



# The Academy Tennis

## Terms of Business

### 2023

## **Terms of Business**

### **The Tennis Academy's**

**Hallamshire Academy of Tennis & David Marray Tennis Academy** of 716 Ecclesall Road, Sheffield S11 8TA. **Hallam Grange Tennis Academy** of 70 – 72 Slayleigh Lane, Sheffield S10 3HR & **Rustlings Tennis Academy** of 43A Collegiate Crescent, Sheffield S10 2BR.

### **Our promise to you:**

1. All coaches will be fully qualified, licensed (including safeguarding & first aid trained), insured, and CRB checked.
2. All coaches will continue their professional development through the LTA or ES coach education scheme.
3. Follow a comprehensive syllabus in lessons suitable to the age and standard of players.
4. Honest and transparent about targets, procedures & policies.

### **Learning Environment:**

1. The Academy's will provide a safe and fun environment for learning.
2. All players will be taught the importance of fair play, etiquette and completion.
3. Our junior programme coach player ratio is 1 coach to 6 players for under 11's and a maximum ratio of 1:8 for over 11's.
4. Our adult programme coach player ratio is 1:12.
5. Player will be assessed once every half term and the assessments can be viewed through our HomePortal service.

### **Systems & Data Protection**

1. The Academy's use CoursePro as their re-enrolment provider and all information is held on their database.
2. For all financial transaction we use Total Web Solutions who provide a bespoke hosting solutions. The company is an ICANN accredited domain registrar. They keep all credit or debit card information on their encrypted systems.
3. The Academy's have a Policy Retention Policy which follows immediately after the T&C's.

### **Member/Client Expectation**

1. Provide the correct contact and medical information for our records and inform us of any changes to this information in writing.
2. Arrive punctually and adhere to The Clubs Code of Conduct.
3. Pay for group or individual coaching on time, failure to do this will incur a late payment fee.
4. All payments are non-refundable; however, each case will be considered.

5. For individual lessons you must give at least 24 hours' notice when cancelling a lesson, if not then it is the right of the coach to charge you for the cancelled lesson (it will be at their discretion).
6. Due to extreme weather conditions, some outdoor lessons may be cancelled, in this case a maximum of 2 sessions will be credited for the following term.
7. The Academy & Hallamshire Tennis & Squash Club cannot except "walk on's" to the coaching programme. It is important to book onto the new term before the re-enrolment end date. Under the coaching & HTSC insurance policy / player coach ratio we cannot accept juniors or adults who have not booked on, unless you are new and having a taster session booked via our admin support team [enquiries@academytennis.co.uk](mailto:enquiries@academytennis.co.uk).
8. From time to time The Academy use photos and videos of groups and events as part of promotional material on social media. Please note that by enrolling on our programme you are giving The Academy permission for the following:

for my child's photograph to be used at Academy Tennis for display purposes  
for my child's photograph to be used in other printed publications  
for my child's photograph to be used on the Academy Tennis website  
for my child's photograph to be used on Academy Tennis social media pages  
for video of my child to be used on the Academy Tennis website  
for video of my child to be used on Academy Tennis social media pages  
for video of my child to be used for training or analysis purposes.

If you DO NOT wish your child to be part of this, please contact us.  
All images/videos will be stored securely and deleted in line with GDPR requirements.

Academy Tennis will take all steps to ensure these images are used solely for the purposes for which they are intended. If you become aware that these images are being used inappropriately, please inform us immediately.



# The Academy Tennis

## Privacy Policy

### 2023

## **Privacy Policy for Members (Updated Jan 2023)**

For the purposes of the General Data Protection Regulations ("GDPR") and UK data protection laws, the controller is **Hallamshire Academy of Tennis & David Marray Tennis Academy** of 716 Ecclesall Road, Sheffield S11 8TA. **Hallam Grange Tennis Academy** of 70 – 72 Slayleigh Lane, Sheffield S10 3HR & **Rustlings Tennis Academy** of 43A Collegiate Crescent, Sheffield S10 2BR.

### **About this document**

This privacy policy sets out the way we process your personal data and we've created this privacy policy to make sure you are aware of how we use your data as a member of the above Academy's.

