



Angmering-on-Sea Lawn Tennis Club

Safeguarding Policy

Safeguarding Policy

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1. Policy statement

The Angmering-on-Sea Lawn Tennis Club is committed to prioritising the well-being of all children and adults at risk, promoting safeguarding in our club at all times, including all programmes and events we run. This Policy strives to minimise risk, deliver a positive tennis experience for everyone and respond appropriately to all safeguarding concerns/disclosures.

2. Use of terminology

Child: a person under the age of eighteen years.

Adult at risk of abuse or neglect: an adult who: has care and support needs; is experiencing, or is at risk of abuse or neglect; and because of their care and support needs cannot protect themselves against actual or potential abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children's health or development, preventing children from being drawn into extremism and/or terrorist activity, ensuring that they grow up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Recognising that some children may be more vulnerable to abuse or neglect, such as children with disabilities.

Safeguarding adults at risk: protecting adults from abuse and neglect and preventing them from being drawn into extremism and/or terrorism. Enabling individuals to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own well-being, taking proportional action on their behalf only if someone lacks the capacity to make a decision; is exposed to a life-threatening risk; someone else may be at risk of harm; or a criminal offence has been committed or is likely to be committed.

(See appendix A for full glossary of terms).

3. Scope

This Policy is applicable to all staff, volunteers, committee members, coaches and club members. It is in line with national legislation and applicable across the UK.

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

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

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

- Our club's committee has overall accountability for this Policy and its implementation
- Our Club Welfare Officer is responsible for updating this Policy in line with legislative and club developments
- All individuals involved in/present at the club are required to adhere to the Policy and Code of Conduct

- The LTA Safeguarding Team and Tennis Scotland, Tennis Wales and Tennis Foundation Safeguarding Leads can offer support to help clubs proactively safeguard.

Where there is a safeguarding concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Reporting a Safeguarding Concern Procedure. Unless someone is in immediate danger, they should inform their club Welfare Officer, LTA Safeguarding Team or National Safeguarding Lead.
- The club Welfare Officer and Safeguarding Leads are responsible for reporting safeguarding concerns to the LTA Safe Safeguarding Team.
- The LTA Safeguarding Team is responsible for assessing all safeguarding concern/disclosures that are reported to them and working with the club Welfare Officer and national Safeguarding Leads to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
 - The police in an emergency (999);
 - Local Authority Children's Social Care Services phone 01403 229900 or out of hours 0330 222 66 64 or email mash@westsussex.gov.uk for concerns / disclosures about a child.
 - Local Authority Adult Social Care Services 01243 642121 for concerns / disclosures about an adult at risk.
 - Designated Officer (England; Wales) and national Disclosure and Barring Service for concerns/disclosures about a member of staff, consultant, coach, official or volunteer contact Assistant Director Environmental Services, Arun District Council 01903 737755 and/or
 - The LTA Safeguarding and Protection Committee for advice and decisions;
 - and/or
 - The police Prevent Officer for concerns about children or adults at risk of being drawn into extremism or terrorist activity and Channel with permission from the individual and parent/carer for those under eighteen years old.

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

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

- Disciplinary action leading to possible exclusion from the club, dismissal and legal action
- Termination of current and future roles within the club and roles in other clubs, the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation.

Actions taken by players, parents or carers, staff, consultants, volunteers, officials, coaches inside or outside of the club that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the club, the individual should adhere to the club's appeal procedure.

6. Whistleblowing

Safeguarding children and adults at risk requires everyone to be committed to the highest possible standards of openness, integrity and accountability. As a club, we are committed to encouraging and maintaining a culture where people feel able to raise a genuine safeguarding concern and are confident that it will be taken seriously.

What is whistle blowing?

In the context of safeguarding, "whistle blowing" is when someone raises a concern about the well-being of a child or an adult at risk.

A whistle blower may be:

- a player;
- a volunteer;
- a coach;
- other member of staff;
- an official;
- a parent;
- a member of the public.

How to raise a concern about a child or an adult at risk at the club

If a child or an adult at risk is in immediate danger or risk of harm, the police should be contacted by calling 999.

