



TENNIS  
FOR BRITAIN



# *Safeguarding Standards*

**FOR LTA REGISTERED VENUES**

# SAFEGUARDING STANDARDS FOR LTA REGISTERED VENUES

In order to register with the LTA and take advantage of the support, benefits and programmes available, venues are required to meet six safeguarding standards.

As the governing body of tennis in Britain, it is the LTA's duty to promote the safety of all those who play, volunteer and support tennis in this country. The LTA is therefore committed to supporting and enabling registered venues to ensure that these standards are upheld

To be eligible for LTA registration, venues must meet the following standards:

1. Have a Safeguarding Policy and Procedures that has been clearly communicated and implemented to all involved at the venue.
2. Have a Diversity & Inclusion Policy and Procedures that has been clearly communicated and implemented to all involved at the venue.
3. Have a Welfare Officer who has undergone the necessary training and is engaged in their role.
4. Ensure that relevant roles within the venue have completed a satisfactory Criminal Records Check.
5. Have completed an annual Risk Assessment of the venue and its facilities.
6. Ensure that any coaches qualified to Level 3 or above standard are LTA Accredited or Accredited+.

These standards are accompanied by safeguarding support visits, to ensure that requirements are being met and that venues are building on them in order to become as safe a venue as possible.

This document has been developed to help venues achieve the safeguarding standards and have a clear understanding of what the safeguarding support visits will entail.

Venues that do not comply with any one of the standards will be unable to register with the LTA and not eligible to access the associated benefits, which include:

- Public liability insurance
- LTA Membership for venue members including access to the LTA Wimbledon Ballot and a licence and rating to compete
- Access to county leagues
- Access to ClubSpark
- Access to LTA funding support and LTA programmes and initiatives

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# SECTION I THE SAFEGUARDING SUPPORT VISIT

## WHAT IS A SAFEGUARDING SUPPORT VISIT?

Safeguarding Support Visits are very much intended to help venues better embed safeguarding and provide a safe environment.

A key part of this is meeting with the venue and providing advice and guidance around the safeguarding standards. It is highly beneficial for venues to complete and provide the LTA with their self-assessment form in advance of the visit. Not only does this assist the venue in checking their progress, but it also helps the LTA gain a better understanding of where venues may need more support. Venues that do complete their self-assessment have been found to be significantly more likely to achieve the standards.

## WHO CONDUCTS THE SAFEGUARDING SUPPORT VISIT

Safeguarding Support Visits to LTA Registered Venues will be conducted by a member of the LTA Safeguarding Team. They may also be conducted by, or in conjunction with, a member of the LTA's Regional Team, Tennis Scotland, Tennis Wales or the relevant County Association.

## HOW VENUES ARE SELECTED FOR A SAFEGUARDING SUPPORT VISIT

The LTA will be visiting approximately 30% of registered venues each year.

The selection process will be random however some venues may be specifically identified to undergo a visit for the following reasons:

- The LTA is aware of information which raises concerns about the venue's safeguarding practices;
- There is, or has been, a safeguarding issue at the venue; or
- The venue is in receipt of funding or benefits from the LTA.

## WHAT THE SAFEGUARDING SUPPORT VISIT PROCESS INVOLVES

### 1. Notification

Venues will be informed that they have been selected for a visit approximately 1-2 months in advance of visiting the venue. In some situations (for example, where the LTA is aware of a safeguarding issue) the notification may occur with more limited notice or without any notice.

Notification will be sent via email to the venue's Welfare Officer and Club Main Contact. Venues will be provided with between 1-3 dates for the physical visit to take place. Venues are required to select one of those dates from the options provided. Once a date has been agreed, the LTA is unable to accept any requests for this to be changed unless in exceptional circumstances.

Venues will be informed of who will undertake the visit and will be provided with this guidance document and the self-assessment form. Venues will be informed if any additional information is required.

It is strongly recommended that venues familiarise themselves with Section 2 of the guidance document, along with the self-assessment form, to help them prepare for the visit.