### **How we collect your information**

We may collect your personal data in a few limited ways, namely:

- Directly from you, when you make enquiries over the phone or via email, or when you interact with us during your time at the club in various other ways (for example, enter a competition, renew your membership, or sign up for a course or lessons);
- From someone else who has applied for membership on your behalf (for example a family member or your coach, who has provided us with your contact details for that purpose);

### **The types of information we collect**

We may collect the following types of personal data about you:

- Contact and communications information, including your contact details. This will include e-mail address(es), telephone numbers and postal address(es), and records of communications and interactions we have had with you;
- Financial information, including Credit Card and Direct Debit details – for example when you enroll or re-enroll onto our coaching programmes. There are 3 ways of making a payment: over the phone with one of our administrators or through HomePortal via Total Web Solutions which we have yearly compliance checks or by a BAC transfer.

We may also collect data about your health or medical conditions, where you have volunteered this, for example so that we can cater for you when you attend on a course or lessons, or a Club social event.

### **How we use personal data**

Personal data provided to us will be used for the purposes set out at the time of collection and, where relevant, in accordance with any preferences you express.

More generally, we will use your personal data for the following purposes:

- Administration of the coaching programme, including:

- informing you about group sessions/ facilities opening hours;
  - taking payment of re-enrolment.
  - organizing and administering Academy & Apex competitions, tournaments, courses and events;
- Fulfilment of orders for goods and services, including re-enrolment, and attendance at Club social and related events;
  - Research and statistical analysis about day to day use of the tennis coaching programme and services;
  - Communication about our coaching activities which we think may be of interest to you;
  - Storing your details on the software platform we use for our online coaching member management database. Please note that your own use of the software or system is subject to the Terms and Conditions and Privacy Policy published on that site and our Terms and Conditions and Privacy Policy;
  - Where this is necessary for the Club's legitimate interests (for example in organizing and increasing use of the Club's facilities, and participation in sports and social activities at the Club generally);
  - Where this is necessary for the Club's legitimate interests (or the legitimate interests of a third party), and/or where we have your consent, as applicable;
  - For compliance with our legal obligations.

### **Your marketing preferences**

We will always respect your wishes in respect of what type of communications you want to receive from us and how you want to receive them. There are some communications, however, which we need to send you regardless of your marketing preferences in order for us to fulfil our contractual obligations to you as a member of The Coaching Programme. Examples of these essential service communications are:

- Re-enrolment related mailings such as your renewal reminder, letting you have our Newsletter, information about Club closures and holiday opening hours, and other relevant information about the management and administration of the Club.

You are in control of how we communicate with you. You can update your choices and/or your contact details by contacting us at [enquiries@academytennis.co.uk](mailto:enquiries@academytennis.co.uk)

Please let us have whichever of your current contact details you are happy to provide to the Club, as are listed below.

Telephone: *[INSERT DETAILS]*;

Email: *[INSERT DETAILS]*;

Post: *[INSERT DETAILS]* ;

## **Sharing your information with others**

We do not sell or share your personal data for other organisations to use other than as set out below.

Personal data collected and processed by us may be shared with the following third parties, where necessary:

- Our employees and volunteers, for the purposes of administering your membership and giving you access to the membership benefits to which you are entitled;

## **How long your information is kept**

We will keep your contact information for the duration of our service as we offer a coaching programme that is open for you all to access at any time. You can unsubscribe at any point by contacting the academy's on [enquiries@academytennis.co.uk](mailto:enquiries@academytennis.co.uk)

## **Your rights**

Under certain circumstances, by law you have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data which we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- Request the restriction of processing of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it. You can also withdraw your consent, where this is the basis for our processing your data (without affecting the lawfulness of our previous processing based on consent).
- Request the transfer of your personal data to another party.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

## Contact and complaints Contact and complaints

- If you have any queries about this privacy policy or how we process your personal data, or if you wish to exercise any of your legal rights, you may contact the our Business Support Manager by email at [enquiries@academytennis.co.uk](mailto:enquiries@academytennis.co.uk)
- by telephone: 0114 2662153;
- or by post: Hallamshire Academy of Tennis, Hallamshire Tennis and Squash Club Limited, 716 Ecclesall Road Sheffield S11 8TA.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner. You can find out more about your rights under applicable data protection laws from the Information Commissioner's Office website: [www.ico.org.uk](http://www.ico.org.uk)





# The Academy Tennis Safeguarding Policy 2023

# 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?

Call the Police  
(999)

Speak to your Welfare Officer immediately. If they are unavailable, you can call the LTA Safeguarding Team, 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 LTA Safeguarding Team within 48 hours of the concern/disclosure.