Where a child or an adult at risk is not in immediate danger, any concerns about their well-being should be made without delay to the Club Welfare Officer. The Club Welfare Officer will pass the details of the concern on to the LTA Safeguarding Team at the earliest opportunity and the relevant local authority and the police will be contacted, where appropriate.

If, however, the whistle blower does not feel comfortable raising a concern with the Club Welfare Officer, the whistle blower should contact the LTA Safeguarding Team directly on 020 8487 7000, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000.

The Club Welfare Officer can be contacted on: 07970 270003.

Information to include when raising a concern

The whistle blower should provide as much information as possible regarding the incident or circumstance which has given rise to the concern, including:

- their name and contact details (unless they wish to remain anonymous);
- names of individuals involved;
- date, time and location of incident/circumstance; and
- whether any witnesses were present.

What happens next?

All concerns raised by a whistle blower about the well-being of a child or an adult at risk will be taken seriously and every effort will be made to deal with each concern fairly, quickly and proportionately.

If the whistle blower does not believe that the concern has been dealt with appropriately and wishes to speak to someone outside the club or the LTA Safeguarding Team, the NSPCC Whistleblowing advice line should be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Support

The club will not tolerate any harassment, victimisation or unfair treatment of, and will take appropriate action to protect, whistle blowers when they raise a concern in good faith.

7. Related Policies

Diversity and Inclusion Policy
LTA Transgender Inclusion Policy

Codes of Conduct

All members of staff and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them

All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff, volunteers and Officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Not smoke, drink alcohol or drugs of any kind on club premises or whilst representing the club at competitions or events
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

All adults agree to:

- Be friendly, supportive and welcoming to other members
- Play fairly and honestly
- Respect club staff, volunteers and Officials and accept their decisions
- Take care of club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

All parents / carers agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue, ensuring that all children under the age of 13 are always under the supervision of a responsible adult when at the Club. They should not be left unattended in the Clubhouse or grounds
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history

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

This Policy is recommended for approval by:

Club Chairperson: Elaine Phillips

Date: December 2020

Club Welfare Officer: Jo MacGovern

Date: December 2020

SAFE AND INCLUSIVE TENNIS STANDARDS

The Standards aim to set a minimum level of practice to promote and support safeguarding, diversity and inclusion in tennis. Implementing the Safe and Inclusive Tennis Standards is intended to be used alongside this Policy, Code of Conduct and Reporting a Safeguarding Concern Procedure; and the Diversity and Inclusion policy.

STANDARD 1

We have Safeguarding, Diversity and Inclusion Policies and a Code of Conduct that applies to all staff, consultants, coaches, officials, volunteers, venues and events.

- All staff, consultants, volunteers, officials, coaches, venues and events follow our Safeguarding, Diversity and Inclusion Policies, Standards, Code of Conduct and Reporting a Safeguarding Concern Procedure.
- Our policies and procedures are risk assessed, monitored and updated.

STANDARD 2

We empower children and adults to create safe and inclusive tennis environments, both on and off court.

- We support everyone to uphold the Fair Play values.
- Information, resources and guidance on how to stay safe, promote safeguarding, diversity and inclusion and report concerns is easy to access, understand and implement.
- There is a resourced Safeguarding Team; named Welfare Officer; and named officials responsible for creating a safe and inclusive tennis environment.
- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns are protected and supported.

STANDARD 3

We prioritise safe and inclusive recruitment, induction, training and support.

- All applicable applications, interviews and references address safeguarding, diversity and inclusion requirements and attitudes.
- All eligible staff, consultants, volunteers, accredited officials and coaches have a criminal records check.
- All LTA Accredited Coaches, Welfare Officer, relevant consultants and volunteers receive appropriate safeguarding, diversity and inclusion training and on-going support.

STANDARD 4

We protect people's confidential information about safeguarding, diversity and inclusion.

- Confidential information relating to safeguarding, diversity and inclusion is:
 - Stored securely
 - Accessed and processed securely
 - Shared securely and appropriately.

STANDARD 5

We address safeguarding and discrimination concerns immediately, prioritising the well-being of children and adults at risk.

- All concerns, including on-line concerns (cyber-bullying, sexting, grooming, extremism, radicalisation and all other forms of on-line abuse) are recognised, reported and responded to
- All safeguarding and discrimination concerns/allegations made regarding a member of staff, accredited coach, Welfare Officer, volunteer, venue or event follow our disciplinary procedures and may be reported to external authorities.
- All concerns are reported immediately, following the Reporting a Safeguarding Concern Procedure
- We foster a collaborative approach to safeguarding, diversity and inclusion across the organisation and with other agencies.

Appendix A: Glossary of Terms

Safeguarding: protecting **children** from abuse and neglect, preventing the impairment of children's health or development, ensuring that children are growing up in circumstances consistent with the provision of safe and effective care, and taking action to enable all children to have the best life chances. Enabling **adults at risk** to achieve the outcomes that matter to them in their life; protecting their right to live in safety, free from abuse and neglect. Empowering and supporting them to make choices, stay safe and raise any concerns. Beginning with the assumption that an individual is best-placed to make decisions about their own wellbeing, taking proportional action on their behalf only if someone lacks the capacity to make a decision, they are exposed to a life-threatening risk, someone else may be at risk of harm, or a criminal offence has been committed or is likely to be committed.

Abuse and Neglect:

Physical abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child or adult at risk. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness.

Sexual abuse: involves forcing or enticing a child or adult at risk to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child or adult at risk is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing or touching outside of clothing. They may also include non-contact activities, such as involving children/ adults at risk in looking at, or in the production of, sexual images, watching sexual activities, encouraging them to behave in sexually inappropriate ways, or grooming someone in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can children.

Emotional abuse: The persistent emotional maltreatment of a child or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve conveying to a child/ adult at risk that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person; not giving them opportunities to express their views; deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed, including interactions that are beyond a child or adult at risk's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing them participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child or adult at risk to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment, though it may occur alone.

Neglect: The persistent failure to meet a child/ adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. It may involve a parent or carer failing to:

- provide adequate food, clothing and shelter;
- protect a child/ adult at risk from physical and emotional harm or danger;
- ensure adequate supervision (including the use of inadequate care-givers); or
- ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's or adult at risk's basic emotional needs. Neglect may occur during pregnancy as a result of maternal substance abuse.

Radicalisation, extremism and terrorist behaviour: Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

Additional examples of abuse and neglect of adults at risk

Financial abuse: having money or property stolen; being defrauded; being put under pressure in relation to money or other property; and having money or other property misused.

Discriminatory abuse: treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, gender identity, disability, socio-economic status, ethnic origin, religion and any other visible or non-visible difference.

Domestic abuse: includes physical, sexual, psychological or financial abuse by someone who is, or has been a partner or family member. Includes forced marriage, female genital mutilation and honour-based violence (an act of violence based on the belief that the person has brought shame on their family or culture). Domestic abuse does not necessarily involve physical contact or violence.

Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Organisational abuse: where the needs of an individual are not met by an organisation due to a culture of poor practice or abusive behaviour within the organisation.

Self-neglect: behaviour which threatens an adult's personal health or safety (but not that of others). Includes an adult's decision to not provide themselves with adequate food, clothing, shelter, personal hygiene, or medication (when indicated), or take appropriate safety precautions.

