parent/carer will be late to collect their child/children
- The club will ask parents/carer to complete a form providing contact details, information about their child/children i.e. medical details etc

## **Late Collection**

If a parent /carer is late the Club will:

- Attempt to contact the parent/carer
- Check the Club contact number for any information regarding the young person
- Wait with the young person at the Club and wherever possible with other staff/volunteers or parents
- Remind parents/carers of the late collection policy
- If parents/carers remain out of contact, staff will need to report the situation to Children's Social Care or the Police

Professionals/Volunteers should avoid

- Taking the child home or to any other location
- Asking the child to wait in a vehicle or the Club with you alone
- Sending the child home with another person without permission

## **Using private Cars**

It is strongly advised that private cars, other than those of parents, are not used by professionals, club volunteers or team managers to transport young players at any time, either to and from a training session, or to away fixtures.

If for any reason this is the ONLY feasible method of transport the following guidelines must be followed:

- Drivers must register their vehicle with the Club (Appendix B)
- Drivers must ensure the safety of passengers
- Drivers must ensure that their vehicle is roadworthy and that they have a valid licence and insurance cover
- Drivers must only use vehicles with seat belts and ensure that their passengers are wearing these when in transit
- Drivers must be aware of their legal obligations when transporting young players

- Parents/guardians/or carers must give written permission if their child/children are being transported in another adult's car
- Clear information on the expected time of departure and arrivals need to be communicated to relevant people i.e. parents/guardian or carer
- Drivers should not be alone with a young person in the car at any time. If this situation arises drivers must ensure that the young person is in the back of the car

### **If hiring transport and/or using transport**

When booking transport for an away fixture you will need to remember the following points:

- Passenger safety
- Competence of the driver and whether the driver holds an appropriate valid licence
- Number of driving hours for the journey and length of the drivers day including non-driving hours
- The number of drivers required
- Type of journey, traffic conditions, weather, appropriate insurance cover
- Journey time, distance and stopping points
- Supervision requirements
- Drivers to take breaks and be aware of emergency procedures
- Ensure that anyone who is driving a group minibus has received training on driving the minibus and passengers management

### **Legislation Points to Remember**

- Vehicles must be appropriate and road worthy
- The driver is responsible for the vehicle during the trip
- All minibuses carrying groups of three or more young people aged under 15 years **MUST BE FITTED WITH A SEAT BELT FOR EACH YOUNG PERSON**

### ***Good Practice - Supervision of and communication with Young People***

#### **Supervision**

- For young people over 8 years – the ratio of adults to children is a minimum 1:10
- All clubs should have First Aid provision by ensuring
  - there is a qualified First Aider on site
  - First Aid boxes are up to date and accessible
  - There is access to a phone to be able to contact the emergency services if required

#### **Communication**

- When communicating with young people it is recommended that you:
  - Contact players only when necessary, but preferably contact should be made directly with parents
  - If players need to be contacted urgently i.e. change in training arrangement, set up a grapevine system
  - Copy parents into written communication (i.e. letters or emails)
  - Speak with a player and their parents if there is a need to communicate information in relation to playing, training or competition
  - Clearly state the club's policy on communication with players and parents
- Avoid the following
  - Contacting a young person unnecessarily
  - Using text as a medium of contact with a young person

- Emailing one young person without copying in parents or other players

### ***Good Practice - Physical Contact***

By its nature, sport sometimes requires a degree of physical contact between adults and young people, and Real Tennis and Rackets are no different. Physical contact can be used appropriately to instruct, encourage, protect or comfort. The aim of the guidelines relating to physical contact is to provide adults and young people with appropriate types of and contexts for touching.

Physical contact between adults and young people should only be used to:

- Develop sports skills or techniques
- Treat an injury
- Prevent an injury
- Safety reasons

Physical contact should:

- Not involve touching genital areas
- Meet the need of the young person and not the need of the adult
- Be fully explained to the young person and take place with their consent
- Take place from the front (i.e. facing the child) or from the side – NEVER from behind
- Not take place in secret or out of sight of others. All contact should take place in an open environment and with parental knowledge

### ***Implementing Good Practice***

To ensure that your club works within the principle of good practice you need to consider the following:

#### **ACTION**

To minimise the risk to children and young people the club should:

- Ensure you have a child/young person approach
- Consult and listen to children and young people in their playing environment
- Follow the T&RA policy and guidelines on recruitment and ensure that all individuals working with children and young people are screened and are suitable and fit for purpose
- Ensure there are appropriate induction processes in place for new staff and volunteers
- Ensure all members of the club have access to relevant education and training
- Adopt the T&RA Safeguarding and Protecting Young People in Real Tennis and Rackets Policy and Procedures
- Appoint and publicise the name of a Child Protection Officer, who will be able to support and guide members, players and parents on the issues and implementation of safeguarding, welfare and good practice
- Adopt the T&RA Anti-Bullying Policy, ensuring that this is publicised and all members, players and parents are clear on the policy
- Have clear guidelines on managing players away from the club situation, ensuring these are published to parents, staff and volunteers
- Ensure that all members, players and parents comply with the Codes of Conduct
- Adopt good practice policies and processes for
  - Changing
  - Competition and Tournaments
  - Supervision of Young People

- Photography and use of images
- Transporting young people
- Physical Contact

## Codes of Conduct

### ***Introduction***

The Safeguarding and Protecting Young People in Real Tennis and Rackets Policy and Procedures are mandatory for all those involved with juniors in Tennis and Rackets. All members must note that there are clear prohibited practices, which must not be breached in any circumstances. If there is a breach of the prohibited practice or codes of conduct, this should be reported.

All incidents reported will be taken seriously and managed within the Complaints and Disciplinary Procedures in accordance with the regulations of the game.  
(see Taking Action section)

### **Disciplinary Procedure**

**The willing and active co-operation of all members, of Real Tennis and Rackets volunteers, parents/carers, players and professionals in accepting these standards is essential if the status of the sports' activities is to be raised in the UK. The procedures detailed below will be used in the handling of all disciplinary matters concerning Real Tennis and Rackets members, volunteers, players, parents and professionals acting under the umbrella of the T&RA.**

The exact nature of the offence will determine the appropriate course of action in any particular situation. All individuals will be treated impartially and no acts of favouritism or discrimination will be permitted.