### 2. Survey

In the lead up to the visit, the venue will be provided with a link to a survey which will need to be circulated to members and other users of the venue (including coaches).

It is important that the surveys are sent out to members and users of the venue as soon as possible on receipt of the survey link. The survey will then remain open for approximately two weeks (although the allotted time may be subject to change depending on the circumstances).

Feedback from the survey will be collated by the LTA Safeguarding Team and any information which could potentially allow the venue to identify respondents will be anonymised or removed from the report. Any concerns outside of safeguarding will be referred to the venue if appropriate and applicable.

The survey will provide the LTA with feedback from people at the venue around their awareness of safeguarding, and the venue's effectiveness at implementing safeguarding procedures. This will help to assist the LTA in identifying any areas which could be focussed on during the physical visit.

An anonymised report of the survey results will be shared with the venue after the audit. This will help provide venues with the opportunity to reflect on the feedback that has been provided.

### 3. Self-assessment

At point of notification, venues will be sent a self-assessment form to complete. The venue will be informed when the self-assessment is to be completed and returned.

In certain cases, such as at park sites, this process may be undertaken using an alternative method such as via telephone conversation or as the LTA considers appropriate.

### 4. Physical visit

The LTA commits to conducting Safeguarding Support Visits in a fair and open manner with integrity and respect to the time and effort given by venues, volunteers and others. In turn, venues are expected to fully cooperate with the LTA as part of the process.

The venue's Welfare Officer and Club Main Contact will be contacted to facilitate visiting the venue and identify any individuals (e.g. staff, volunteers, coaches) who will need to be present during the physical visit.

During the physical visit, the LTA will:

- Speak to relevant people responsible for the running of the venue and ask them questions based around the safeguarding standards;
- Speak to some randomly selected individuals who could include additional staff/volunteers, parents, players etc;
- Conduct a visual assessment of the venue and its safeguarding practices;
- Review key documentation relevant to the standards; and
- Review anything else that may be relevant and necessary to complete the visit

The LTA may attend the venue on another date with limited or no notice to conduct further checks should that be felt necessary.

### 5. Result

Venues will be provided with an overall RAG (Red, Amber, Green) rating and justification as to the reasons for that rating. The LTA will make every effort to provide the venue with the result within 28 days of the physical visit being completed.

In the event that a venue has not achieved one or more of the standards, various key departments within the LTA may be made aware of the result and that further improvements are required. In addition, the relevant County Association may be informed, along with Tennis Wales and Tennis Scotland where applicable.

In the event that safeguarding concerns are identified during the audit process, these will be reported to statutory agencies for investigation as appropriate.

### 6. Action plan

Where a venue has not achieved the standards, they will be given an action plan on to how to achieve them and a specified time frame to complete this. As part of the action plan, details will be provided, where possible, of any venues that are willing to share details of their good practice.

A reasonable time frame will be set by the LTA. The time frame will take into account the amount of actions required, the size of the venue and resources available including whether a venue is volunteer-run.

Where a venue has successfully met the standards, recommendations will be provided to highlight areas where the venue could begin to exceed the standards. It will be a decision for the venue as to whether they choose to work on these recommendations although it is strongly encouraged.

### 7. Follow up

Where a venue has been given an action plan setting out what is needed to achieve the standards, they will be required to provide evidence to the LTA on how they have completed the actions.

If a venue has not completed their action plan within the time period allowed, it will be escalated to the LTA National Safeguarding Manager for further review.

The LTA National Safeguarding Manager will write to the venue in question, advising them that their registration is at risk and inviting them to submit their comments for consideration.

Following receipt of any comments from the venue, if the LTA National Safeguarding Manager forms the view that there are sufficient grounds to consider sanctioning the venue (such as removing registration), various key departments within the LTA will be made aware of the situation. In addition, the relevant County Association will be informed, along with Tennis Wales and Tennis Scotland where applicable.