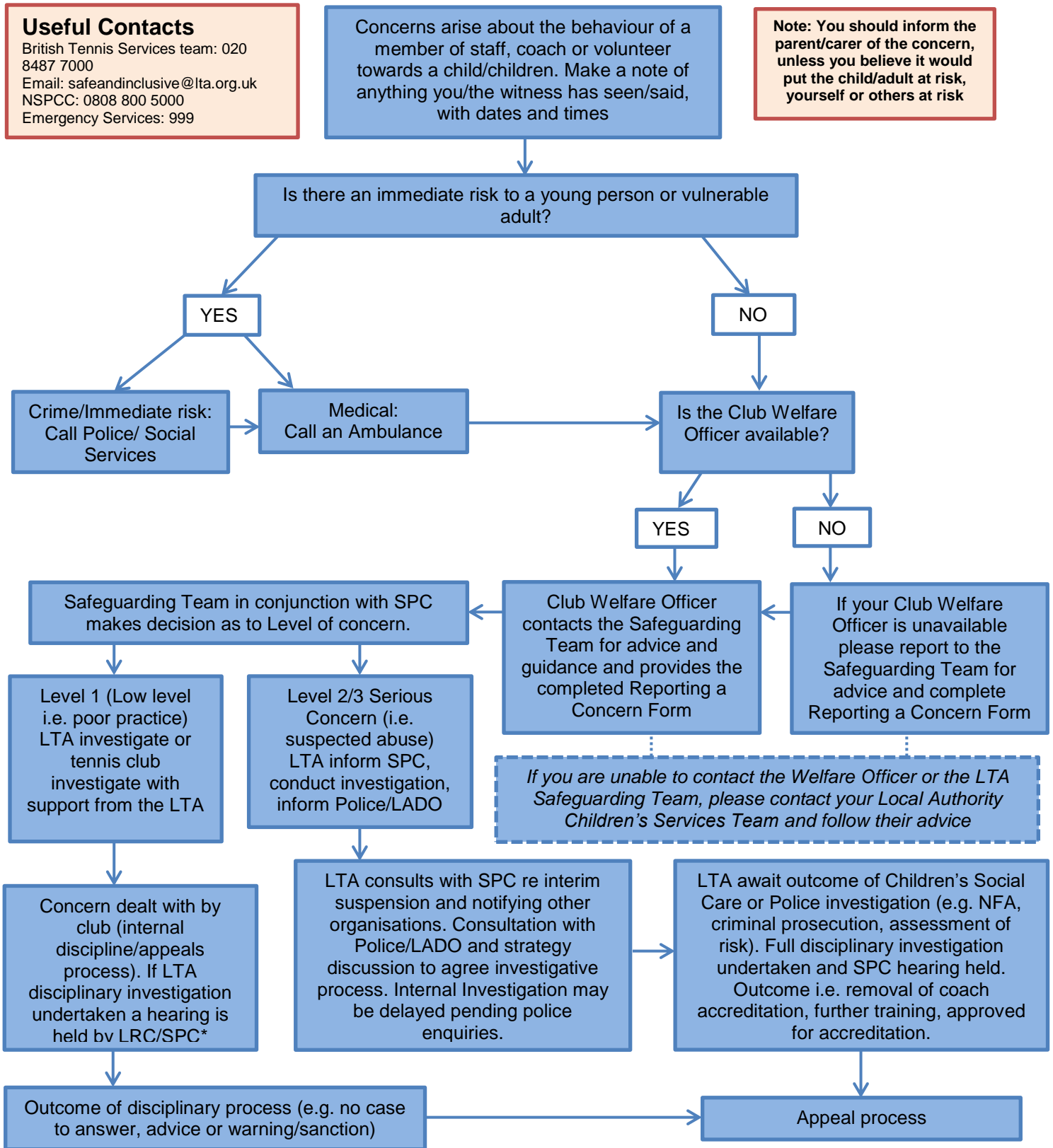
Modern slavery: encompasses slavery, human trafficking, criminal and sexual exploitation, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

- A person who is being abused may experience more than one type of abuse.
- Bullying and harassment are recognised as forms of abuse.
- Female Genital Mutilation (FGM) is recognised as a form of physical, sexual and emotional abuse that is practised in the UK (and elsewhere).
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status.
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold.
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons.
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive conducts, offending and anti-social conduct.
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.
- Some children and adults may be more vulnerable to abuse. For example, deaf and disabled people; people with mental health problems; new to the UK; or from minority groups (note this list is not exhaustive).