- An individual will render himself/herself liable to disciplinary action if the Code of Conduct or Prohibited Practice is breached.
- The individual will be informed of the nature of the breach as laid against him/her as soon as possible and will have the opportunity and the right to state their case before any decision regarding the appropriate disciplinary action is taken. Relevant timescales will be enforced and the individual informed of these.
- When the facts have been established and responsibility is clear, disciplinary action can comprise of one of the following:
  - a) verbal warning
  - b) written warning
  - c) termination of T&RA status

## ***Professionals' Code of Conduct***

The Professionals' Code of Conduct applies to all professionals in Real Tennis and Rackets at every level within the games. If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

### **Professionals will:**

- Remember that players participate for pleasure and winning is part of the fun
- Operate within the rules and spirit of Real Tennis and Rackets and teach players to do the same
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
- Obtain appropriate qualifications and stay current with the latest coaching practices and developments

*Professionals should be adequately protected with **Public Liability Insurance**, which covers them if a player is injured while in their charge. If they have other professionals who work under their direction or take work for them in their absence, they should be protected with adequate **Employers Liability Insurance***

- Avoid over playing the best players by using a squad system
- Ensure there is appropriate and correct supervision of players on and off the court
- Be aware of and abide by the T&RA's Safeguarding and Protecting Young People Policy, Procedures and Guidelines
- Set high standards and be a positive role model
- Provide positive feedback to all players during training and matches
- Respect all markers' decisions and ensure players do the same
- Professionals shall refrain from public criticism of fellow professionals

*Public in this context means criticism expressed in any branch of the media or in a meeting. Any such criticism will be regarded as a prima facie breach of this code and may be subject to disciplinary action*

- A professional is responsible to both players and fellow professionals and should not under any circumstances solicit business from any other professional or club
- A professional should communicate and co-operate with medical practitioners in the diagnosis, treatment and management of their player's medical and psychological problems
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everyone has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of Real Tennis and Rackets
- Report any concerns in relation to a young person, follow reporting procedures laid down by the T&RA
- A professional should not condone any form of discrimination or allow it to go unchallenged
- A professional should be aware of the risk of infatuation

### **Prohibited Practice - Professionals Will NOT:**

- Spend time alone with young people away from others
- Take young people to their home where they will be alone with them
- Invite or allow young people to stay at your home

- Transport young people in their car alone
- Transport children if they are an unregistered driver (Good Practice – Transport)
- Engage in rough, physical or sexually provocative games with young people.
- Share a room with a young person
- Allow or engage in any form of inappropriate physical touching or sexual contact or behaviour
- Use or allow young people to use inappropriate language unchallenged
- Make sexually suggestive comments to a young person, even in fun
- Engage in any form of sexually related contact with a young player<sup>1</sup>. This is strictly forbidden as is sexual innuendo, flirting or inappropriate gestures and terms
- Allow allegations made by a young person to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for young people that they can do for themselves, unless you have been requested to do so by the parents/carer. *(It is recognised that some young people will always need help with things such as tying laces and this does not preclude anyone attending to an injured/ill young person or rendering first aid)*
- Depart the Club or agreed rendezvous point until the safe dispersal of all young people is complete
- Cause an individual to lose self-esteem by embarrassing, humiliating or undermining the individual
- Treat some young people more favourably than others
- Agree to meet a young person on their own on a one to one basis
- Ridicule or shout at a player for making a mistake or not winning
- Expose players to extreme heat or cold or unacceptable risk of injury
- Smoke while working/participating in a Real Tennis and Rackets environment (or allows others to do so)
- Consume alcohol or illegal substances while working/participating in a Real Tennis and Rackets environment (or allows others to do so)
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Use illegal or dangerous tactics
- Give young people alcohol, cigarettes or drugs when they are under the care of the T&RA or Club

---

<sup>1</sup> In accordance with the Positions of Trust within the Sexual Offences Act and the T&RA Safeguarding and Protecting Young People in Real Tennis and Rackets Policy

## ***Players' Code of Conduct***

The Players' Code of Conduct applies to all individuals who participate in Real Tennis and Rackets as a player (under the age of 18 years) at every level. If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

### **Players will:**

- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everyone has the right to be protected from abuse
- Respect the rights, dignity and worth of every person within the context of Real Tennis and Rackets
- Know and abide by the rules of the game
- Accept the marker's decision without question or complaint (let the captain ask any necessary questions)
- Avoid violent play
- Help injured players and opponents where appropriate
- Keep to agreed timings for training and competitions or inform their coach or team manager if they are going to be late
- Players must wear suitable kit for training and matches
- Players must pay any fees for training or events promptly

### **Prohibited Practice – Players will NOT**

- Smoke on club premises or whilst representing the club at competitions
- Consume excessive alcohol or illegal substances of any kind on the club premises or whilst representing the club
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct or prohibited practice
- Use illegal or dangerous tactics

### **Academy/Development Squad Members**

The Players code of conduct applies to all National Academy Players and in addition:

#### **Players will**

- Adhere to and commit to the programme's coaching philosophy
- Be an active, participating and contributing member of the squad
- Participate in any Squad Training – screening / fitness testing / strength and conditioning programme
- Arrive punctually and stay for the whole of the squad sessions
- Be 100% fully fit and healthy when attending squads
- Report injury or illness or any performance related issues prior to the event
- Participate in 'training squads'
- Be willing to work and learn / showing progress and development in own game.
- Contribute to all squad activities
- Demonstrate respect to other squad members
- Demonstrate respect towards staff/clubs rules and regulations

#### **Players will not:**

- Use any mobile phone during squad sessions



## ***Parents' Code of Conduct***

The Parents' Code of Conduct applies to all parents at any Real Tennis and Rackets match or training session at every level within the game. If the code is breached and reported, all complaints and allegations will be acted upon accordingly.

### **Parents will:**

- Focus on the child's efforts and enjoyment rather than winning or losing
- Encourage young people to play and not force them
- Provide positive verbal feedback in both training and matches
- Encourage players to participate within the rules and regulations of the game
- Applaud good performance and efforts from all individuals and teams
- Congratulate all participants on their performance regardless of the game's outcome
- Leave the professional to communicate with individual players during matches
- Respect the decisions of officials and teach children to do the same
- Respect markers, officials, professionals, players and spectators
- Inform the team coach or manager of any injury, health or welfare issue that it is felt appropriate for them to know
- Remember that children participate in sport for their enjoyment, not the parents
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everybody has the right to be protected from abuse
- Respect the rights, dignity and worth of every person
- Report any concerns in relation to a young person, follow reporting procedures laid down by the T&RA
- A parent should not condone any form of discrimination or allow it to go unchallenged

### **Prohibited Practice – Parents will NOT**

- Force children to participate
- Ridicule or shout at children or other players for making a mistake or losing a game
- Publicly question the decisions made by the marker, professional or official within a game, match or training situation
- Enter the court of play
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Give young people alcohol or cigarettes when they are under the care of the Club
- Punish or belittle a child for losing or making mistakes.



### **Markers' Code of Conduct**

The Markers' Code of Conduct applies to all markers in Real Tennis and Rackets at every level within the game. If the code is breached and reported, all complaints and allegations will be acted upon.

#### **Markers will:**

- Compliment and encourage all participants
- Be consistent, objective and courteous when making decisions
- Emphasise the spirit of the game rather than the errors
- Keep up to date with the latest marking standards
- Markers set an example and their behaviour and comments should be positive and supportive
- Place the safety and welfare of the participants above all else
- Treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation and accept that everybody has the right to be protected from abuse
- Respect the rights, dignity and worth of every person
- Report any concerns in relation to a young person, follow reporting procedures laid down by the T&RA
- A marker should not condone any form of discrimination or allow it to go unchallenged

#### **Prohibited Practice - Markers will NOT:**

- Ridicule or shout at a player/team for making a mistake or not winning
- Expose players to extreme heat or cold or unacceptable risk of injury
- Smoke while working/participating in a Real Tennis and Rackets environment
- Consume alcohol or illegal substances while working/participating in a Real Tennis and Rackets environment
- Use foul, sexist or racist language or gestures at any time
- Condone behaviour that contravenes the codes of conduct/prohibited practice
- Use illegal or dangerous tactics

## Parents'/ Carers' Guide

Most parents want their children to enjoy sport. This section provides key information when selecting a club for your child. It provides you with ideas of questions to ask, and helps to ensure that both you and your child understands the way the club works.

### ALWAYS CHECK

- The qualifications and experience of the professionals
- The professionals are fully qualified (CPD1 or equivalent)
- The ratio of adults to young people
- The club has a health and safety policy
- How children and young people are looked after if they are not playing
- The club has clear codes of conduct stating expected behaviour of members, players and professionals
- What happens if there is an accident

### QUESTIONS TO ASK

- My child has never played Real Tennis or Rackets before; can they come along and try out a couple of sessions?
- When does coaching take place?
- When are the matches, tournaments & competitions?
- What kit and equipment do we need to buy?
- Does the club have a safeguarding policy?
- How does the club manage any issues, which may arise i.e. bullying?
- Are the professionals qualified (T&RA/RTPA CPD and workshops)?
- Are the adults helping with the teams DBS checked and trained?
- Does my child have to share changing facilities with adult players?
- Do the club have social events?
- How much does it cost to be a member of the club?
- How are away matches organised?
- Is there a first aider on site?
- Is the club affiliated to the T&RA
- Is there a designated Child Protection Officer at the club?
- Does the club welcome and cater for disabled children?

### WHAT DO THE CLUB EXPECT FROM ME?

- ensure that your child is dropped off and picked up from the club and matches
- adhere to the rules of the club
- adhere to codes of conduct within the club, especially the Parents' Code of Conduct

The Club would like you to

- become involved in the club as much as possible. This provides your child with the support to enjoy Real Tennis and Rackets
- support the professionals by ensuring your child enjoys Real Tennis and Rackets and plays within the rules of the game

### WHAT DO THE CLUB EXPECT FROM MY CHILD?

There is a guide for young people which details the club's expectations including:

- fair play
- listening to the professionals
- adhering to the codes of conduct

- adhering to the rules of the game and rules of the club

#### WHAT CAN WE EXPECT FROM THE CLUB?

- A friendly welcome, an opportunity to have fun, meet new friends, play and watch Real Tennis and Rackets
- Opportunities for your child to develop their game in a safe environment following the completion of essential risk assessments
- Qualified professionals and responsible volunteers
- Relationships based on trust, honesty and respect where your son/daughter are valued and listened to
- Your child's welfare and safety is paramount
- Club members will recognise your child's rights, whatever their age gender, culture, ability, language, religious belief, racial origin, and/or sexual identity
- Opportunities for you to get involved in the club
- Safeguarding Policy and Complaints Policy are available for you on request
- Clear lines of communication with you about your child, fixtures, training and events

#### WHAT CAN WE EXPECT FROM THE CLUB PROFESSIONALS?

- Appropriately qualified professionals, meaning they are up to date, have public liability insurance and are safe. Professionals will have received a DBS enhanced disclosure and have attended appropriate child protection training
- The provision of group and individual coaching opportunities that are appropriate to players age, standard and needs
- A safe, positive and equitable coaching environment
- Professional and positive role models and ambassadors
- What is being coached is put into context/related to a game situation
- Promotion/guidance on practice and competitive opportunities

#### WHAT CAN WE EXPECT FROM A T&RA SANCTIONED EVENT?

- A well organised and professionally run tournament in accordance with the T&RA Tournaments guide
- All competing juniors wear recommended eye protection
- A tournament marker & qualified first aider
- Available refreshments
- A maximum number of matches played per day: -
  - Juniors – 3 matches per day
- Under 19 events to be scheduled a minimum of 40 minutes apart
- The gap between individual players matches to be scheduled at least 3 hours apart
- Players provided with the opportunity to play a minimum of two matches
- Disputes dealt with by the T&RA Disciplinary Procedure

#### COMMUNICATION

The club will need to ensure they can contact you if required, so they should ask you for your contact details. It is part of the Real Tennis and Rackets philosophy that you are involved in your child's interest. Please ensure that you build a relationship with the professional and support the club by completing all paper work required

#### POLICIES AND PROCEDURES AVAILABLE ON REQUEST

The club will have the following available to you on request:

