



21a Queenhill Road, Selsdon
South Croydon, CR2 8DU

ADULTS AT RISK SAFEGUARDING POLICY

Selsdon Tennis Club operates in the Borough of Croydon and is affiliated to the Lawn Tennis Association (LTA)

1. POLICY STATEMENT

All adults at risk have the right to live a life free from harm from abuse, exploitation and neglect.

STC is committed to safeguarding adults at risk by ensuring that activities at the club are delivered in a way which keeps them safe and that safeguarding concerns or allegations are acted upon appropriately. STC is committed to creating a culture of zero-tolerance of harm to adults at risk which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

STC will strive to recognise and report harm experience not only with the club setting, but within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

This policy is reviewed every three years or sooner if there are changes in legislation, government guidance or as a result of any other significant change or event.

2. POLICY PRINCIPLES

- Safeguarding is everybody's responsibility
- The welfare of the adult at risk is paramount
- All adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Safeguarding concerns are taken seriously, responded to swiftly and appropriate support provided to those involved wherever possible.

3. RESPONSIBILITY FOR SAFEGUARDING

- The Welfare Officer is responsible for ensuring STC complies with safeguarding standards and acts as the first point of contact for any safeguarding issues at the club
- