



THE QUEEN'S CLUB

SAFEGUARDING POLICY

SAFEGUARDING POLICY STATEMENT

The Queen's Club Limited (the "Club") believes that it is always unacceptable for a child, young person or adult at risk to experience abuse of any kind and acknowledges its duty of care to safeguard and promote the welfare of children, young people and adults at risk. The Club is committed to ensuring safeguarding practice reflects statutory responsibilities, the requirements of the governing bodies of lawn tennis, rackets, real tennis and squash, government guidance and complies with best practice from the Child Protection in Sport Unit (CPSU).

The Club is committed to delivering an enjoyable and safe sporting experience at the Club across all of its activities.

The Club believes that:

- The welfare and interests of children, young people and adults at risk are paramount in all circumstances.
- All children, young people and adults at risk whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual orientation or socio economic background have the right to equal protection from all types of harm or abuse while participating in the Club's activities, including outside activities.
- Some people, including disabled children, young people and adults at risk or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.
- All suspicions and allegations of abuse should be taken seriously and responded to swiftly and appropriately.
- All Staff of the Club should be clear on how to respond appropriately.

The purpose of the Safeguarding Policy is:

- To provide protection for the children and young people and adults at risk who are associated with the Club.
- To provide all Staff with guidance on procedures they should adopt in the event that they suspect a child or young person or adult at risk may be experiencing, or be at risk of, harm.
- To ensure and make clear that it covers all individuals working at all levels, including senior managers, officers, directors, heads of department, employees, consultants, contractors, workers, casual and agency Staff and volunteers (collectively referred to as "Staff" in this Policy).

The Club will endeavour to safeguard children, young people and adults at risk by:

- Valuing them, listening to and respecting them.
- Adopting safeguarding guidelines through procedures and a code of conduct for Staff.

- Recruiting Staff with due diligence ensuring all necessary and appropriate checks are made.
- Sharing information about safeguarding and good practice with parents, guardians, carers and Staff.
- Sharing information about concerns with agencies who need to know, involving parents/carers of children, young people and adults at risk appropriately.
- Providing effective management for Staff through supervision, support and training.

As part of our Safeguarding Policy the Club will:

- Promote and prioritise the safety and wellbeing of children, young people and adults at risk protecting them from poor practice, abuse or bullying.
- Prioritise safe recruitment practices to prevent the employment/deployment of unsuitable individuals and inappropriate use of social media.
- Ensure robust safeguarding arrangements and procedures are in place and that everyone at the Club understands their roles and responsibilities in respect of safeguarding and are provided with training to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to participants.
- Ensure all concerns are taken seriously and that timely and appropriate action is taken in response to concerns raised, and where required, provide support to the individual/s that raise or disclose the concern.
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- Work collaboratively and in partnership with all necessary external agencies.

The policy and procedures will be widely promoted and are mandatory for all Staff. Failure to comply with the policy and procedures will be addressed without delay and may result in dismissal/exclusion from the Club. The policy and procedures can be seen on the Club's website and are available at Club Reception.

The Club has a dedicated **Welfare Officer**, who is in charge of ensuring that the Safeguarding Policy and procedures are adhered to. That person's name is **Olga Toombs (HR Director)** and she can be contacted on olga.toombs-welfare@queensclub.co.uk and 020 7386 3428.

Monitoring

We are also committed to reviewing our Safeguarding Policy a year after development and then every three years. This policy was last revised in July 2017. The next review will be in July 2018. The policy will also be reviewed in the following circumstances:

- Changes in legislation and/or government guidance.
- As required by the Local Safeguarding Children Board, the Lawn Tennis Association, England Squash and The Tennis and Rackets Association.
- As a result of any significant change or event or incident.

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1. SAFEGUARDING PROCEDURES

1.1 INTRODUCTION

The Club has designed these procedures to ensure the welfare and protection of children, young people and adults at risk who access the services provided by the Club. The procedures recognise that child protection can be a very difficult subject to deal with to the extent that it is sometimes easier to close your eyes to what is happening or believe that it is somebody else's problem to deal with.

The Club is committed to the belief that protecting children, young people and adults at risk is everybody's responsibility and therefore the aim here is to provide guidelines that will enable all individuals working at all levels, including senior managers, officers, directors, heads of departments, employees, consultants, contractors, workers, casual and agency staff and volunteers (collectively referred to as "**Staff**") to act appropriately to any concerns that arise in respect of any children and young people.

1.2 DEFINITION OF CHILDREN

A reference to "children and young people" means children and young people up to the age of 18 years.

1.3 ADULTS AT RISK OF ABUSE OR NEGLECT

The policy also recognises that adults at risk of abuse or neglect fall under the safeguarding procedures in place at the Club. A reference to "adult at risk" means any person aged 18 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 and includes adults between 19 and 25 years with learning difficulties.

1.4 RECOGNISING THE SIGNS AND SYMPTOMS OF ABUSE

It is important that Staff understand the different types of abuse that children, young people and adults at risk need to be protected from. See **Appendix 1** with definitions of abuse under the headings of Physical Abuse, Sexual Abuse, Emotional Abuse, Neglect, Child Sexual Exploitation and Bullying.