- Health and Safety Policy
- Accident Policy

- Safeguarding Policy
- Codes of Conduct
- Equality and Diversity Policy

## Young Person's Guide

### WHAT CAN I EXPECT FROM THE CLUB?

- **A chance for you to become a member**  
This will be explained to you when you arrive at the club.  
You will receive information on how much this will cost, kit you will require, rules of the club, when training sessions are and match information
- **Qualified professionals**  
The professionals understand and know how to help you play the best Real Tennis and Rackets
- **Volunteers**  
Any adult working within the club will have been on training to ensure they know how to support and look after you  
The club will have a First Aider, Team Managers and a Child Protection Officer. Make sure you know who these people are and introduce yourself to them
- **Rules and laws**  
There are rules for playing Real Tennis and Rackets which you will learn  
There will be rules of the club which you will also learn e.g.; junior members are not allowed to smoke  
These are there for your safety and are not to be broken
- **Opportunities for you to play**  
There will be teams and squads of boys and girls your own age that you will get to know and with whom you will learn how to play Real Tennis and Rackets
- **Matches and competitions**  
There will be a chance for you to train and play in your club team against other clubs
- **Anti-bullying policy**  
This clearly states how the club will deal with any situations of bullying, either adult to young person or young person to young person
- **Safeguarding Policies and Procedures**  
This provides the club with ways of ensuring you are safe and enjoy your Real Tennis and Rackets
- **Codes of Conduct**  
These clearly state how club member must act towards you and support you.  
This includes professionals, volunteers, club officials and parents

### WHAT DO THE CLUB EXPECT FROM ME?

- **Code of Conduct**  
The club will have clear messages of how they expect you to behave. This may be in the form of a Code of Conduct.  
The Code of Conduct will clearly state what is okay and what is not okay e.g.
  - Junior members are not permitted to smoke
  - Junior members are not permitted to drink alcohol

### YOU HAVE THE RIGHT TO

- Have fun when playing Real Tennis and Rackets
- Be safe when playing Real Tennis and Rackets
- Enjoy your Real Tennis and Rackets
- Make friends at the club
- Be treated with respect by adults at the club

## ARE YOU WORRIED? SOMETHING IS WRONG IF SOMEONE...

- Constantly teases you, shouts at you or calls you names
- Threatens, hits, kicks, punches or physically hurts you
- Touches you or does anything which makes you feel uncomfortable
- Makes suggestive remarks or tries to pressurise you into sexual activity
- Damages or steals your belongings
- Does anything that makes you feel lonely, upset worried, unsafe, hurt or embarrassed
- Threatens you

If the answer is **YES** - **Don't keep it to yourself – Ask for help from your designated Child Protection Officer**

## WHAT CAN I DO? TRY TO...

- Be firm and tell the person to stop, make a lot of noise to attract attention
- Get away from the situation, find help or call the police (999)
- Tell your parents/carer or an adult you trust what has happened
- Keep a note of when, time and place, what happened, how you felt and the names of anyone who may have seen what happened
- Use the free 24hour help lines:  
**Child Line**                      **0800 1111**  
**NSPCC**                              **0800 800 5000**

## WHO SHOULD I TALK TO?

Talk to your **Child Protection Officer or someone you trust so they can help you.**

It can sometimes be difficult to speak to an adult about how you are feeling.

- You might think that an adult will not understand  
**THEY WILL LISTEN**
- You may think that they will not believe you  
**THEY WILL BELIEVE YOU**
- You may be scared that they will tell other people that you do not want to know  
**THEY WILL ONLY TELL SOMEONE WHO CAN HELP**
- You might think they have not got time to talk to you  
**THEY WILL ALWAYS MAKE TO TIME TO TALK**

It is better to talk to someone:

- Ignoring your worries or concerns could make them worse
- Talking to someone will begin to tackle your worries and concerns
- You only have to share information that you want to share

Telling someone will begin to help you

## **What will happen if I talk to someone?**

All clubs, which are affiliated to the T&RA, will have Safeguarding and Protection Policy and Procedures. You can ask for a copy of this at any time.

The policy and procedures help ensure that you have fun and are safe. They also support the Child Protection Officer to know what to do to help you if you talk to them.

### *Confidentiality*

The Child Protection Officer cannot promise to keep the information you share a secret. However, they do have to keep it CONFIDENTIAL. This means that they may have to tell someone to help with the situation, but only the person/people who can help.

When you are talking to the Child Protection Officer ask them to explain who they need to speak to and why. They may say one of the following:

- **The T&RA Designated Officer**

The officer will know what to do in any circumstances in which behaviour of adult/s towards you is upsetting you or could be bullying.

Talking to the officer will begin to help the situation and ensure you can play Real Tennis and Rackets in a safe environment.

- **Children Social Care (Social Services) or the Police**

Social Services or the police will be called if the Child Officer thinks you may come to more harm or are in danger. This is to help you and ensure you are safe.

### **Club Child Protection Officer Details:**

Roger Nathan

### **Contact details:**

## **Recruitment Guidelines**

The T&RA will ensure that all reasonable steps will be taken to ensure unsuitable people are prevented from working with young people. Therefore, the following steps should be taken when recruiting paid staff or volunteers, either full part-time or on a 'one-off' employment.

### ***Advertising***

If any form of advertising is used to recruit staff, it should reflect the aims of the organisation and where appropriate, the particular programme involved

- The responsibilities of the role
- The level of experience and qualifications required (e.g. experience of working with children and in what role is an advantage)
- The organisation's open and positive stance on safeguarding and protecting young people
- That the advertised jobs/roles comply with the T&RA Equality Policy

### ***Pre-Application Information***

Pre-application information sent to interested or potential applicants should contain:

- A job/role description including roles and responsibilities
- A person specification (e.g. stating qualifications or experience required)
- An application form

### ***Application***

All applicants whether for paid or voluntary, full or part-time positions should complete an application form (see appendix C for an example), which should elicit the following information:

- Name, address and National Insurance Number (confirm identity and right to work)
- Relevant experience, qualifications and training undertaken;
- Listing of past career or involvement in sport (to confirm experience and identify any gaps)
- Any criminal record, including convictions, cautions and formal warnings
- Personal Disclosure - whether the applicants are known to any children's services department as being an actual or potential risk to children or young people, a self-disclosure question to establish whether they have ever had action taken against them in relation to child abuse, sexual offences or violence (see appendix D for Self Disclosure Form)
- Any former involvement with the sports
- The applicant's consent to criminal record checks being undertaken if necessary
- The applicant's commitment to abide by the Club/T&RA Codes of Conduct

### ***Screening and Checking***

- A minimum of two written references should be taken up and at least one should be associated with former work with children/young people (See Appendix E)
- All references must be followed up and confirmed by phone
- If concerns arise about the suitability of the individual through the reference, contact the T&RA Designated Officer at T&RA's Head Office
- A Disclosure and Barring Service (DBS) disclosure must be completed (see appendix F for DBS Statement)
- The T&RA has the jurisdiction to act upon any concerns arising through a DBS check (see appendix G for advice for individuals receiving a disclosure).

