



***East Gloucestershire Club
Ltd & East Glos Club
Coaching Ltd***

Safeguarding Policy

Issued: January 5th 2026

Concern Reporting Procedure

Anyone who is concerned about the well-being of a child/ adult at risk, or has a disclosure of abuse or neglect made to them must:

RESPOND

You have a concern about a child/adult at risk, or have a disclosure of abuse or neglect made to you*

REFER

Is someone in immediate danger?

Yes

Call the Police
(999)

Speak to your Welfare Officer (Club Manager/Operations Manager) immediately. If they are unavailable, you can call the LTA or England Squash Safeguarding Teams, NSPCC or ParentLine Scotland for advice.

Inform the parent/carer of the concern, unless you believe it will put the child, adult at risk or yourself at risk

RECORD

Write an objective account of the concerns immediately using the Reporting a Concern Form. Send it to the relevant governing body Team within 48 hours of the concern/disclosure.

Lawn Tennis Association (LTA)

02084877000 / safeguarding@lta.org.uk
or contact us form on website

England Squash

0161 438 4302 / safesquash@englandsquash.com

NSPCC

0808 800 5000

ParentLine Scotland

0800 028 2233

*See appendix B for guidance on how to respond to a disclosure

If you would like to raise a concern about your Club Welfare Officer contact either the Club Chairman or the relevant sport National Safeguarding Team.

Safeguarding Policy

1. Policy statement

The East Gloucestershire Club Ltd & East Glos Club Coaching Ltd are 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 experience for everyone and respond appropriately to all safeguarding concerns/disclosures.

2. Use of terminology

Child: a person under the age of eighteen years.

Note that some legislation in Scotland defines a child as a person under sixteen years old. However, where there is any safeguarding concern, anyone under the age of 18 is regarded as a child unless advised otherwise by the LTA/England Squash/Table Tennis England Safeguarding Teams.

Adult at risk of abuse or neglect: a person aged eighteen years or over who is, or may be, in need of community care services by reason of disability, age or illness; and is, or may be, unable to take care of, or unable to protect him or herself against abuse or neglect.

Safeguarding children: protecting children from abuse and neglect, preventing the impairment of children's health or development, 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.

Safeguarding adults at risk: protecting adults from abuse and/or neglect. Enabling adults to maintain control over their lives and make informed choices without coercion. Empowering adults at risk, consulting them before taking action, unless someone lacks the capacity to make a decision, or their mental health poses a risk to their own or someone else's safety, in which case, always acting in his or her best interests.

(See appendix A for full glossary of terms).

3. Scope

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

Guidance on implementing the policy is outlined in the following documents:

- *Safe and Inclusive British Tennis toolkit and LTA website*
- *England Squash Safeguarding*

Advice, guidance and support is available from the LTA (Tennis or Padel) or England Squash Safeguarding Teams.

The Club is committed to data privacy and all individual personal information, including any related to Safeguarding, is treated properly and securely in accordance with current data protection legislation. Details can be found in the Privacy Notice on the Club website and on the Club notice board.

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

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

- Our club's Board of Directors have overall accountability for this Policy and its implementation
- Our Club Manager 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 and England Squash Safeguarding Teams and 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 Safeguarding Reporting Procedure. Unless someone is in immediate danger, they should inform a club Welfare Officer, LTA, England Squash, Table Tennis England Safeguarding Teams or National Safeguarding Lead (*NSPCC or Parent Line Scotland - page 2*)
- The club Welfare Officers and Safeguarding Leads are responsible for reporting safeguarding concerns to the relevant governing body Safeguarding Teams.
- The Governing body 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 Services email: childrenshelpdesk@gloucestershire.gov.uk or 01452 426565
 - Local Authority Adult Services – email: socialcare.enq@gloucestershire.gov.uk or 01452 426868
 - Designated Officer (England only) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer
 - Disclosure and Barring Service (or Disclosure Scotland; Adult Social Work Team or Health and Social Service Department (Channel Islands) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer
 - The LTA Safeguarding and Protection Committee for advice and guidance.

5. Breaches of the Safeguarding Policy, Standards, 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 dismissal and legal action;
- Termination of current and future roles within the club and roles in other clubs, the LTA, Tennis Wales, Tennis Scotland, England Squash and Table Tennis England

Actions taken by directors, officers, 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 in the Club Staff Handbook.

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 a Club Welfare Officer. The Club Welfare Officer will pass the details of the concern on to the LTA, England Squash or Table Tennis England Safeguarding Teams, (dependent on which sport it involves), 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 or via the contact us form on the website, England Squash Safeguarding team, the Local Authority Designated Officer (LADO) or the NSPCC on 0808 800 5000.

The Club Welfare Officers can be contacted on:

Darren Morris - clubmanager@eastglos.co.uk

Steve Wigg – operationsmanager@eastglos.co.uk

Sarah Carter – sarahcarterandkids@yahoo.co.uk

Bethan Gray - bpatchett@hotmail.co.uk

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/England Squash Safeguarding Teams, 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 and guidance

- EG Club's Staff Handbook
- EG Club's Health & Safety Policy
- EG Equality & Diversity Policy
- EG Whistleblowing Policy
- EG Sexual Harassment Policy
- Coach SLA's appendix
- LTA's Best Practice Guidance for Safeguarding at Events, Activities and Competitions
- Online safety and communication policy

Safe and Inclusive Code of Conduct

- Prioritise the well-being of all children and adults at all times
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court and promote the Fair Play values: enjoy; respect
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between your professional and personal life, including on social media
- Check you have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Ensure your own roles and responsibilities, and those of everyone you are responsible for, are clearly outlined and everyone has the information, training and support to carry them out
- Where possible, do not be alone with a child or adult at risk
- Do not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such*
- Doing nothing is NOT an option: report all concerns and disclosures as soon as possible, following the Concern Reporting Procedure. If someone is in immediate danger, call the police (999)

*It is illegal to have a relationship with someone who is under 18 years old if you are in a position of trust; it is illegal to have a sexual relationship with anyone under the age of 16 whether they give consent or not.

The Code of Conduct should be interpreted in a spirit of integrity, transparency and common sense, with the best interests of children and adults at risk as the primary consideration.

Safe and Inclusive Sports Standards

The Standards aim to set a minimum level of practice to promote and support safeguarding and equality in tennis, squash and padel. *Implementing the Safe and Inclusive Standard* is intended to be used alongside this Policy and Code of Conduct; and the Equality, Diversity and Inclusion policy/Statement of Commitment.

Standard 1: We have Safeguarding and Equality Policies and a Code of Conduct that applies to all directors, officers, staff, volunteers, coaches, club members, visitors and events

- Everyone has read, understood and follows the Safeguarding and Equality Policies, Standards, Code of Conduct and Reporting Procedure
- Our Safeguarding and Equality Policies and procedures are monitored and updated to keep them relevant to everyone in our club and the programmes and events we run.

Standard 2: We empower children and adults to create safe and inclusive sporting environments, both on and off court

- We support everyone to uphold the Fair Play values: enjoy; respect
- Information, resources and guidance on how to stay safe, promote equality, diversity and inclusion and report concerns is easy to access, understand and implement.
- There are three Club Welfare Officers for the Tennis, Padel, Squash and other sporting activity sections whom are responsible for safeguarding and equality at our club; their names and contact details are clearly displayed at the club on the relevant noticeboards.
- Children and adults are actively encouraged to report any concerns they have about themselves or others; those who report concerns are protected and supported.
- The Club only allows photographs/videos to be taken of children during matches/events by approved agents/officers and parents are asked to give their consent to this in advance on the membership/course application form.
- It is the Club's policy to ensure that when transporting children to and from venues (for example, for team matches or competition), prior written consent will be required in the form of a completed 'Parental Consent and Emergency Contact Form' (*Appendix C*). The Club adheres to the following good practice rules:
 - two adults are in the car, children are seated in the back of the vehicle at all times,
 - emergency contact details should be held,
 - the driver has a valid UK driving licence, insurance and MOT
- The Club has a changing room and showers policy (*Appendix D*), clearly visible in all changing rooms.

Standard 3: We prioritise safe and inclusive recruitment, induction, training and support

- All applicable candidate applications, interviews and references address safeguarding and equality requirements and attitudes (*see Staff Handbook*)
- All eligible staff, coaches and volunteers have a criminal records check (*National Governing body coach licence or registration scheme*)
- All our coaches are LTA or England Squash accredited with up to date first aid qualification, DBS certificate and safeguarding CPD completed.
- Our Welfare Officers (or named person responsible for safeguarding and equality) have the relevant skills and training to undertake the role with up to date safeguarding CPD completed and DBS.
- All our directors, officers, staff, volunteers, coaches and members know how to access relevant information, guidance and resources, including the Safe and Inclusive toolkit, with policies available on the Club website www.eastglos.co.uk.

Standard 4: We protect people's confidential information about safeguarding and equality

- Confidential information relating to safeguarding and equality is:

- Stored, Accessed and processed securely
- securely
- Shared securely and appropriately (*see data protection in staff handbook*).