1.5 SCOPE OF POLICY

The policy will be widely promoted and is applicable across all events and programmes of the Club for Staff, and any Club-related activity both sporting and social. Members are subject to this policy in accordance with Club Rules and are required to comply with the Code of Conduct (see 1.9).

1.6 STATEMENT OF VALUES AND PRINCIPLES

The Club believes that:

- All organisations have a duty of care to children, young people and adults at risk who use their services or take part in their activities.
- All children, young people and adults at risk should be encouraged to fulfil their potential and inequalities should be challenged.
- Everybody has a responsibility to support the care and protection of children, young people and adults at risk.

1.7 DESIGNATED PERSONS FOR CHILD PROTECTION

Designated persons are those individuals designated by the Club to have specific responsibility for ensuring effective safeguarding and protection procedures. All designated persons have received specialist advice and training in Child Protection.

The Club has appointed a Welfare Officer who is responsible for dealing with any child, young person and adult at risk protection concerns. In their absence a deputy will always be available for Staff to consult with. The Welfare Officer will receive support from the Deputy Welfare Officer. The named persons for child, young person and adult at risk protection within the Club are:

Named person for child protection

Welfare Officer (HR Director)

Name of contact person: **Olga Toombs**
Work telephone number: 020 7386 3428
Mobile number: 07414 208320
Email: olga.toombs-welfare@queensclub.co.uk
Emergency contact number: 07414 208320

Deputy Welfare Officer and Safeguarding Support (Sports Administrator):

Name of contact person: **Alison Quinlan**
Work telephone number: 020 7386 3434
Mobile number: 07925 846140
Email: alison.quinlan-welfare@queensclub.co.uk
Emergency contact number: 07925 846140

1.8 SAFEGUARDING PROCEDURE: ROLES AND RESPONSIBILITIES

ROLE OF THE WELFARE OFFICER

- To be the main point of contact for all children young people and adults at risk to report concerns and disclosures, handling concerns calmly and sensitively in line with the Club's reporting procedure and prioritising the wellbeing of children, young people and adults at risk at all times.
- Ensure that all Staff are aware of what they should do and who they should go to if they are concerned that a child, young person or adult at risk may be subject to abuse or neglect.
- Receive and record information from Staff, Members, children, parents/guardians, adults at risk or carers who have child protection concerns.
- Assess the information properly and carefully, clarifying or obtaining more information about the matter as appropriate.
- Consult initially with a statutory child protection agency to test out any doubts or concerns as soon as possible.
- Contact the Local Authority children's or adults' social care teams and the police where appropriate.
- Record any reported incidents in relation to a child, young person or adult at risk and ensure that such records are kept in a secure place.
- Ensure specialist advice and training is made available to designated persons.
- Managing safeguarding effectively; ensuring all procedures are communicated and adhered to and that relevant training is made available where required.
- Reviewing and updating the Safeguarding Policy in line with legislative and Club developments.
- Providing safeguarding advice and information to the Club's Board on a regular basis, as requested.
- Being the first contact for any concerns raised and effectively managing these in line with statutory requirements.
- Being the Club's contact and liaison for all relevant external agencies.

ROLE OF DEPUTY WELFARE OFFICER

- In the absence of the Welfare Office, the Deputy Welfare Officer will be the first main point of contact to receive and record information from Staff, Members, children, parents/guardians, adults at risk or carers who have child protection concerns and report accordingly in accordance with the Welfare Officer's duties.
- Supporting and monitoring the day to day safeguarding administrative requirements across the four sports for all junior activities for both Member and non-member participants.
- Ensuring the relevant parental/carers consents are gained for all children, young people and adults at risk for activities taking place.

- Liaising with parents/carers to establish and oversee safe travel arrangements and pick up information. Providing chaperone cover where needed.
- Managing the enrolment and registration documentation required to the standards set.
- Be the Club's liaison for all School usage of the Club's facilities and any outreach activities entered into.
- Produce/assist with risk assessments as required.

1.9 THE CLUB'S CODE OF CONDUCT

All Staff and Members shall uphold the following Code of Conduct.

- Prioritise the well-being of all children, young people and adults at risk at all times.
- Be a positive role model and act with integrity.
- Help to create a safe and inclusive environment both on and off court and promote enjoyable and safe sport at the Club.
- Welcome and value diversity and make all reasonable efforts to meet individual needs.
- Keep clear boundaries between sporting/professional and personal life, including on social media.
- Respect a child's, young person's and adult at risk's right to personal privacy.
- Always check that relevant consents from parents/guardians/carers and children/young people/adults at risk have been gained before the taking or use of photos and videos.
- Where possible, there should be more than one adult present during activities with children, young people and adults at risk, or at least that they are within sight or hearing of others. If necessary, to only do this once advance parental/carer approval has been gained.
- Be aware that physical contact with a child or young person may be misinterpreted.
- Be familiar with, and operate within, the Club's specific procedures.
- Report all concerns and disclosures as soon as possible, following the Safeguarding Concern Reporting Process.
- Staff must not:
 - o Have inappropriate physical or verbal contact with children, young people and adults at risk. It is illegal for a person in a position of trust to have a relationship with someone who is under 18 years old. It is illegal to have a sexual contact with anyone under the age of 16 whether they give consent or not.
 - o Communicate with children, young people and adults at risk via their mobile phone – all communications via mobile should be with their parent/guardian.
 - o Allow themselves to be drawn into inappropriate attention-seeking behaviour/make suggestive or derogatory remarks or gestures in front of children, young people or adults at risk.
 - o Jump to conclusions about others without checking facts.
 - o Either exaggerate or trivialise child abuse issues.