The LTA National Safeguarding Manager will then submit the documentation to a panel comprised of the Head of Safeguarding, Head of Clubs, Counties & Volunteers and Director of Participation (or suitable equivalents).

The panel will decide whether any sanctions should be applied to the venue or if any other actions are required. The decision will be notified to the venue within 28 days.

The Panel's decision will be communicated to various key departments within the LTA, the relevant County Association, along with Tennis Wales and Tennis Scotland where applicable.

## SECTION 2 – GUIDANCE ON ACHIEVING THE STANDARDS

This section will cover how to achieve the standards and the requirements to demonstrate compliance.

Venues will need to ensure that they are able to provide physical evidence (where it is possible to do so) that the requirements have been met.

The resources required to achieve the standards can be found at [www.lta.org.uk/venuestandards](http://www.lta.org.uk/venuestandards).

### EXCEEDING THE STANDARDS

All venues are encouraged to build on the standards and make their venue as safe a place to play as possible. Following a Safeguarding Support Visit the LTA will provide feedback to venues on how they can achieve the criteria which are classified as 'Exceeding'.

It is important that venues who wish to move into the exceeding category think carefully about how they can evidence and demonstrate the work they are doing to the LTA.

Some ideas on how venues might be able to evidence their work could include:

- keeping a record of any feedback that has been collected from members regarding safeguarding, how and when this was achieved
- what actions the venue has taken as a result of any feedback
- having minutes of meetings where policies (e.g. social media) have been signed off by the committee
- examples of case studies detailing best practice in handling safeguarding or diversity and inclusion issues
- examples of collaboration with other venues/County to share best practice



## STANDARD I

# SAFEGUARDING POLICY AND PROCEDURES

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Is there a robust safeguarding policy approved by the committee/management and reviewed every two years?	You can download a policy from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
2	Is there a robust whistleblowing policy approved by the committee/management and reviewed every two years?	You can download a policy from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
3	Is there a summary statement of the safeguarding policy displayed (only applicable if the full policy is not displayed)?	You can download a summary statement <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
4	Is the safeguarding policy available in the venue and on the venue website (if applicable)?	Consider where you can keep your safeguarding policy readily available, who should know where it is located and if it should be displayed (e.g. on noticeboard).
5	Is the Welfare Officer poster and other safeguarding posters up to date, clearly displayed and promoted around the venue?	You can download copies of the posters from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
6	Does the venue have up to date contact details for local statutory agencies?	This information can be found online by doing an internet search for your local authority children's services and adult services. This information can then be saved in your safeguarding policy.
7	Are staff and volunteers aware of their safeguarding responsibilities?	Staff and volunteers should be clear about their responsibility to safeguard children and adults at risk and obligations to reporting concerns.
8	Do staff and volunteers know how to report safeguarding concerns as per the LTA's procedure, or could they easily find out?	Staff and volunteers should be aware of who the Welfare Officer is and the 'Reporting a concern within the tennis environment flowchart'.  This flowchart is located within the template safeguarding policy, which can be downloaded, along with the Welfare Officer poster, from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
9	Are members aware how they can report concerns and who to contact, or could they easily find out?	
10	Does the venue website (if applicable) contain up to date safeguarding information?	Websites and social media are increasingly important in today's society. Many children (and adults) will now turn to the internet as the first point of call when looking for information or help with something.

11	Is safeguarding covered within inductions for members, staff and volunteers?	All staff, volunteers and members should have some form of induction when joining the venue. These inductions should include information around safeguarding.
12	Are staff, volunteer and member behaviours reflective of a positive safeguarding culture in the venue?	Safeguarding is everyone's responsibility. All staff, volunteers and members should demonstrate appropriate behaviours and attitudes and not tolerate poor practice. Venues should have processes in place to challenge poor practice and inappropriate behaviours/attitudes as they could otherwise lead to safeguarding issues.
13	Has the supervision of children at the venue been considered and formalised?	Venues (including park sites) should ensure that children are supervised during coaching and other club sessions. Venues should plan for such situations and document this in their risk assessment and internal guidance/policies. This documentation should include the age that children will be allowed onsite unsupervised. This will help ensure that all parents, coaches, staff and volunteers are clear on when they are responsible for supervising children.

