

# MINIMUM STANDARDS FOR SAFEGUARDING IN LTA REGISTERED VENUES



# LTA MINIMUM STANDARDS FOR VENUE REGISTRATION

From October 2018, all venues will be required to meet five minimum standards to enable them to register to the LTA and take advantage of the support, benefits and programmes that the LTA offers.

As the governing body of tennis, it is the LTA's duty to ensure that all Registered venues are held to these standards to help promote the safety and security of all those who play, volunteer and support tennis in this country.

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

1. Have a Safeguarding Policy and Procedures that has been clearly communicated to all involved at the venue.
2. Have a Diversity & Inclusion Policy and Procedures that has been clearly communicated to all involved at the venue.
3. Have a Welfare Officer who has undergone the necessary training.
4. Ensure that relevant volunteers, staff, coaches and officers of the venue have completed a satisfactory Criminal Records Check.
5. Have completed a Risk Assessment of the venue and its facilities.

The introduction of these requirements will be accompanied by LTA auditing, to ensure that standards are being met but also that venues are building on those to become as safe a place to play as possible.

This guidance pack has been developed to help venues achieve all five of the minimum standards and have a clear understanding of the auditing process.

Venues that fail to comply with any of the standards will be unable to register with the LTA and not eligible to access the benefits available to Registered venues, including, but not limited to:

- Public liability insurance
- British Tennis Membership for venue members including access to the British Tennis 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 1

## AUDIT PROCESS

### Who conducts the audits

Audits of LTA Registered Venues will be conducted by a member of the LTA's Safeguarding Team. On some occasions audits may 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 an audit

The selection process will be random however some venues may be specifically identified to undergo an audit 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 case involving the venue; or
- The venue is in receipt of funding or benefits from the LTA.

The LTA will be auditing approximately 30% of Registered venues each year.

### What the audit process involves

#### 1. Notification

Venues will be informed that they have been selected for an audit approximately 1-2 months in advance of visiting the club.

Notification will be sent to the venue's Welfare Officer and Club Main Contact.

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

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 audit.

#### 2. Survey

In the lead up to the visit, the auditor will provide the venue with a link to a survey which should be circulated to their members, players, staff, volunteers and coaches.

The survey will 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 auditor

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 listen to the voices of their players, members, staff and volunteers and 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 auditor will advise the venue when the self-assessment form must 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 auditor sees fit.

#### 4. Physical visit

The auditor will liaise with the venue's Welfare Officer and Club Main Contact to facilitate visiting the venue.

The auditor will liaise with the Welfare Officer and Club Main Contact to identify any individuals within the venue (e.g. staff, volunteers, coaches) who will need to be present during the physical visit.

The auditor will provide three possible dates for the physical visit to take place. Venues must select one of those dates from the options provided.

During the physical visit, the auditor will:

- Speak to relevant people responsible for the running of the venue and ask them questions based around the minimum standards and safeguarding more generally;
- 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 minimum standards; and

- Review anything else the auditor may feel necessary to complete the audit

Venues are expected to fully cooperate with the auditor during the visit.

The auditor may attend the venue on another date without notice to speak with additional individuals should they feel that necessary for the purposes of the audit.

### 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 audit being completed.

In the event that a venue has not achieved one or more of the standards, the following departments within the LTA will also be made aware of the result and that further improvements are required:

- LTA Executive Team
- LTA Ballot Team
- LTA Regional Team
- LTA Performance Team (where it relates to a Performance Centre)
- The relevant County Association
- Tennis Wales (where it relates to a venue in Wales)
- Tennis Scotland (where it relates to a venue in Scotland)

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 successfully met the minimum standards, an action plan will be provided to identify any additional 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 actions.

Where a venue has not achieved the minimum standards, they will be given an action plan to address the shortcomings 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.

The time frame will be set by the auditor and will be variable between venues. The time frame will take into account the amount of action required, the size of the venue and resources available.

The auditor will provide their recommended time frame and justification to the National Safeguarding Manager for approval and this will then be communicated to the venue.

### 7. Follow up

Where a venue has been given an action plan to address shortcomings, they will be required to provide evidence to the auditor on how they have completed the actions.

If a venue has not completed their action plan within the time period allowed, the auditor will provide an updated RAG rating to the National Safeguarding Manager and a recommendation on whether the venue's Registration should be removed.

The National Safeguarding Manager will then write to the venue in question, advising them that their Registration is being considered for removal, and inviting them to submit their comments for consideration.

Following receipt of any comments from the venue, if the National Safeguarding Manager forms the view that there are sufficient grounds for the venue's Registration to be removed, they will submit the audit documentation and the venue's comments for consideration to a panel comprised of the Head of Safeguarding, Head of Region and Director of Participation.

The panel will decide whether the venue's Registration should be removed, remain in place or any other actions that may be required.

Should the panel take the decision to remove the venue's Registration, this will be notified to the venue in writing within 28 days of the decision. Information around the loss of Registration benefits will be provided at this point.