- Show favouritism to any child, young person or adult at risk.
- Rely on their good name or position or the good name of the Club to protect them.
- Believe “it could never happen to me”.
- Take a chance when common sense, policy or best practice suggests another more prudent approach.

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

1.10 WHISTLEBLOWING

The Club takes an open approach to receiving concerns from whatever source and actively encourages whistle-blowing. All concerns will be treated seriously and in the strictest confidence. If there is a concern with regard to the behaviour of an adult towards a young person or young person to young person, it is important that concerns are raised with the Welfare Officer.

1.11 CONFIDENTIALITY

All concerns and allegations will be treated confidentially and information stored securely. Information will be handled and disseminated on a need to know basis by the Welfare Officer on taking advice from the necessary agencies as to who should be informed. Those reporting concerns must use the **Safeguarding Concern and Incident Reporting Form** as contained in **Appendix 4**, maintaining the confidentiality of the report made.

The Club and its Staff will never request the personal contact details of an individual child, young person or adult at risk (e.g. their personal email address or mobile number). All correspondence regarding or with a child, young person or adult at risk will be with their parent/guardian or carer.

Consideration shall also be given to the Data Protection Act 1998 which requires that information is obtained and processed fairly and lawfully; that it is accurate, relevant and not held for longer than is necessary; and kept securely.

1.12 INTERNAL INQUIRES AND SUSPENSION

The Welfare Officer will be in charge of all inquiries. Where a concern is raised, or if it becomes known a member of Staff is under investigation for matters of abuse, the Welfare Officer will decide as to whether an individual should be suspended.

1.13 BREACHES OF THE SAFEGUARDING POLICY

Actions taken by Staff or Members, whether inside or outside the Club, that are in breach of this policy (including the Code of Conduct) will be addressed without delay and may ultimately result in dismissal/exclusion from the Club.

1.14 RECRUITMENT, SELECTION AND TRAINING

The Club recognises its responsibilities to take all reasonable steps to prevent unsuitable people gaining access to the Club to work with children, young persons and adults at risk. In recruiting for roles/positions which involve responsibility for children, young persons and adults at risk, the Club will ensure that the following standards are applied.

Standard 1: Advertisements and Pre-Selection Interview

Roles/positions (whether for employed or self-employed positions) are to be clearly defined and those necessitating a Disclosure and Barring Service (**DBS**) check are clearly advertised as such. Applicants will be required to complete an **Application Form** for the role ensuring that all relevant information about the Applicant and their background is provided.

All applicants for such roles/positions will be asked to sign a **Declaration** (in the form attached at **Appendix 5**) stating that there is no reason why they would be considered unsuitable to work with children, young people and adults at risk and **MUST** declare all previous convictions which are then subject to DBS checks, as well as any cases pending against them. All such information will be treated in confidence and will not be used against applicants unfairly.

Standard 2: Interview

Interviews will be held for all shortlisted individuals looking to join the Club. For professional coaches interviews will be held by the Head of the relevant sport with a second interview by either the General Manager or Chief Executive. In addition a supervised coaching session will be observed and assessed by the Head of Sport, prior to any final selection decision.

At all interviews for such roles/positions, a question pertaining to good practice in Child Protection will be asked.

Standard 3: Documentation and Pre-Selection

Prior to the selection of an individual the following documents will be checked and verified by HR:

- Proof of identity.
- Proof of address.
- Child Protection and Safeguarding Declaration Form (**Appendix 5**) completed.
- Enhanced DBS certificate (where required) – clear and unrestricted - renewed and provided every 3 years.
- 2 x references taken up. Referees should be asked specifically about the applicant's suitability to work with children, young people and adults at risk. It is acceptable to tell applicants for roles/positions involving child safeguarding that you reserve the right to approach all of their past employers.
- Safeguarding training – renewed every 3 years.
- Current first aid qualification.
- Licensed to coach/membership verification by the relevant sporting body, where appropriate.

- Professional indemnity and personal accident insurance cover, where appropriate.

Standard 4: Documentation Required Prior to start

Prior to starting any work/activity at the Club the following (as appropriate to the role/work status) must be in place:

- Signed Particulars of Terms of Employment or other appropriate contract.
- Signed Facility License/Services Agreement, where appropriate.
- Signed Code of Conduct Agreement

Standard 5: Induction and Ongoing Checks

Day 1 Induction

The relevant Head of Department will be responsible for providing a comprehensive day 1 safeguarding induction covering the Club's Safeguarding Policy; general Health and Safety information for the Club; concern reporting procedure (including the **Safeguarding Concern and Incident Reporting Form**) and introduction to the Welfare Officer.