### LTA Safeguarding Team

02084877000 / [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk)

### NSPCC

08088005000

\*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 the LTA Safeguarding Team.

# Safeguarding Policy

## 1. Policy statement

Hallamshire Academy of Tennis 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.

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 Safeguarding Team.

**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 staff, volunteers, committee members, coaches and club members. 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*
- *Hallamshire Academy of Tennis Safeguarding Policy*

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

## 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 committee has overall accountability for this Policy and its implementation

- Our club Welfare Officer *Jayne Bonner* 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 Safeguarding Reporting Procedure. Unless someone is in immediate danger, they should inform their club Welfare Officer, LTA Safeguarding Team or National Safeguarding Lead (*page 2*)
- The club Welfare Officer and Safeguarding Leads are responsible for reporting safeguarding concerns to the LTA 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 Services 0114 273 4491  
Local Authority Adult Services 0114 273 4908
  - Designated Officer (England only) for concerns/disclosures about a member of staff, consultant, coach, official or volunteer *LTA Safeguarding Team 020 8487 7000*
  - 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 *01325 953 795*
  - 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 and the Tennis Foundation.

Actions taken by 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.

# 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 Tennis Standards - *optional*

The Standards aim to set a minimum level of practice to promote and support safeguarding and equality in tennis. *Implementing the Safe and Inclusive Tennis Standards* 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 staff, volunteers, coaches, club members 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 tennis environments, both on and off court**

- We support everyone to uphold the Fair Play values: enjoy; respect (*see page x*)
- Information, resources and guidance on how to stay safe, promote equality, diversity and inclusion and report concerns is easy to access, understand and implement (*see section 2*)
- There is a club Welfare Officer or named person responsible for safeguarding and equality at our club; their name and contact details are clearly displayed at the club (*see poster template, page x*)
- 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 and equality requirements and attitudes
- All eligible staff and volunteers have a criminal records check
- All our coaches are LTA-accredited)
- Our Welfare Officer (or named person responsible for safeguarding and equality) has the relevant skills and training to undertake the role
- All our staff, volunteers, coaches and members know how to access relevant information, guidance and resources, including the Safe and Inclusive toolkit.

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

- Confidential information relating to safeguarding and equality is:
  - Stored securely
  - Accessed and processed securely
  - Shared securely and appropriately

### **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 member of staff, volunteer, coach or visitor are reported to our club Welfare Officer (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
- We foster a collaborative approach to safeguarding across British Tennis and with other agencies.

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

This Policy is recommended for approval by:

Directors: Jason Torpey & David Marray

Date: 2<sup>nd</sup> September 2019

Welfare Officer: Tom Murton

Date: 2<sup>nd</sup> September 2019

## **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 LTA 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 LTA 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 LTA Safeguarding Team within 48 hours of the incident, who will store it safely.





# The Academy Tennis Diversity and Inclusion Policy 2022

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## Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:

### Respond

Listen carefully to what the person is telling you. Do not interrupt; keep questions to a minimum; do not promise to keep the information secret

### Refer

Is someone in immediate danger?

NO

Talk to the Academy Tennis Safe and Inclusive Tennis Team (0114 266 2153) or the LTA Safe and Inclusive Team (0208487 7000) as soon as possible [Mon-Fri, 9am-5pm]. If the Safe and Inclusive Tennis Team is unavailable and you want advice before the next working day, call the NSPCC (0808 800 5000) if your concern is about a child.

If your concern is about an adult ask them for details of your Local Authority Adult Social Care Services.