Appendix B: What to do if a disclosure from a child or adult at risk is made to you:

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

Appendix Ci: Reporting a Safeguarding Concern within the Tennis Environment

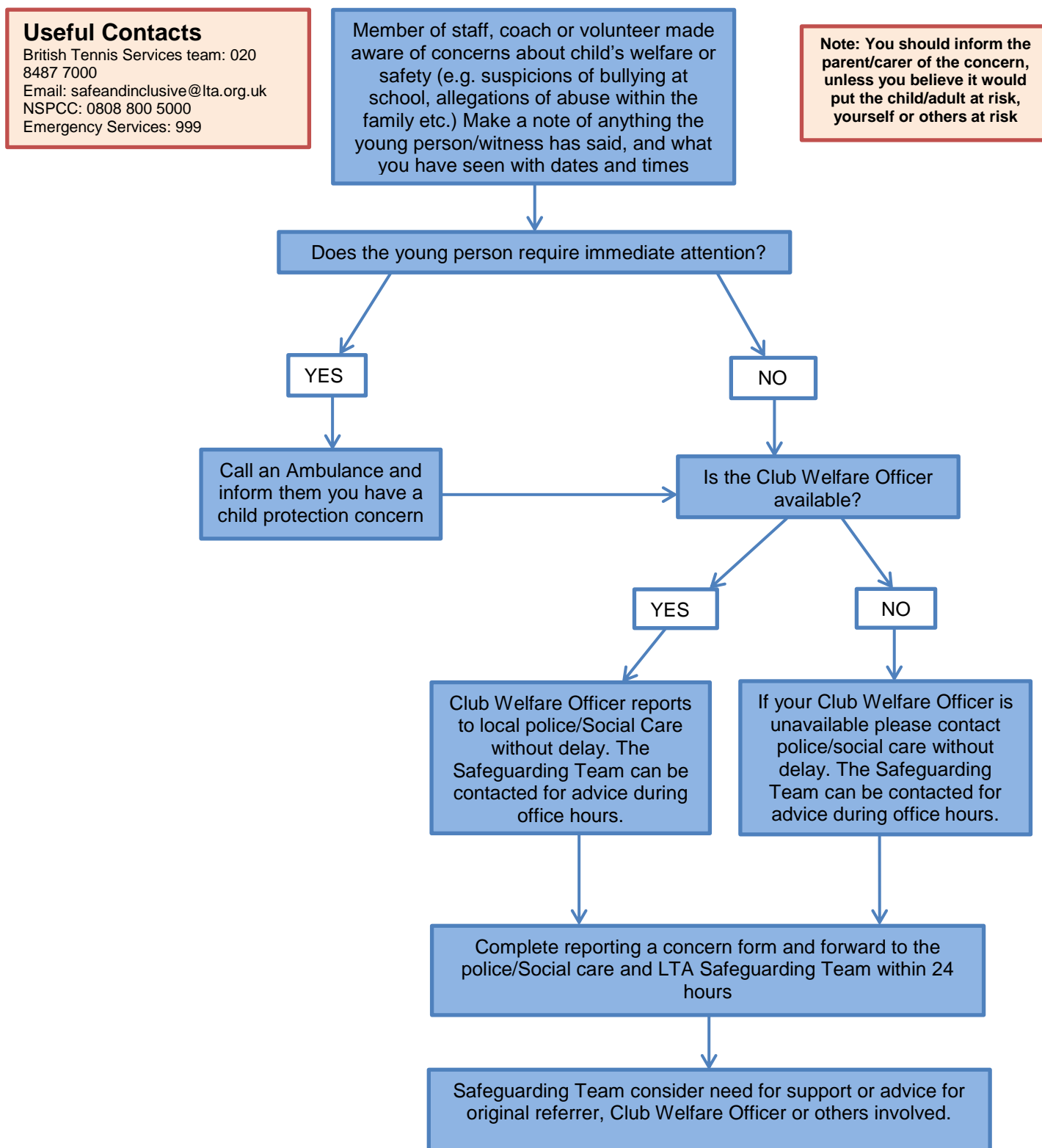


*SPC – Safeguarding and Protection Committee

*LRC – Licensing and Registration Committee

Appendix Cii: Reporting a Safeguarding Concern outside the Tennis Environment

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



Appendix D: LTA Interim Guidelines for Remote Communication with Players – Covid-19

As a result of social distancing measures currently in place, some practitioners (such as tennis coaches, psychologists, physiotherapists, strength and conditioning coaches, performance lifestyle advisors, etc.) will be required, as part of their job, to support players remotely through the use of digital communication.