## Exceeding

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
13	Are all staff and volunteers provided with the safeguarding policy, code of conduct and whistleblowing policy?	This could be included within inductions, team meetings and during the recruitment process
14	Are codes of conduct visible and promoted within the venue?	These can be displayed within the venue and promoted in newsletters, membership application packs, team meetings and more
15	Do all staff and volunteers who work with children receive safeguarding training?	The LTA provides the Safeguarding and Protection in Tennis training, although other external training can also be accepted.  Details of other training can be found at <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a> .
16	Is there a record of the date and type of safeguarding training completed by staff and volunteers?	This information can be recorded on a spreadsheet
17	Does the venue have other relevant policies in place that fall under the safeguarding umbrella (e.g. anti-bullying policy, social media policy, travelling/trips policy, use of photography/video policy etc.)	Additional resources can be found at <a href="http://www.lta.org.uk/safeguarding">www.lta.org.uk/safeguarding</a> and <a href="https://thecpsu.org.uk/">https://thecpsu.org.uk/</a>
18	If a service is provided on the venue's behalf, irrespective of location, does this service operate to the same standards as the venue in respect of safeguarding?	Any activities which take place away from the venue (e.g. coaching in a school, trips and events) should run to the same standards of safeguarding as if they took place within the venue.
19	Are there systems in place to gather feedback from members about their experience at the venue and safeguarding?	Surveying your members can be done for free using a basic survey monkey account or providing feedback forms/suggestion box

## STANDARD 2

# DIVERSITY AND INCLUSION POLICY AND PROCEDURES

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Is there a robust diversity and inclusion policy approved by the committee/management and reviewed every two years?	You can download a policy from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>
2	Is the diversity and inclusion policy displayed or easily available upon request?	Consider where you can keep your diversity and inclusion policy readily available, who should know where it is located and if it should be displayed (e.g. on noticeboard).

## Exceeding

3	Is the venue inclusive in its provision of tennis opportunities and diversity of its staff and members?	<p>Are recruitment practices inclusive of people with disabilities and people from minority backgrounds?</p> <p>Are there measures in place to provide inclusive coaching, activities and access to the venue?</p>
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## STANDARD 3

# WELFARE OFFICER

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Is there a Welfare Officer with a clearly defined role and responsibilities in relation to safeguarding?	The Welfare Officer should have a clearly defined role and understanding of their responsibilities. A role description can be downloaded from <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a>  The Welfare Officer poster can also be downloaded from this page.
2	Has the Welfare Officer attended Level 1 safeguarding training at least every three years?	The LTA provides the Safeguarding and Protection in Tennis training, although other external training can also be accepted.  Details of other training can be found at <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a> .
3	Has the Welfare Officer completed Level 2 safeguarding training within three years of completing their Level 1 course?	The LTA provides the Time to Listen training, although other external training can also be accepted.  Details of other training can be found at <a href="http://www.lta.org.uk/venuestandards">www.lta.org.uk/venuestandards</a> .
4	Is the Welfare Officer engaged with the LTA's audit process?	The Welfare Officer will be a point of contact during the audit process and should help facilitate a proactive and productive relationship with the LTA.
5	Does the Welfare Officer have a satisfactory Criminal Record Check every three years approved by the LTA?	The Welfare Officer needs to have an up to date criminal record check which is renewed every three years.  Criminal record checks can be applied for online here.
6	Are members provided with relevant safeguarding information, including contact details for the Welfare Officer?	This could include the Welfare Officer poster, newsletters/ emails about safeguarding and more.
7	Are safeguarding and diversity and inclusion discussed at committee/management meetings?	The Committee/Management is responsible for ensuring their venue takes safeguarding and diversity and inclusion seriously. The Welfare Officer can help with this by ensuring safeguarding remains on the agenda at meetings.

## Exceeding

8	Are there arrangements in place for planned and unplanned absences/leave by the Welfare Officer?	Consider what you would do if the Welfare Officer resigned or fell ill. Is there a process written down?
9	Does the Welfare Officer actively engage with parents, players, members and staff (including volunteers) around safeguarding to increase awareness?	A high performing Welfare Officer will be proactive at engaging with people at the venue and raising awareness of safeguarding.

## STANDARD 4

# CRIMINAL RECORD CHECKS

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Are relevant staff and volunteers subject to a criminal record check?	Not everyone who comes into contact with children needs a criminal record check. Only people who work with or supervise children will need one. Criminal record checks should be renewed every three years. <a href="#">Read our online guidance</a> for help around identifying when someone needs a criminal record check.
3	Does the venue keep a secure log of when criminal record checks have been completed, the result (accepted/not accepted) and when they are due for renewal?	You should keep a record of all criminal record checks that have been completed for people within the club. This should detail who the check was for, the level of check, their role, whether you accepted the check as part of your recruitment process, the criminal record check certificate number, it's date of issue and when it will be due for renewal. We recommend that you use a spreadsheet for this and a template is <a href="#">available online</a>
3	Is there a list of relevant roles within the venue which are eligible for a criminal record check?	You should keep a record of any roles which require a criminal record check, regardless of whether anyone is fulfilling that role currently. For example, if you have previously used a volunteer tennis activator at your venue and a criminal record check was obtained, it is advisable to record that this role required a check on your spreadsheet so that it is known for the future. You can use the spreadsheet referenced in point 2 for this.

## Exceeding

4	Is there a safer recruitment policy and processes embedded within the venue?	Criminal record checks are one part of the safer recruitment process. More information on this can be found in the LTA's 'What's the Score' toolkit.
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## STANDARD 5

# RISK ASSESSMENT

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Is an annual risk assessment conducted in relation to the venue and its facilities?	Complete the annual online risk assessment
2	Do you have a policy on the use of changing rooms?  Venues are now required by Howden's as part of the venue insurance cover to have a changing room policy. A template can be <a href="#">downloaded online</a>	Venues (including park sites) need to formally consider how to manage child supervision whilst responsible for them. The agreed process should be formally documented, such as in a policy or alternative document.

## Exceeding

3	Are additional risk assessments conducted during the year to take into account events and other activities?	A template risk assessment form is provided online to help assist with this.
4	Is there a designated individual within the venue responsible for overseeing risk assessments?	It is good practice to have someone who oversees risk assessments. This does not mean they have to do them personally; they could be responsible for checking they have been done and filing them somewhere safe.

## STANDARD 6

# ACCREDITED COACHES

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Are any coaches qualified to Level 3 or above LTA Accredited or Accredited+?	Coaches can obtain their Accreditation by applying <a href="#">directly online</a> .

## Exceeding

2	Level 1 and 2 assistant coaches are also Accredited.	Coaches can obtain their Accreditation by applying <a href="#">directly online</a> .
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# PHYSICAL ENVIRONMENT

This section is not formally assessed by the LTA, however we will consider these areas during the audit and provide you with feedback.

	REQUIREMENT	SUPPORTING RESOURCES/ADVICE
1	Do coaching activities take place in an open and visible environment?	Consider where the coaching is taking place and if it is in sight of other staff
2	Does the venue have CCTV and/or other security features in place?	As part of your venue risk assessment you should have considered any security features required.
3	Are the changing rooms appropriate for the venue type and size?	Are the changing rooms appropriate for the type and size of your venue? The NSPCC provides some helpful guidance on safe use of changing facilities
4	Are there any areas in the venue which are considered blind spots (e.g. out of sight of staff)?	Some venues can be very large and/or have facilities which are far out of sight of staff/others. As part of your risk assessment, you should consider any areas which may be considered a blind spot and what the risks might be.



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