Hate crime can alternatively be reported through True Vision at [www.report-it.org.uk](http://www.report-it.org.uk)

YES

Call the police (999)

THEN

### Record

Write an objective account of your concerns immediately using the Reporting a Concern Form found in our website Safe and Inclusive Tennis page. Send it to the Academy Tennis or LTA Safe and Inclusive Tennis Team within 48 hours of the concern/disclosure ([enquiries@academytennis.co.uk](mailto:enquiries@academytennis.co.uk)) or ([safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk))

Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safe and Inclusive Tennis Team by phone 020 8487 7000 or email [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk)

(see appendix C for more details on what to do if a disclosure from a child or adult at risk is made to you)

## **Diversity and Inclusion in British Tennis**

The primary aim of the Academy is to enable more people to play tennis more often, growing and sustaining the sport so that it is safe, inclusive, fair and accessible. As we work towards this we are committed to promoting safe and inclusive tennis, so that people have positive experiences of our sport and that tennis is accessible and available to everyone. While we have made considerable progress regarding diversity and inclusion in tennis we know that there is more to be done to engage with and involve people from many different backgrounds whether as a player, coach, official, staff or as a volunteer. This applies at all levels of the game and a key aim in support of this is ensuring that we comply with the LTA and UK Sport and Sport England Code for Sports Governance as well achieving the highest level of the Equality Standard for Sport. This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct and Reporting Procedure and it supports our overall aims for diversity and inclusion that are to ensure that:

- British Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our culture and our behaviours
- We create a culture where inclusive leadership thrives
- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

To achieve these aims we believe that everyone involved in British Tennis has a vital role to play in promoting diversity and inclusion and we ask everyone to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

We are proud to have a British Tennis Diversity and Inclusion Policy, Safe and Inclusive Standards, Code of Behaviour and Concern Reporting Procedure that demonstrates our commitment to making tennis diverse and inclusive. It is a commitment upheld by all - Lawn Tennis Association, Tennis Scotland, Tennis Wales and the Tennis Foundation, tennis venues, programmes, events and individuals.

These commitments are fully supported by the respective Boards.

Together we can make a positive difference to people from different backgrounds to participate in British Tennis.

Thank you.

## Diversity and Inclusion Policy

### 1. Policy Statement

The British Tennis Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to:

- The Lawn Tennis Association (LTA)
- Tennis Scotland
- Tennis Wales
- The Tennis Foundation.

The primary aim of all four organisations is to enable more people to play tennis more often, growing and sustaining the sport so that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

British Tennis' Safe and Inclusive approach recognises that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

The LTA Safe and Inclusive Tennis Team supports the LTA, Tennis Wales, Tennis Scotland and the Tennis Foundation to ensure that the sport is safe, diverse and inclusive. This Policy, Standards and Code of Conduct strive to minimise risk and support venues, programmes, events and individuals to deliver a positive tennis experience for everyone. The Reporting Procedures outlines how to respond to safeguarding or discrimination concerns/ disclosures.

### 2. Use of Terminology

We have adopted the following definitions to explain our approach to diversity and inclusion in tennis:

**Discrimination** – treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

**Diversity** – acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

**Harassment** – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

**Inclusion** – ensuring that tennis is equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity e.g. player, employee, volunteer, coach or official. We will work to ensure that people have a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

**Positive action** – British Tennis is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

### **3.Scope**

The Tennis Foundation operates across the UK (England, Wales, Scotland, Northern Ireland, the Channel Islands and the Isle of Man); the LTA operates across Great Britain (England, Wales and Scotland), the Channel Islands and the Isle of Man; Tennis Scotland operates in Scotland; Tennis Wales operates in Wales.

Each organisation has direct safe and inclusive responsibility for:

- Staff, consultants, coaches and officials they employ;
- Volunteers, including board members and councillors they recruit;
- Venues they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.

Each organisation recommends and supports the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues;
- Players, parents and carers;
- Volunteers recruited by other organisations;
- Venues hired by or on behalf of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation; and
- Events supported by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation.

This Policy, Standards, Code of Conduct and Reporting Procedure are in line with national legislation (see appendix B for details of the relevant legislation) and applicable across the UK, to every person and place that the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation has direct safe and inclusive responsibility for.