Ongoing Checks

- Annual check by HR Director that DBS and Enhanced DBS certificates are up to date.
- For professional coaches; annual supervised session to assess practices are to the required standard.

Standard 6: Training

The Club will provide suitable training to all Staff in the organisation that is relevant to their particular role. This will include:

- Ensuring all Staff are aware of the Safeguarding Policy and where to access it.
- Particular skills training for relevant Staff who have responsibility for children, young people and adults at risk.
- Comprehensive Safeguarding Training available to designated persons.

General HR Standards to be Applied

Service providers operating from Treatment Rooms will not be permitted to treat children, young people and adults at risk without a signed declaration from parents/guardians/carers confirming this is acceptable. The HR Director to keep all such approvals are held on file.

1.15 RISK ASSESSMENTS IN RELATION TO CHILD, YOUNG PERSON AND ADULT AT RISK PROTECTION

The principle of risk assessment is for the Welfare Officer to consider:

- The practical details of a trip/fixture.
- Things that could go wrong with a trip/fixture.
- The likelihood of things going wrong.
- Impact of such things going wrong.

Once this is done:

- You can identify measures to reduce the risk.
- You can decide what to do if things go wrong.
- You can allocate roles to monitor and manage child protection.
- You should involve as wide a range of external sporting event stakeholders as possible.

Risk assessment and risk management should be carried out for every trip/fixture. The Club will employ or engage a Health and Safety specialist who will undertake a child-specific risk assessment for each trip/fixture and any concerns will be discussed and addressed by the Welfare Officer.

1.16 USE OF CHILD IMAGES IN PHOTOGRAPHS/WEBSITES

- Always ensure that appropriate permission has been granted for a child to be photographed or videoed.
- Parental/guardian permission to use an image of a child or young person must always be sought in advance.
- Avoid using children's names in photographic captions. If a child is named, avoid using his or her photograph. If a photograph is used and the child's name is included within the photograph caption avoid stating the child's surname.
- Only use images for the specific purpose which has been agreed with a parent and child. Additional use without specific permission is not acceptable.
- All images of children must be stored safely and securely. Where possible images of children should be stored in limited access files on computers.
- Only use images of children in suitable dress to reduce the risk of inappropriate use.
- Avoid personal information about children which could be used by an individual to learn more about a child.
- Make clear the Club's expectations of professional photographers and the press who are invited to an event, in relation to child protection.
- Do not allow photographers unsupervised access to children.
- Do not approve photography sessions outside of the Club's control or at a child's home.
- The use of cameras or mobile phones with camera or filming capability in dressing rooms and other inappropriate environments is expressly forbidden.

2 SAFEGUARDING CONCERN REPORTING PROCESS

The Club recognises that it is the responsibility of Staff to raise any concerns relating to children, young people and adults at risk. The protection of children, young people and adults at risk takes priority. The Club recognises the importance of having clear procedures to enable Staff to handle situations where an appropriate response is needed to a child protection concern.

See **Appendix 1** for definitions of abuse and neglect. Further examples of abuse and neglect in a sports setting can be found on the NSPCC Child Protection in Sport Unit website (<https://thecpsu.org.uk/help-advice/introduction-to-safeguarding/child-abuse-in-a-sports-setting/>).

Concerns may arise in a number of ways:

- A direct disclosure to you.
- A conversation with an adult e.g. a parent spectator or colleague or another child, young person or adult at risk.
- Direct observation of a worrying incident.
- Observation of signs or behaviour of possible abuse.
- Receipt of anonymous allegations e.g. by phone, text, e-mail or letter.

If you suspect that a child, young person or adult at risk may be being abused it is not your responsibility to take control of the situation nor to investigate and/or decide whether or not abuse has actually taken place. However you do have a responsibility to report your concerns or the concerns of others immediately and ensure the safety of the children, young people and adults at risk who come to the Club. All concerns should be raised with the Club's Welfare Officer, or in his absence the Deputy Welfare Officer, in accordance with the Safeguarding Concern Reporting Process detailed below and using the **Safeguarding Concern & Incident Reporting Form** (see **Appendix 4**).

The Welfare Officer will liaise with and refer to all necessary external agencies including:

- Designated sporting body (England Squash, Lawn Tennis Association and/or Tennis and Rackets Association)
- The Police
- Local Authority Children's Services
- Local Authority Adult Services
- Disclosure and Barring Service

Investigations and follow up will be as required on a case-by-case basis.

In the absence of the Welfare Officer and Deputy Welfare Officer being available the NSPCC 24 hour advisory service should be contacted for advice on 0800 800 5000 or the police called on 999 if there is immediate concern for the safety of a child, young person or adult at risk.

2.1 RESPONDING TO A CHILD OR YOUNG PERSON OR ADULT AT RISK DISCLOSING ABUSE

1. Stay calm.
2. Listen carefully to what is said.
3. Find an appropriately early opportunity to explain that it is likely that the information will need to be shared with others – do not promise to keep secrets.
4. Allow the child, young person, adult at risk, to continue at his/her own pace.
5. Ask questions for clarification only, and at all times avoid asking questions that suggest a particular answer.
6. Reassure the child that they have 'done the right thing' in telling you.
7. Do not promise to keep it a secret.
8. If someone is in immediate danger call the Police (999).
9. Tell them what you will do next and with whom the information will be shared, who is the person who needs to know and who should be able to help (i.e. the Welfare Officer).
10. As soon as possible after the disclosing conversation, make a note in writing of what was said using the child's own words and using the **Safeguarding Concern & Incident Reporting Form** attached at **Appendix 4**. Note the date, time, any names that were involved or mentioned, and who you gave the information to (i.e. the Welfare Officer). Make sure you sign and date your record.
11. Contact the Welfare Officer immediately. Do not delay in taking action. It is the Welfare Officer's responsibility to liaise with the relevant authorities, usually Children's Social care and/or the Police.
12. Unless you are the Welfare Officer, never investigate or take sole responsibility for a situation where a child or young person or adult at risk makes a disclosure. You **MUST** contact the Welfare Officer immediately.
13. **REMEMBER:** It is important that everyone at the Club is aware that the person who first encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. That is a task for the professional child protection agencies following a referral to them by the Welfare Officer of concern about a child, young person or adult at risk.

2.2 RESPONDING TO SIGNS OR SUSPICIONS OF ABUSE

Please see **Appendix 2** for a flow chart on what to do if you have signs or are suspicious of abuse or neglect and see **Appendix 4** for the **Safeguarding Concern & Incident Reporting Form** to make a report to the Welfare Officer.

2.3 RESPONDING TO ALLEGATIONS OF ABUSE AGAINST A MEMBER OF STAFF, WORKER OR OTHER ADULT

Please see **Appendix 3** for a flow chart on what to do if you have an allegation of abuse by a member of Staff or another adult or a child and see **Appendix 4** for the **Safeguarding Concern & Incident Reporting Form** to make a report to the Welfare Officer.

2.4 RESPONSE BY WELFARE OFFICER FOLLOWING REPORT OF ALLEGATION OF ABUSE OR CONCERN FOR THE WELFARE OF A CHILD, YOUNG PERSON OR ADULT AT RISK

- The Welfare Officer will consider the incident report and take steps, as considered necessary, to ensure the safety of the child/young person/adult at risk in question and any other person who may be at risk.

- The Welfare Officer will consider whether any external action needs to take place. If it is or becomes a Child Protection matter of an on-going concern the Welfare Officer will refer the allegation to the appropriate authorities who may involve the police, or go directly to the police out of hours and will discuss suspension of the alleged abuser with investigating agencies.
- The Welfare Officer will liaise with and refer to all necessary external agencies including:
 - o Designated sporting body (England Squash, Lawn Tennis Association and/or Tennis and Rackets Association)
 - o The Police
 - o Local Authority Designated Officer (LADO)
 - o Local Authority Adult Services
 - o Disclosure and Barring Service
- The Welfare Officer will inform the person who submitted the report (whether or not the local authority or external agency has been involved), that the relevant investigating agency (if applicable) has been contacted. The Welfare Officer will not discuss the incident any further other than for the purpose of clarification.
- The Welfare Officer will keep accurate records of all safeguarding concerns and all sensitive information secure in accordance with the Data Protection Act 1988.
- The parents, guardians or carers will be contacted by the Welfare Officer, as soon as possible, according to advice from the appropriate authorities.

2.5 RECORDING AND INFORMATION SHARING

In all situations, including those in which the cause of concern arises from a disclosure made in confidence, it is vitally important to record the details of an allegation or reported incident, regardless of whether or not the concerns are shared with an external agency.

The Club's **Safeguarding Concern & Incident Reporting Form** in **Appendix 4** must be completed.

An accurate note should be made of:

- Name, age, date of birth
- Home address and telephone number
- Whether the person making the report is expressing their own concerns or those of someone else
- A description of any visible bruising/injuries
- The nature of alleged incident including dates, times and any special factors or relevant information;
- Parties who were allegedly involved.
- Details of witnesses to the incident/s.
- What was allegedly said or done and by whom.
- The dates and time of the disclosure by the child/young person/adult at risk.
- Names of persons reporting and to whom reported.
- Any action taken by the Welfare Officer to investigate the matter.
- Any further action by the Club e.g. suspension of worker.
- Where relevant, reasons why there is no referral to a statutory agency.

The record should be clear and factual as it may be needed by child protection agencies investigating the incident and may, in the future, be used as evidence in court. Keeping such a record may also help protect the Club.

2.6 CONFIDENTIALITY, RETENTION AND STORAGE OF DOCUMENTATION

- Records of an allegation of abuse will be stored securely and shared only with those who need to know about the incident or allegation.
- As a general rule, all personal information that is acquired or held in the course of working with children, young people and adults at risk should be treated as confidential and stored securely by the Welfare Officer. Particular care should be taken with sensitive information. The Club and its Staff will never request the personal contact details of an individual child, young person or adult at risk, e.g. their personal email address or mobile number. All correspondence regarding a child, young person or adult at risk will be with their parent/guardian/carer.
- Consideration shall also be given to the Data Protection Act 1998 which requires that information is obtained and processed fairly and lawfully; that it is accurate, relevant and not held for longer than is necessary; and kept securely.