In addition, the following departments within the LTA will also be made aware of the decision to remove Registration:

- LTA Executive Team
- LTA Ballot Team
- LTA Regional Team
- LTA Performance Team (where it relates to a Performance Centre)
- The relevant County Association
- Tennis Wales (where it relates to a venue in Wales)
- Tennis Scotland (where it relates to a venue in Scotland)

## 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) rather than simply telling the auditor that they have done certain things.

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 basic standards and make their venue as safe a place to play as possible. This is why the LTA will also provide feedback as to how venues can achieve these and be categorised as 'Exceeding'.

It is important that venues who wish to move into the exceeding category think carefully about how they can evidence the work they are doing to the auditor. Simply telling the auditor what they have done will in most cases not be sufficient.

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/your County to share best practice





## STANDARD 1: SAFEGUARDING POLICY AND PROCEDURES

		<b>Requirement</b>	<b>Supporting resources/advice</b>
1.1	Minimum	Is there is 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>
1.2	Minimum	Is there is a robust whistleblowing policy approved by the committee/ management and reviewed every two years?	The template safeguarding policy includes a section on whistleblowing. If you have your own safeguarding policy, you should ensure whistleblowing is included in that (or as a separate policy).
1.3	Minimum	Is there is 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>
1.4	Minimum	Is the safeguarding policy clearly displayed or easily available upon request (if displaying the summary statement).	If you do not display the full safeguarding policy, you should ensure the summary statement is displayed and the full policy easily available on request. If you do display the full policy, you should ensure it is clearly displayed in the venue.
1.5	Minimum	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>
1.6	Minimum	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.
1.7	Minimum	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.
1.8	Minimum	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'.
1.9	Minimum	Are members aware how they can report concerns and who to contact, or could they easily find out?	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>



1.10	Minimum	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.
1.11	Minimum	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.
1.12	Minimum	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.
1.13	Exceeding	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
1.14	Exceeding	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
1.15	Exceeding	Do all staff and volunteers who work with children receive safeguarding training?	The LTA provides the <a href="#">Safeguarding and Protection in Tennis training</a> , 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> .
1.16	Exceeding	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
1.17	Exceeding	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="http://thecpsu.org.uk/">thecpsu.org.uk/</a>
1.18	Exceeding	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.
1.19	Exceeding	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

		<b>Requirement</b>	<b>Supporting resources/advice</b>
2.1	Minimum	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>
2.2	Minimum	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).
2.3	Exceeding	Is the venue inclusive in its provision of tennis opportunities and diversity of its staff and members?	Are recruitment practices inclusive of people with disabilities and people from minority backgrounds? Are there measures in place to provide inclusive coaching, activities and access to the venue?

## STANDARD 3: WELFARE OFFICER

		<b>Requirement</b>	<b>Supporting resources/advice</b>
3.1	Minimum	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.
3.2	Minimum	Has the Welfare Officer attended Level 1 safeguarding training at least every three years?	The LTA provides the <a href="#">Safeguarding and Protection in Tennis training</a> , 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> .
3.3	Minimum	Has the Welfare Officer completed Level 2 safeguarding training within three years of completing their Level 1 course?	The LTA provides the <a href="#">Time to Listen training</a> , 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> .

3.4	Minimum	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.
3.5	Minimum	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 <a href="#">online here</a> .
3.6	Minimum	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.
3.7	Minimum	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.
3.8	Exceeding	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?
3.9	Exceeding	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

		<b>Requirement</b>	<b>Supporting resources/advice</b>
4.1	Minimum	Are relevant staff and volunteers subject to a criminal record check?	There is detailed <a href="#">guidance available</a> online to help identify people who need a criminal record check.
4.2	Minimum	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?	Consider using a secure spreadsheet to record this information
4.3	Minimum	Is there a list of relevant roles within the venue which are eligible for a criminal record check?	Consider using a spreadsheet to record this information
4.4	Exceeding	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.

## STANDARD 5: RISK ASSESSMENT

		<b>Requirement</b>	<b>Supporting resources/advice</b>
5.1	Minimum	Is an annual risk assessment conducted in relation to the venue and its facilities?	<a href="#">Complete the annual online risk assessment</a>
5.2	Exceeding	Are additional risk assessments conducted during the year to take into account events and other activities?	<a href="#">A template risk assessment</a> form is provided online to help assist with this.
5.3	Exceeding	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.

## 6. 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.

	<b>Requirement</b>	<b>Supporting resources/advice</b>
6.1	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
6.2	Are coaching activities delivered by LTA Accredited and Accredited+ coaches?	<a href="#">Accredited coaches</a> all have satisfactory criminal record checks, first aid training, safeguarding training and public liability insurance. Coaches and coaching assistants can sign up to <a href="#">Accreditation</a> online.
6.3	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.
6.4	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 <a href="#">guidance on safe use of changing facilities</a>
6.5	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.