#### **4. Responsibility for implementation of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure**

Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

- Each organisation's Board and Chief Executive has overall accountability for this Policy, Standards, Code of Conduct and Reporting Procedure, for being the strategic lead on diversity and inclusion objectives and for ensuring compliance with the relevant legislation (see Appendix for details).
- Each Organisation's executive has overall responsibility for implementation of the policy, ensuring that Diversity and Inclusion Action Plan is delivered and reported on annually to the Board, and for creating a culture where inclusive leadership can thrive.
- The Director of Legal, supported by the Diversity and Inclusion Advisor, is responsible for updating this Policy, Standards, Code of Conduct and Reporting Procedure in line with legislative and organisational developments; and in supporting Tennis Scotland, Tennis Wales and the Tennis Foundation Safe and Inclusive Tennis Leads to develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.
- The LTA Diversity and Inclusion Advisor and Tennis Scotland, Tennis Wales and the Tennis Foundation Safe and Inclusive Leads are responsible for supporting teams and individuals to identify where diversity and inclusion support is required; to implement safe and inclusive procedures in their team; promote diversity and inclusion principles, including the Standards, Code of Conduct and Reporting Procedure, to all tennis venues, programmes, events and individuals including players, parents and carers; and to support the LTA Safe and Inclusive Tennis team to carry out an organisation-wide diversity and inclusion audit every year.
- All staff, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the Safe and Inclusive Tennis team or Safe and Inclusive Tennis Lead as outlined in the Concern Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Safe and Inclusive Code of Conduct and Reporting Procedure.
- The Diversity and Inclusion Advisor is responsible for ensuring appropriate training is put in place for new joiners and to ensure that existing members of staff are kept up to date with any diversity and inclusion developments.
- Registered tennis venues are recommended to:
  - formally adopt this policy, or produce their own and diversity and inclusion policy in terms that are consistent with it (please refer to the Safe and Inclusive Tennis Toolkit for more information);
  - take steps to ensure that their committees, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under their constitution;
- ensure that access to membership of a venue as well as access to participation is open and inclusive;
- publish accurate information about the location and accessibility of their facilities; and
- support such measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy.

Where there is a diversity and inclusion concern/ disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Concern Reporting Procedure above
- The Safe and Inclusive Tennis Leads are responsible for reporting all diversity and inclusion concerns to the LTA Safe and Inclusive Tennis Team
- The LTA Safe and Inclusive Tennis Team is responsible for assessing all diversity and inclusion concerns/disclosures that are reported to them and working with the Safe and Inclusive Tennis Team 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 for concerns/disclosures about a child;
  - Local Authority Adult Social Care Services 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; and/or
  - True Vision for Hate Crime
  - The LTA Safeguarding and Protection Committee and/or the LTA Licensing and Registration 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 or guardian for those under eighteen years' old.



### **5. Breaches of the Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure**

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow Whistleblowing Policy (found here) ; consultants, coaches, officials, volunteers and players are encouraged to:

1. Complain directly to the person or organisation and seek resolution. In the first instance, this can often resolve many disputes or concerns.
2. Contact the LTA Safe and Inclusive Tennis Team: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) - they can assist in liaising with the club and investigating the matter. Alternatively, the NSPCC Whistleblowing advice line: 0800 028 0285; [help@nspcc.org.uk](mailto:help@nspcc.org.uk) can be contacted.
3. Seek further advice from the Equality Advisory Support Service a call on 0808 800 0082. For further information their website is: <http://www.equalityadvisoryservice.com/app/ask>

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:

- Venues – Potential removal of LTA accreditation
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers, including councillors and board members – termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation 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 LTA Safe and Inclusive Tennis Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

### **6. Related policies and guidance**

- Safeguarding Policy
- Disciplinary Policy
- Grievance Policy
- Harassment Policy
- Bullying Policy
- Complaints Policy
- Transgender Policy
- Whistle-blowing Policy
- Data Protection Policy
- And others as may be identified from time to time.

## **Safe and Inclusive Tennis Standards**

The Standards aim to set out 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 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 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 Safe and Inclusive Tennis team; named Welfare Officers in Tennismark venues; and named officials responsible for creating safe and inclusive tennis environments at events and programmes run by the LTA, Tennis Scotland, Tennis Wales and the Tennis Foundation
- 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, Tennis Scotland, Tennis Wales and Tennis Foundation staff, accredited officials, accredited coaches, Welfare Officers in Tennismark venues, 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 an LTA, Tennis Scotland, Tennis Wales or Tennis Foundation member of staff, accredited official, coach, Welfare Officer, volunteer, venue or event are dealt with follow our disciplinary procedures and may be reported to external authorities.
- All concerns are reported immediately, following the Concern Reporting Procedure.
- We foster a collaborative approach to safeguarding, diversity and inclusion across the organisation and with other agencies.