2.7 HANDLING AND SAFEKEEPING OF DISCLOSURE INFORMATION ON APPLICANTS

As a matter of good practice:

- Disclosure information will never be kept in an applicant's personnel file and is only passed to those who are authorised to receive it.
- We recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.
- We do not keep disclosure information for any longer than is absolutely necessary. This is generally a period of up to six months to allow for consideration and resolution of any disputes.

3 MONITORING

We are also committed to reviewing our Safeguarding Policy a year after development and then every three years. This policy was last revised in July 2017. The next review will be in July 2018. The policy will also be reviewed in the following circumstances:

- Changes in legislation and/or government guidance.
- As required by the Local Safeguarding Children Board, the Lawn Tennis Association, England Squash and The Tennis and Rackets Association.
- As a result of any significant change or event or incident.

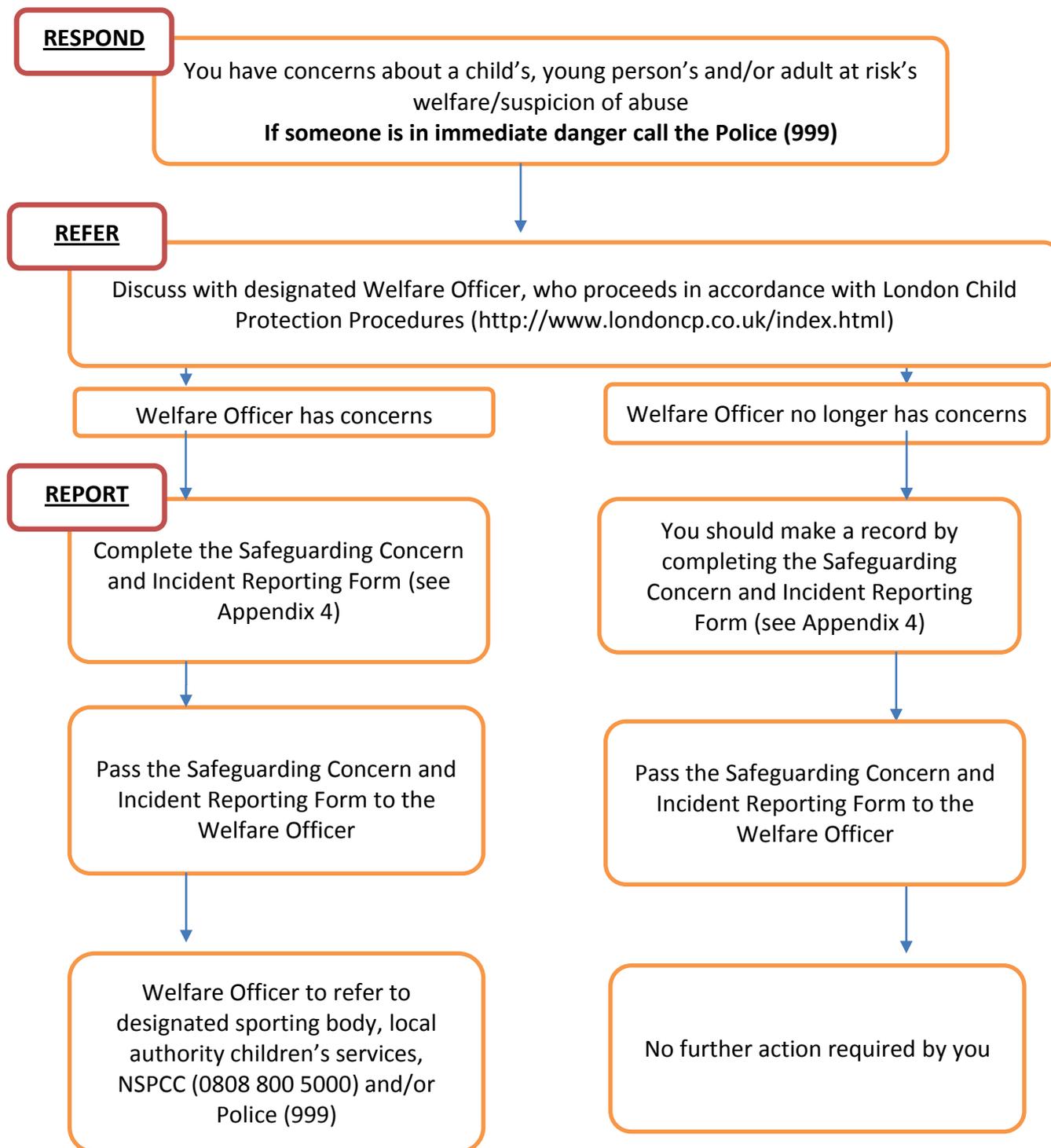
APPENDIX 1: SUMMARY OF TYPES OF ABUSE AND NEGLECT

Listed below are a summary of specific types of abuse. This list is not exhaustive. Further examples of abuse and neglect in a sports setting can be found on the NSPCC Child Protection in Sport Unit website (<https://thecpsu.org.uk/help-advice/introduction-to-safeguarding/child-abuse-in-a-sports-setting/>).