This document sets out guidelines on how these practitioners should operate when needing to provide remote support to players under the age of 18.

CONTEXT

It is important for practitioners to build effective relationships with players in the performance environment. This requires support that meets the needs of both the “person” and the “performer”. It is important to understand the context on the type of conversations some roles might be expected to facilitate whilst working with a player. These are roles which may typically engage in conversations with players that are more pastoral in nature. For example, a tennis coach may need to better understand a player’s performance by having a conversation with them about their home life or school life.

Practitioners are to ensure that communication with players outside of scheduled sessions (e.g. a counselling/coaching session) involves their parent/carer. If this is not possible, there should be a second practitioner present/included. There are some exemptions to these points as detailed in this document.

Some roles are directly positioned to support player well-being and are therefore delivered in one to one environments (upon receiving written parental consent). These are usually members of the well-being group (Performance Lifestyle Advisors, Sport Psychologists, Clinical Psychologist, Medical Doctor) and collectively have the expertise to support any concerns raised to player or staff well-being. Practitioners in this group may at times be required to maintain player confidentiality in regards to well-being support. This confidentiality may also extend to certain follow up communication, e.g. emails which relate to what was discussed in the session. This means that it may not necessarily be appropriate to include parents or other practitioners in the sessions or related communications.

Whatever the role or set of circumstances, clear boundaries must be maintained to ensure communication is at all times professional. The content of any conversation or communication should at all times be professional, respectful and related to the player’s tennis development.

TYPES OF COMMUNICATION

With the above in mind, we have set out the primary types of communication that we anticipate practitioners will have with players.

Prior to any remote communication taking place, practitioners should make the player/family aware that any safeguarding concerns can be reported, to the LTA Safeguarding Team online at <https://safeguardingconcern.lta.org.uk/> as well as to the police in an emergency (999).

Texting

Text messages can be sent to players if this is done through a WhatsApp group that includes their parent(s) and is for tennis related matters. However, practitioners must not give players their personal mobile number.

If a practitioner only has one mobile phone, and it is not possible to have a second, they must ensure the parents and player understand this and agree and adhere to clear boundaries.

In some circumstances it may be necessary for practitioners to text players directly for logistical reasons and if it is impractical to text the parents. For example, cancelling or rescheduling a session, or sending the address of a venue.

Where this type of one to one communication by text message is needed, the messages are not to be deleted from the device. This will help ensure an audit trail of messages exists.

Routine arrangement of lessons must not be made directly with children, unless parents are also contained within the communications group i.e. WhatsApp, email, etc.

Telephone calls

One to one telephone calls are fine if the practitioner is required as part of their role to have the same type of conversation with the player in person and are either unable to do so, or because telephone calls form part of the support package. For example, a counselling session or follow up call to check in on a player. We would not expect practitioners to routinely call (or text, email, etc.) players if the conversation can/should be done in person, so as to help limit unnecessary digital communication.

In some circumstances it may be necessary for practitioners to call players for logistical or pastoral reasons. For example, to let them know they are running late, to cancel or reschedule a session, or when on a trip it becomes necessary to call the player.

Email

Emails to players should copy in the parent/carer and must always be about tennis related matters. Practitioners must not give players their personal email address.

Practitioners who do not already have a business email address should create one, for example, using an email provider such as Gmail.

Where one to one communication by email is needed, the messages are not to be deleted. This will help ensure an audit trail of messages exists.

Video Calls

Use an appropriate and professional platform, e.g. Microsoft Teams, Zoom, PowWowNow or Skype.

Practitioners are to use their professional email to create an account on these platforms. If they already have an account on a platform that uses their personal email, they should create a second one using their professional email or change the account contact details.