# 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; if you have to be alone with a child or adult at risk; let someone know such as a carer, club secretary, volunteer etc.
- 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, dial 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.

This Policy, Standards, Code of Conduct and Reporting Procedure are reviewed every two years [or earlier if there is a change in national legislation].

This Policy, Standards, Code of Conduct and Reporting Procedure are recommended for approval by:

**Scott Lloyd, LTA CEO**

**Blane Dodds, Tennis Scotland CEO**

**Peter Drew, Tennis Wales CEO**

**Joanna Farquharson, Tennis Foundation Interim Executive Director**

## Appendix A:

### Glossary of terms

**Age:** This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year old's) or range of ages (e.g. 18 - 30-year old's, or people over 50).

**Bisexual or Bi:** – refers to a person who has an emotional and/or sexual orientation towards more than one gender.

**Bullying:** can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying – using social media or mobile phones to perpetrate bullying.

**Direct discrimination:** treating someone less favourably than another person because of a protected characteristic.

**Disability:** A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

**Discrimination:** treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

**Discrimination by association:** discrimination against someone because they are associated with another person who possesses a protected characteristic.

**Discrimination by perception:** discrimination against someone because of the belief that someone possesses a protected characteristic.

**Diversity:** acknowledging and celebrating the differences between groups of people and between individuals.

**Equality:** treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis.

**Ethnicity:** the social group a person belongs to, and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self-defined and may change over time.

**Gay:** refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

**Gender identity:** this is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man or woman (non-binary) or as androgyne/ polygender.

**Gender reassignment:** The process of changing or transitioning from one gender to another.

**Harassment:** unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

**Hate crime:** crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

**Homophobia:** the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian gay and bisexual people whether that person is homosexual or not.

**Inclusive leadership** – leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision-making. They see diverse talent as a source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision.

**An Inclusive Leader** – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

**Inclusion:** recognising that people from different backgrounds may have difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is

one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

**Indirect discrimination:** a practice, policy or rule which applies to everyone in the same way, but that has a worse effect on some people than others.

**LGBTQ:** an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

**Lesbian:** a woman who has an emotional romantic and /or sexual orientation towards women.

**Monitoring equality:** it refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally. For example: monitoring the number of people with disabilities who play tennis at your venue.

**Non-binary** – an umbrella term for a person who does not identify as only male or only female, or who may identify as both.

**Positive action:** a range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

**Pregnancy and maternity:** pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.



**Questioning:** it refers to the process of exploring your own sexual orientation and/or gender identity.

**Race:** refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

**Radicalisation,** extremism and terrorist behavior: 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.

**Reasonable adjustment:** What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

**Religion or belief:** religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

**Sex:** refers to the biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

**Sexual orientation:** a person's emotional, romantic and/or sexual attraction to another person.

**Trans:** an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

**Transphobia:** the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

**Transsexual Person:** someone who has started the process of changing their gender identity, is undergoing or has undergone gender reassignment.

**Unconscious bias or implicit bias:** this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

**Victimisation:** when someone is treated badly because they have made or supported a complaint or grievance.

## Appendix B:

### Legislation

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.

It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone. It is against the law to discriminate against anyone because of:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

These are called 'protected characteristics'.

People are protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim
- Discrimination can come in one of the following forms:
  - direct discrimination - treating someone with a protected characteristic less favourably than others.
  - indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
  - harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
  - victimisation - treating someone unfairly because they've complained about discrimination or harassment.



## Appendix C:

### **What to do if a disclosure of potential abuse from a child or adult 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 LTA Safe and Inclusive Tennis Team (and the police in an emergency) because we need to make sure they are safe.
5. **REPORT IT!** If someone is in immediate danger, call the police (999), otherwise talk to the LTA Safe and Inclusive Tennis Team as soon as possible. Once reported, the Team will work with you to ensure the safety and well-being of the child/ adult
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. 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 Safe and Inclusive Tennis Team [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) within 48 hours of the incident, who will store it safely.