## **Interview**

The meeting/interview provides an opportunity to explore in greater detail information gathered on the application form. It is also recommended that:

- Applicants are asked to bring official photographic proof of identity such as a passport or driving licence
- Prepare questions in advance that will give the applicant an opportunity to demonstrate their relevant experience

As well as considering an applicant's ability to fulfil a position, it is also important to assess their attitudes and commitment to child welfare. Examples questions are:

- Tell us about any previous experience you have working with young people
- Give a child-related scenario and ask what they would do e.g. 'it is a winter evening and the training session has finished. A parent has not arrived – what would you do?' The applicant would be expected to say that they would stay with the child and contact parents to find out where they are
- Is there anything that we should know that would affect your suitability to work with children or young people?

All offers are subject to two satisfactory references and a qualification check. Where relevant, a satisfactory DBS and/or approval of a work permit may also be required. References will be requested once applicants have indicated acceptance. If, subject to offer, the references or DBS checks are not satisfactory, the offer may be revoked.

## **Induction**

All staff/volunteers whether paid or voluntary must undergo an induction (formal or informal) to include:

- Signing up to the organisation's safeguarding policy and procedures, best practice guidelines and any codes of conduct that are appropriate
- Confirming and agreeing roles and responsibilities
- Any training needs are established and actioned
- An initial period of supervision or mentoring could be introduced to support the volunteer / staff member

## **Training**

If an applicant/volunteer has no experience of working with children, consideration should be given as to the level of training that can be provided/may be required. Ongoing training will be provided to support the individual to fulfil their role. Appropriate Safeguarding and Child Protection training will enable an individual to recognise their responsibilities with regard to good practice and reporting poor practice or concerns regarding children

*The T&RA recommends all adults working with children and young people attend UK's Safeguarding and Protecting Children in Sport three-hour awareness course <https://thecpsu.org.uk/training-events/introductory-safeguarding-training/>*

## **Monitoring**

Appraisals/supervision meetings should be offered at regular intervals and more informal mentoring opportunities can support the individual on an ongoing basis. All staff or volunteers should be given the opportunity to:

- Receive feedback
- Identify training needs
- Set new goals
- Highlight any concerns about inappropriate behaviour

# Photography Guidelines

## ***Guidelines on Photography and Video Images***

### **Definition**

Photographic Images and Video Images includes the use of cameras, digital cameras, video recorders, mobile phones and tablets

### **Introduction**

The T&RA is committed to providing a safe environment for children/young people under the age of 18. Essential to this commitment, is to ensure that all necessary steps are taken to protect children/young people from the inappropriate use of their images in resource and media publications, on the internet, and elsewhere.

Photographs can be used as a means of identifying children and young people when they are accompanied with personal information, for example, - *this is X who is a member of Nonsuch Tennis Club, likes Kylie and supports Chelsea*. This information can make a child vulnerable to an individual who may wish to start to "groom" that child for abuse.

Secondly, the content of the photo can be used or adapted for inappropriate use. While this is rare, there is evidence of adapted material finding its way onto child pornography sites. Real Tennis and Rackets Clubs therefore need to develop a policy in relation to the use of images of children/young people on their web sites and in other publications (see appendix H for example).

When assessing the potential risks in the use of images of players, the most important factor is the potential of inappropriate use of images of children.

If your Club is aware of the potential risks, and takes appropriate steps, the potential for misuse of images can be reduced.

### **Key Concerns**

There have been concerns about the risks posed directly and indirectly to children and young people through the use of photographs on web sites and other publications. By adopting the points highlighted in these guidelines, you will be putting into place the best possible practice to protect children/young people wherever and whenever photographs and recorded images are taken and stored.

These guidelines focus on the following key areas:

- The publishing of photographic and/or recorded images of children/young people
- The use of photographic filming equipment at events
- The use of video equipment as a coaching aid

And adopt the following key principles:

- The interests and welfare of children taking part in Real Tennis and Rackets are paramount
- Parents/carers and children have a right to decide whether children's images are to be taken, and how those images may be used
- Parents/carers and children must provide written consent for children's images to be taken and used

- Images should convey the best principles and aspects of the sports, such as fairness and fun
- Care should be taken to ensure that images are not sexual or exploitative in nature, nor open to obvious misinterpretation and misuse
- Images should only be taken by authorised persons, as agreed in the protocol for a particular event
- All images of children should be securely stored
- In the case of images used on web-sites, particular care must be taken to ensure that no identifying details facilitate contact with a child by a potential abuser

### ***Publishing Images - Easy Rules to Remember:***

- Ask for written permission from the player and parent/carers to take and use their image. This ensures that they are aware of the way the image is intended to be used to represent the sport. The Consent Form is one way of achieving this.
- If the player is named, avoid using their photograph
- If a photograph is used, avoid naming the player. **NEVER** publish personal details (email addresses, telephone numbers, addresses, etc) of a child/young person
- Only use images of players in suitable dress (Tracksuit, on court clothing i.e. T-shirt/shorts/skirt, off court clothing) to reduce the risk of inappropriate use
- Try to focus on the activity rather than a particular child and where possible use photographs that represent the broad range of children/young people taking part in Tennis. This might include:
  - Boys and girls
  - Ethnic minority communities
  - Children/young people with disabilities
  - Girls with hair covered e.g. baseball cap or a scarf
  - Children/young people wearing eye protection
  - Ensure that images reflect positive aspects of children's involvement (enjoyment/competition etc)

### ***Use of Photographic Filming Equipment at T&RA Events***

The T&RA does not want to prevent parents, carers or other spectators being able to take legitimate photographs or video footage of competitors. However, there is evidence that certain individuals will visit sporting events to take inappropriate photographs or video footage of children/young people. All Clubs should be vigilant about this possibility. Any concerns during an event should be reported to the Child Protection Officer.