There have been reports of people hijacking video meetings and showing graphic and disturbing material. It is therefore strongly recommended that practitioners do not publicly share the meeting ID for any video meetings they plan to run. The best advice is to provide the meeting ID and password just prior to the meeting. We recommend that practitioners familiarise themselves with the platforms' privacy settings and know how to report any offensive or abusive content.

Whenever a video call with a player is required their parent must be informed and asked to provide their written consent for it to happen (if there is a schedule of sessions, overall consent can be provided). Video calls should involve another adult (this could be another practitioner or a parent depending on what is most appropriate/possible).

Roles which are directly positioned to support player well-being (Performance Lifestyle Advisors, Sport Psychologists, Clinical Psychologists, Medical Doctors) and operate in one to one settings can have one to one video calls without the parents or another practitioner being present. Written parental consent must have been obtained.

RECORDING VIDEO SESSIONS

We recommend that practitioners working in a psychosocial role (e.g. psychologists, counsellors, Performance Lifestyle Advisors) do not record any video sessions. Given the confidential and personal nature of the sessions, there are high risks associated with recording sessions, such as:

- Recording sessions removes privacy and confidentiality and could lead to players opting out of the support.
- Recording sessions could also lead players to withhold information, which could restrict the ability of the practitioner to support the player.
- If a recording were disclosed to others it could have serious implications for the player, practitioner and organisation.

If other practitioners who do not work in a psychosocial role wish to record any non-counselling sessions (such as a coaching lesson), we would suggest that they only do so if they consider it necessary and proportionate, after conducting a written risk assessment. Any risk assessment should weigh up the risks of recording against the risks of not recording. The inadvertent recording or disclosure of confidential information must be included in the risks associated with recording. They must also make sure that they have the appropriate policies and systems in place to make and store the recording in accordance with the relevant data protection laws.

The relevant practitioner leading the meeting will be responsible for any recording of the video calls and making a record of any summary notes and where appropriate sending to the player.

Practitioners should avoid taking photos of video sessions, especially when players are visible. If photos need to be taken, the appropriate consent must be in place. Identifying details of players must be kept to a minimum – for more information please review the [guidance on photography and filming](#).

COMMUNICATION LOG

Practitioners are advised to complete a central communication log at the end of each day that summarises the details of all remote communications with players during any week. Any communication completed outside of this guidance would be considered a breach of safeguarding policy.

EXPECTATIONS OF PRACTITIONERS

- You will follow this guidance to help ensure good practice
- You will seek advice from your Welfare Officer and/or the LTA Safeguarding Team if you have any concerns about communications
- You will not 'friend' or 'follow' players on social media
- You will make sure any communication is accurate and appropriate
- You will not engage in (or otherwise encourage others to) sexting, or sending pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone
- You will sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses ("X's")
- If a player tries to engage you in a conversation which is not tennis related and falls outside the remit of your role to engage in, you will:
 - respond professionally and in accordance with professional boundaries
 - let the player know they cannot continue the conversation
 - make the Welfare Officer (or the LTA Safeguarding Team in their absence) aware as soon as possible so that advice can be provided
 - if the player indicates or is felt to be at risk of harm to themselves/at risk of harming others, or that they are in danger of harm from others, you should:
 - Call 999 in an emergency
 - inform the LTA safeguarding team as soon as possible
 - Keep a record of conversations
- You will ensure any safeguarding concerns are reported to the LTA Safeguarding Team at <https://safeguardingconcern.lta.org.uk/> and to the police in an emergency (999). Examples of concerns which might arise during online meetings might include:
 - seeing or hearing something worrying
 - a player discloses abuse during a session
 - inappropriate behaviour or messages are used/sent during (or outside of) a meeting

Remember:

Operating in high performance environments is at times complex, and there may be times when you feel unclear if something is a safeguarding concern or worried if a particular type of practice will cause an issue. However you should never feel alone and the best course of action is to seek advice. If you have any questions please reach out to the LTA Safeguarding Team.