TYPE OF ABUSE	MEANING
PHYSICAL ABUSE	Includes hitting, shaking, throwing, poisoning or misuse of medications, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent, guardian or carer feigns the symptoms or deliberately causes ill health to a child, young person or adult at risk whom they are looking after.
SEXUAL ABUSE	Involves forcing or enticing a child, young person or adult at risk to take part in sexual activities, whether or not the child/young person/adult at risk is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. Sexual abuse also includes non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging a child, young person or adult at risk to behave in sexually inappropriate ways, or grooming a child young person or adult at risk in preparation for abuse (including via the internet). Sexual abuse may be same sex or opposite sex, may be by other children, young people or adults. People from all walks of life may be sexual abusers.
EMOTIONAL ABUSE	The persistent emotional ill-treatment of a child, young person or adult at risk such as to cause severe and persistent adverse effects on their emotional development. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing a child, young person or adult at risk to feel frightened.
NEGLECT	The persistent failure to meet a child's, young person's or adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of that person's health or development.
CHILD SEXUAL EXPLOITATION (CSE)	CSE is a type of sexual abuse in which children are sexually exploited for money, drugs, alcohol, accommodation or gifts as a result of them performing, and/or others performing on them, sexual activities. Sexual exploitation can occur through the use of technology without the child's, young person's, adult at risk's immediate recognition; for example being persuaded to post sexual images on the internet or mobile phones without immediate payment or gain. Children or young people or an adult at risk may be tricked into believing they are in a loving,

	consensual relationship. Child sexual exploitation is a hidden crime. Young people often trust their abuser and do not understand that they are being abused. They may depend on their abuser or be too scared to tell anyone what is happening.
BULLYING	Bullying is behaviour that hurts someone else – such as name calling, hitting, pushing, spreading rumours, threatening or undermining someone. It can happen anywhere – at school, at home or online. It is usually repeated over a long period of time and can hurt a child both physically and emotionally. Bullying that happens online, using social networks and mobile phones, is often called cyber bullying. A child can feel that there is no escape because it can happen wherever they are, at any time of day or night.