The T&RA recommends the introduction of registration for those wishing to take photographs or video footage of children/young people:

#### Tournament Pass (Appendix J)

An application should be made to the organising body who will issue an identification pass giving an individual the authority to take photographs or video footage of children/young people throughout the course of a given tournament. You should:

- Inform players and carers that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs (Appendix A Parental Consent Form)
- Provide a clear brief about what is considered appropriate in terms of content and behaviour
- Issue the photographer with identification which must be worn at all times
- Do not allow unsupervised access to players or individual photo sessions at events
- Do not approve/allow photo sessions outside the events or at a player's home

If parents/carers or other spectators are intending to photograph or video at an event they should also be made aware of your expectations:

- Parents/carers and spectators should be asked to register at an event if they wish to use photographic equipment including mobile phones
- Players and spectators should be informed that if they have concerns they can report these to the organiser
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or official, and recorded in the same manner as any other child protection concern

### ***Videoing as a coaching aid***

Video can be a valuable coaching aid for clubs.

When using video ensure that:

- Children and their parents/carers have given written consent
- Players and their parents are aware that this is part of the coaching programme and clear of the purpose of filming as a coaching aid
- The films are then stored safely

# Tournament Guidelines

## Good Practice - Tournaments/Away Fixtures/Competitions and League Play

### Club Events

As a minimum practice you will need to ensure that you follow the framework

Framework		Action	By Who	By When	Comments/ Budget
1	<b>Planning</b> <ul style="list-style-type: none"> <li>• Purpose of the event</li> <li>• When</li> <li>• Where</li> <li>• Who</li> <li>• Risk Assessment</li> <li>• Format</li> <li>• Cost</li> </ul>				
2	<b>Communication</b> <p>With Parents With Players With Staff Key info;</p> <ul style="list-style-type: none"> <li>• Dates</li> <li>• Venues</li> <li>• Consent forms</li> <li>• Medical forms</li> <li>• Travel details</li> <li>• Times</li> <li>• Cost</li> <li>• Programme</li> </ul>				

Framework		Action	By Who	By When	Comments/ Budget
3	<b>Staff and Supervision</b>	<ul style="list-style-type: none"> <li>• <b>Staff Screening and checks</b></li> <li>• <b>Codes of Conduct</b></li> <li>• <b>Ratios of staff to players</b></li> <li>• <b>Roles and Responsibilities</b></li> <li>• <b>Supervision</b></li> <li>• <b>Training</b></li> </ul>			
4	<b>Transport</b>	<ul style="list-style-type: none"> <li>• <b>Forms of transport</b></li> <li>• <b>Supervision</b></li> </ul>			
5	<b>Emergency procedures</b>	<p><b>In an Emergency</b></p> <p><b>Welfare Procedure</b></p>			
6	<b>Insurance</b>	<b>Relevant and adequate cover</b>			

## Private Cars

It is strongly advised that private cars, other than those of parents, are not used by coaches, club volunteers, team managers or referees to transport young players at any time, either to and from a training session, or to away fixtures.

If for any reason this is the ONLY feasible method of transport the following guidelines must be followed.

- Drivers must register their vehicle with the Club (Appendix B)
- Drivers must ensure the safety of passengers
- Drivers must ensure that their vehicle is roadworthy and that they have a valid licence and insurance cover
- Drivers must only use vehicles with seat belts and ensure that their passengers are wearing these when in transit
- Drivers must be aware of their legal obligations when transporting young players
- Parents/guardians/or carers must give written permission if their child/children is/are being transported in another adult's car
- Clear information on the expected time of departure and arrival need to be communicated to relevant people i.e. parents/guardian or carer
- Drivers should not be alone with a young person in the car at any time. If this situation arises drivers need to ensure that the young person is in the back of the car
- The driver must have been checked and complied with the recruitment procedures set out in the Recruitment Guidelines Section (Pages 19-20).

## If hiring transport

When booking transport for an away fixture you will need to remember the following points

- Passenger safety
- Competence of the driver and whether the driver holds an appropriate valid licence
- Number of driving hours for the journey and length of the drivers day including non-driving hours
- Whether more than one driver is required
- Type of journey, traffic conditions, weather, appropriate insurance cover
- Journey time and distance and stopping points
- Supervision requirements
- Suitability of transport if the team includes disabled players
- Drivers to take breaks and be aware of emergency procedures

## Legislation Points to Remember

- Vehicles must be appropriate and road worthy
- The driver is responsible for the vehicle during the trip
- All minibuses and coaches carrying groups of three or more young people aged between 3 and 15 years **MUST BE FITTED WITH A SEAT BELT FOR EACH YOUNG PERSON<sup>2</sup>**
- There must be an anchor point for wheelchair users if appropriate

## Minibuses

- Ensure that anyone who is driving a group minibus has received training on driving the minibus and the management of passengers

---

<sup>2</sup> Restraints must comply with legal regulations – see Dept for Transport – “Minibus and Coach Seat Belts – Advice to Users and Operators..” [www.dft.gov.uk](http://www.dft.gov.uk)

## **Recognising Poor Practice and Abuse**

All adults working within Real Tennis and Rackets have a duty of care to respond to suspicions of poor practice or abuse or bullying. Adopting and publicising the *'Taking Action Guidelines'* (see page 31), within your club will ensure that anyone with a concern can share it with a designated person i.e. the Child Protection Officer. The Child Protection Officers are there to support you and will enable concerns to be expressed and acted upon in confidence.

**It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CHILD PROTECTION OFFICER**

### **Poor Practice**

Poor practice is behaviour, which contravenes the T&RA Safeguarding and Protecting Young People in Real Tennis and Rackets Policy and Procedures

This includes behaviour, which contravenes

- The T&RA Safeguarding and Protecting Young People in Real Tennis and Rackets Policy
- The T&RA Anti Bullying Policy
- The T&RA Equity Policy
- The T&RA Codes of Conduct
- The T&RA Safeguarding and Protecting Young People in Real Tennis and Rackets Procedures and Guidelines

**It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CHILD PROTECTION OFFICER**

### **Abuse and Bullying**

Abuse can and does occur in a wide range of settings, including sport. Abuse is a description of ways in which individuals harm children and young people, often by those who they know and trust.

It is generally acknowledged that there are four types of abuse - see appendix K for definitions of abuse and bullying

Abuse can occur outside of or within the Tennis environment. It is important that any feelings about abuse are recognised but that we all take responsibility to act if we have a concern about a child or young person.