Standard 5: We address safeguarding and discrimination concerns immediately, prioritising the wellbeing of children and adults at risk

- All concerns, including on-line concerns (cyber-bullying, sexting, grooming and all other forms of on-line abuse) are recognised, reported and responded to.
- All safeguarding and discrimination concerns/allegations made regarding a club director, officer, member of staff, volunteer, coach or visitor are reported to our club Welfare Officer/s (or named person responsible for safeguarding and equality and may be reported to external authorities)
- All concerns reported to the venue are reported immediately, following the Safeguarding Reporting Procedure above.
- We foster a collaborative approach to safeguarding across the Club and with other agencies.

This Policy is reviewed every year [or earlier if there is a change in national legislation].

The Club organises box leagues and ladders for adults and juniors. All junior competitions are organised by those with LTA Accreditation. Some adult ladders, as dealing with adults, may be organised by adult volunteer club members.

This Policy is recommended for approval by:

Chairman: Andrea Butland

Club Manager and Welfare Officer: Darren Morris

Operations Manager and Welfare Officer: Steve Wigg

Date: January 2026

Date: January 2026

Date: January 2026

Appendix A: Glossary of Terms

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

Abuse and neglect

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

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

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

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

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

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

Additional examples of abuse and neglect of adults at risk

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

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

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

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

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

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

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

- A person who is being abused may experience more than one type of abuse
- Harassment, and bullying are also abusive and can be harmful
- Female Genital Mutilation (FGM) is now recognised as a form of physical, sexual and emotional abuse that is practised across the UK
- Child Sexual Exploitation is recognised as a form of sexual abuse in which children are sexually exploited for money, power or status
- Child trafficking is recognised as child abuse where children are often subject to multiple forms of exploitation. Children are recruited, moved or transported to, or within the UK, then exploited, forced to work or sold
- People from all cultures are subject to abuse. It cannot be condoned for religious or cultural reasons
- Abuse can have immediate and long-term impacts on someone's well-being, including anxiety, depression, substance misuse, eating disorders and self-destructive Conducts, offending and anti-social Conduct
- Those committing abuse are most often adults, both male and female. However, child-to-child abuse also takes place.

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

1. Reassure the child/adult that s/he is right to report the behaviour
2. Listen carefully and calmly to him/her
3. Keep questions to a minimum – and never ask leading questions
4. Do not promise secrecy. Inform him/her that you must report your conversation to the Club Safeguarding Team (and the police in an emergency) because it is in his/her best interest
5. REPORT IT! If someone is in immediate danger call the police (999), otherwise talk to the Club Safeguarding Team as soon as possible. Once reported, the Safeguarding Team will work with you to ensure the safety and well-being of the child/ adult at risk
6. Do not permit personal doubt prevent you from reporting the concern/disclosure
7. Make an immediate objective written record of the conversation using the Reporting a Concern Form (*add link*). Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the Club Safeguarding Team within 48 hours of the incident, who will store it safely.

Appendix C:



Parental Consent and Emergency Contact Form – Transporting Children

Parental consent is required if children, under 18, represent the Club in matches or competition and are being transported by Adult members to and from venues of play.

Emergency Parent Details:

Name:		
Address:		
Contact details:	Phone: Mobile:	Email:

Details of the Child

Name:	
Any medical conditions:	

Details of the league/event/trip the child will be attending

e.g. Tennis Summer league

I give permission for my child to travel to matches/competition and to be driven by an adult team member in their private vehicle:

Confirmation

Name of parent/carer or adult (print):		Date	
Signature:			
Consent valid for the following period (please circle)	This event only 1 week 1 month	1 year Other (please detail):	

Appendix D:



USE OF CHANGING ROOMS AND SHOWERS.

East Glos is a member's club which provides separate changing and shower facilities for male, female and disabled members and visitors.

We are not able to offer exclusive use of the changing rooms to any group.

1.All children playing club sports as members, or attending coaching courses or tournaments as visitors, are asked to attend already changed and to go home afterwards to change and shower. If children do require use of the changing rooms they should do so with parental supervision, where possible.

2.Adult staff, coaches and volunteers will not change or shower at the same time as a group of children.

3. Photography using mobile phones, or any other device, is not allowed in the changing rooms. Signage will be placed in each changing room.

4.If we are made aware that an individual self-identifies as a gender that differs from the gender that they were assigned at birth, we will work with them (and their parents/carers if the individual is a child) to make reasonable arrangements on the use of changing rooms.