APPENDIX 2: WHAT TO DO IF YOU HAVE CONCERNS ABOUT A CHILD’S, YOUNG PERSON’S OR ADULT AT RISK’S WELFARE

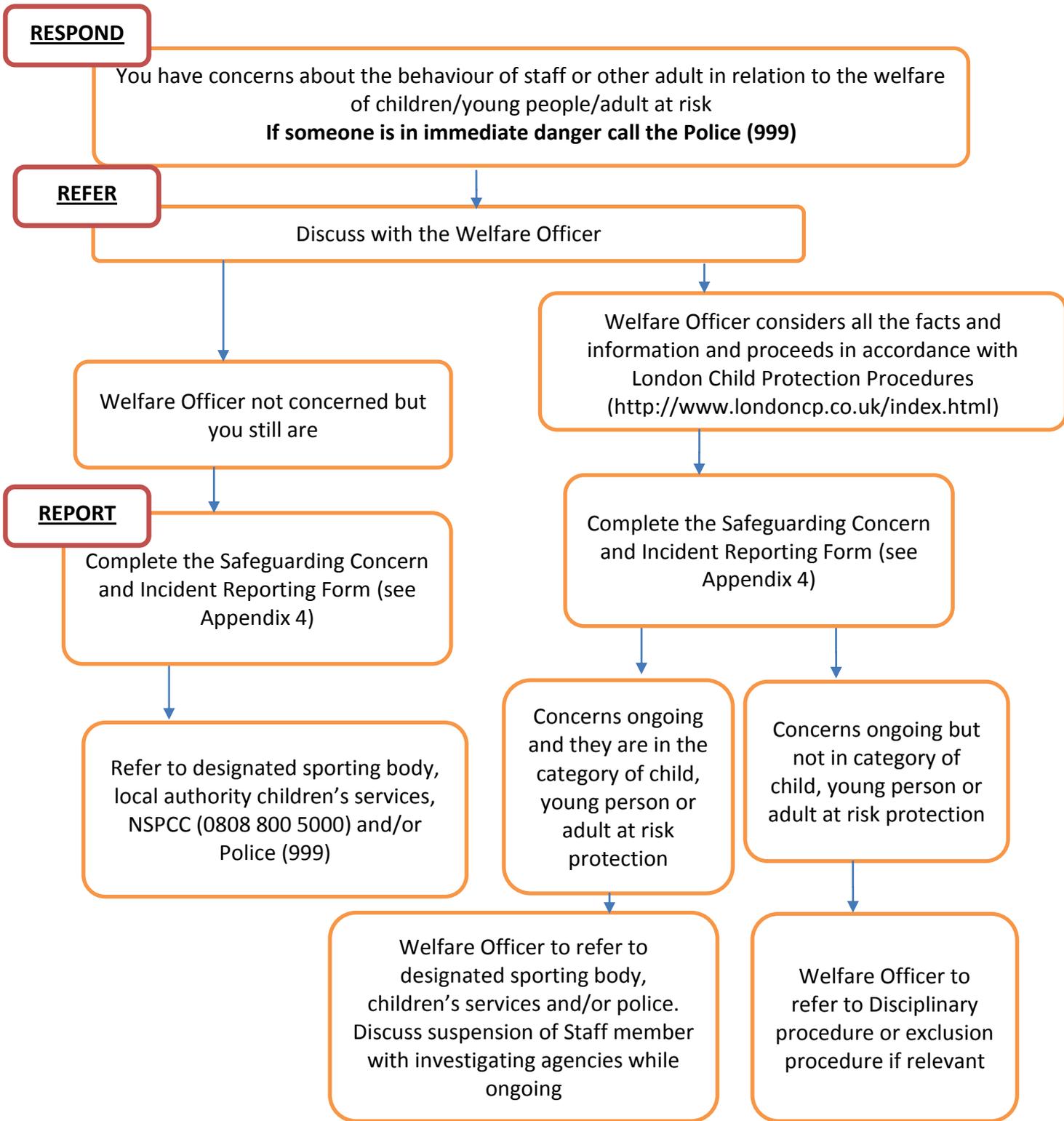


Contact Details

Olga Toombs (Welfare Officer): 020 7386 3428; olga.toombs-welfare@queensclub.co.uk

Alison Quinlan (Deputy Welfare Officer): 020 7386 3434; alison.quinlan-welfare@queensclub.co.uk

APPENDIX 3: WHAT TO DO IF YOU HAVE CONCERNS ABOUT A MEMBER OF STAFF OR OTHER ADULT IN RELATION TO CHILD, YOUNG PEOPLE OR ADULT AT RISK PROTECTION



Contact Details

Olga Toombs (Welfare Officer): 020 7386 3428; olga.toombs-welfare@queensclub.co.uk

Alison Quinlan (Deputy Welfare Officer): 020 7386 3434; alison.quinlan-welfare@queensclub.co.uk

APPENDIX 4: SAFEGUARDING CONCERN & INCIDENT REPORTING FORM

THE QUEEN'S CLUB SAFEGUARDING CONCERN & INCIDENT REPORTING FORM	
STRICTLY PRIVATE AND CONFIDENTIAL	
COMPLETE IN BLOCK CAPITALS	
Your contact information:	
Address:	
Postcode:	
Telephone numbers:	Email address:
Category of person: Child / Young Person / Adult at Risk	
Name:	Date of birth or age (if known):
Ethnic origin: Please state if known	Disability (if any): Please state
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	First language:
Parent's / guardian's / carer's name(s):	
Contact information (parents/guardians/carers):	
Address:	
Postcode:	
Telephone numbers:	Email address:
Are you reporting your own concerns or responding to concerns raised by someone else:	
<input type="checkbox"/> Responding to my own concerns <input type="checkbox"/> Responding to concerns raised by someone else	

If responding to concerns raised by someone else: Please provide further information below	
Name:	
Position within the sport or relationship to the child:	
Telephone numbers:	Email address:
Brief description of what has prompted the concerns (include dates, times etc. of any specific incidents):	
Detail any physical signs, behavioural signs or indirect signs:	
Have you spoken to the child, young person or adult at risk? If so, what was said:	
Have you contacted the parents / carers? If so, what was said:	
Has anybody been alleged to be the abuser? If so, give details:	
Have you consulted anybody else? If so, give details:	
Your name:	Your role:
To whom reported and date of reporting:	
Signature:	Today's date:

Please complete and return this form to the Welfare Officer.

APPENDIX 5: CHILD PROTECTION AND SAFEGUARDING DECLARATION FORM

Company	The Queen’s Club Limited
Potential Role	

I declare that I have never been convicted of any offence involving any type of harm to a child or children, young person or adult at risk, nor have I ever been warned or cautioned in relation to such a matter. I also declare that there are no civil or criminal proceedings of any nature pending against me at the date of this declaration relating to any allegation concerning any type of harm to a child or children young person or adult at risk.

I authorise the Company (referred to above) to seek references or approach previous employers for information to verify information on disciplinary offences relating to children, young people and adults at risk.

In the event that I accept an offer of employment or engagement with the Company I undertake to inform the Welfare Officer or Deputy Welfare Officer in writing within 24 hours if I am investigated by any agency or organisation in relation to concerns about my behaviour towards any child, young person or adult at risk.

I give my permission to the Company to check the above-mentioned criminal records periodically.

I understand that if I withhold any relevant information, or present false or inaccurate information, that my employment or engagement for the above mentioned role will be terminated with immediate effect.

I will adhere to the Company’s Safeguarding Policy. I confirm that I have received and read these documents at the time of signing this declaration.

In accordance with the UK’s Data Protection Act (1998) and any other relevant privacy law which applies in the country of engagement, this declaration is confidential and is extended solely in order to accredit my suitability to work with children, young people and adults at risk whilst providing services to the Company; this declaration may not be used totally or partially for any other purpose save that for which it is expressly made.

Name	
Signed	
Date	