It is therefore crucial that all allegations and suspicions are treated seriously and appropriate actions taken. An environment that explicitly attempts to identify and report possible abuse or poor practice helps create a safer culture for children and young people.

Indications that a child may be being abused include the following:

- Unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- An injury for which the explanation seems inconsistent
- The child describes what appears to be an abusive act involving him/her
- Someone else (a child or adult) expresses concern about the welfare of another child
- Unexplained changes in behaviour (e.g. becoming very quiet, withdrawn or displaying sudden outbursts of temper)
- Inappropriate sexual awareness
- Engaging in sexually explicit behaviour
- Distrust of adults, particularly those with whom a close relationship would normally be expected
- Has difficulty in making friends

- Is prevented from socialising with other children
- Displays variations in eating patterns including overeating or loss of appetite
- Loses weight for no apparent reason
- Becomes increasingly dirty or unkempt

It should be recognised that this list is not exhaustive and the presence of one or more of the indicators is not proof that abuse is actually taking place.

Any one of these symptoms could be related to other family issues such as family upset of parental separation, divorce or bereavement, highlighting the importance of communication needed with parents or carers to help clarify any initial concerns.

For further information please refer to the T&RA Anti-Bullying Policy available within these guidelines or on the website – [www.tennisandrackets.com](http://www.tennisandrackets.com)

**It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CHILD PROTECTION OFFICER**

## **Taking Action**

### **NO ACTION IS NOT AN OPTION**

If you find yourself in the following situations YOU MUST FOLLOW THE T&RA REPORTING PROCEDURES:

- concerned about poor practice
- concerned about possible abuse
- a young person (or another party) tells you that they are concerned about the behaviour of another towards them/child or young person
- you are aware of (or concerned about) the possible abuse of a child/young person outside of the club

To ensure that appropriate action is taken when concerns are reported of suspected abuse, bullying or poor practice, the T&RA has:

- trained and appointed a National Designated Officer
- appointed suitable volunteers who are responsible for managing any reported concerns
- requires all clubs to recruit, appoint and train a Child Protection Officer, who should receive training through the NPSU (Appendices K & L detail the role and responsibilities of a Child Protection Officer)

### **Reporting Procedures**

The following guidelines should be followed where there is a concern relating to the welfare of a young person, for all those involved with juniors in Tennis and Rackets:

- If the young person is in immediate danger or has been physically injured ensure they are safe, contact parents/carer if appropriate; and then police or children's social care (social services)
- If the young person is not in immediate danger but you have concerns either
  - discuss the concerns with the relevant Child Protection Officer who will advise on the correct procedure for referring your concern appropriately **OR**
  - contact the T&RA National Designated Officer (see [www.tennisandrackets.com](http://www.tennisandrackets.com) for details)
- Make a note of what you have seen or heard but do not delay in passing on the information. Complete a T&RA Incident Record Form (Appendix M) as soon as possible.

**It is NOT your responsibility to decide if a situation is poor practice, abuse or bullying - BUT IT IS YOUR RESPONSIBILITY TO REPORT YOUR CONCERNS TO THE CHILD PROTECTION OFFICER**

Working in a club

- you must report your concerns or any information received to the Club Child Protection Officer, who will refer the matter to the T&RA National Designated Officer

Working in a school

- you must inform the designated teacher, who will follow their reporting procedures

- **Reporting and Managing Poor Practice or Possible Abuse In Real Tennis and Rackets**

Does the behaviour of a volunteer/member of staff towards a child/ young person raise concern?

If the answer is yes then:

Report your concerns to the relevant Club Child Protection Officer (Complete a T&RA Incident form)

Who will:

- Reassure you and support you
- Report to T&RA Designated Officer

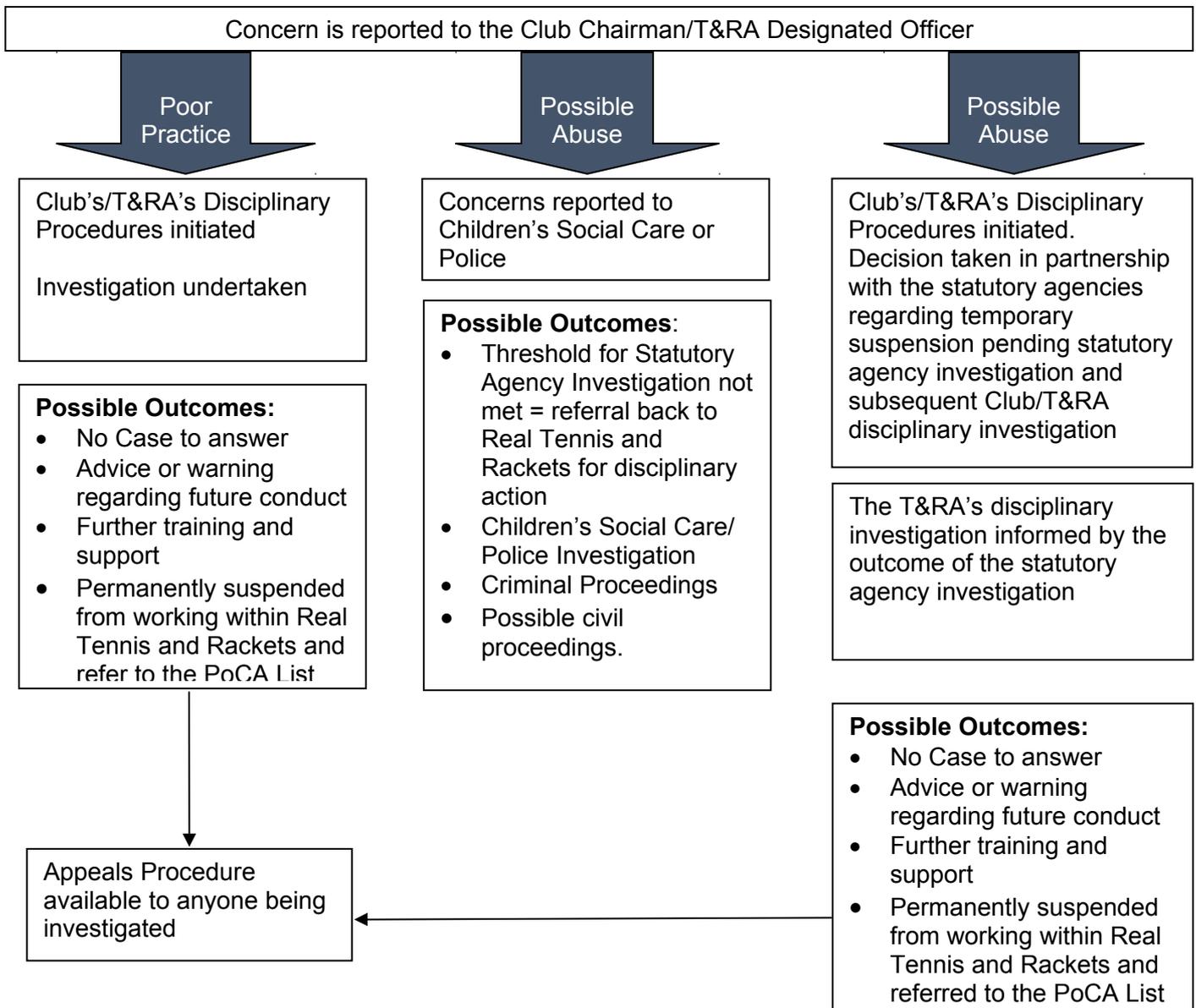
Who will

- Decide if the concern constitutes poor practice or possible abuse

**If your concerns relate to the Club Child Protection Officer report directly to the Club Chairman or, if necessary, the T&RA Designated Officer** (see [www.tennisandrackets.com](http://www.tennisandrackets.com) for details)

### What Happens Next?

T&RA Procedures are followed to ensure the referral is managed appropriately and fairly.



## **Contacts for Specialist Advice**

Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the Club Child Protection Officer (see [www.tennisandrackets.com](http://www.tennisandrackets.com) for details).

If you would like any independent or specialist advice or need to report a suspicion out of hours, you can telephone the local social services department and speak to the duty worker (*out-of-hours* social services are also available). You can also seek expert specialist advice such as the NSPCC 24-hour free phone Helpline on **0808 800 500**, or the police have specially trained child protection teams who will give guidance and support and deal with enquiries. (Appendix N for Key Contacts List)

Information passed to the social services or the police must be as helpful as possible, hence the necessity for making a detailed record at the time of the disclosure/concern.

*A copy of this information should be sent to the T&RA National Designated Officer.*

## **Confidentiality**

Every effort must be made to ensure that confidentiality is maintained when an allegation has been made and is being investigated.

Only tell individuals who need to know and can help to manage the concern.

Information will be stored in a secure cabinet at the Club in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure), with access available only to the Club Child Protection Officer.

Confidentiality is essential and if maintained will ensure:

- the safety of the child involved
- that action is taken to protect the child
- that individuals involved in any complaint are protected from gossip and assumptions
- individuals who have a complaint against them receive fair treatment, without prejudice or pre judgment
- all policies, procedures and systems can work to manage any situation quickly, professionally and effectively

## **Impact if Confidentiality if breached**

If Confidentiality is breached the following can happen:

- the child is put in danger either by;
  - further inappropriate action of any adult involved or
  - other individuals who hear about any concern through rumours
  - through lack of action
- any investigation by either Club, T&RA or the statutory agencies may be invalidated by misinformation or rumours
- individuals with a complaint against them may be victim to inappropriate behaviour from club members
- the policies, procedures and systems in place will not support or uphold any complaint or concern

## **Whistle blowing**

If there is a concern with regard to the behaviour of an adult towards a young person, it is important that you share your concerns with the Club Child Protection Officer.

All information received and discussed will be treated in confidence and only shared with those individuals within the Club who will be able to manage and resolve the situation. On occasions it may be necessary to seek advice, or inform the statutory agencies e.g. Children's Social Care

(Social Services) or the Police. All concerns will be taken seriously and managed accordingly within the T&RA Safeguarding and Protecting Young People Policies and Procedures.

***If you have an allegation made against you:***

- any concerns involving the inappropriate behaviour of an adult towards a young person will be taken seriously and investigated
- The T&RA will work in partnership with statutory agencies when required
- if you are the person who is the centre of an allegation the situation will be explained to you and you may be asked to stop working with young people in Real Tennis and Rackets
- this may result in suspension (Appendix O) from activity within Real Tennis and Rackets whilst a full investigation is carried out. This is to protect all parties involved.
- on completion of the investigation, depending on the outcome the T&RA will assess the appropriateness of you returning to work with young people in Real Tennis and Rackets and how, if applicable, this will be managed
- The T&RA will assess on a case-by-case basis any support needed for the person who has allegations made against them
- they may choose to appoint an independent officer to provide support to the accused (see Appendix Q for further information for those against whom a complaint of poor practice or an allegation of abuse has been made)

***Support for the victim, accused and reporter***

The T&RA:

- acknowledges the difficulty in reporting concerns and will fully support and protect anyone who, in good faith (without malicious intent), reports his or her concern about a colleague's practice or concerns about the welfare of a young person
- will take appropriate steps to ensure that the victim (and parents) is provided with appropriate professional support
- will ensure through the appropriate allegation, disciplinary and appeals processes that the accused is offered appropriate support.

***Informing parents***

There is always a commitment to work in partnership with parents or carers where there are concerns about their children. Therefore, in most situations, it would be important to talk to parents or carers to help clarify any initial concerns (e.g. if a child seems withdrawn, there may be a reasonable explanation such as family upset of parental separation, divorce or bereavement).

However, there are circumstances in which a young person might be placed at even greater risk if concerns are shared (e.g. where a parent or carer may be responsible for the abuse or not able to respond to the situation appropriately). In these situations or where concerns still exist, any suspicion, allegation or incident of abuse must be reported to the designated person in charge of child protection within the club or to the T&RA National Designated Officer as soon as possible and recorded. Information regarding suspicions, allegations or incidents of abuse will usually be passed to parents by statutory organisations such as the Social Services or the police.

## **Appendices**

Parent consent form	A
Private vehicle registration form	B
Application form	C
Self-declaration form	D
Coach and volunteer reference form	E
DBS statement	F
Information sheet – advice and support for individuals receiving a disclosure	G
Photography Guidelines	
Photography policy statement	H
Tournament pass	J
Parental consent	A
Definitions of Abuse	K
Club child officer role description	L
Incident referral form	M
Key contacts list	N
Suspension Policy	O
Information sheet – information for those who have experienced abuse	P
Information sheet – information for those against whom a complaint of poor practice or an allegation of abuse has been made	Q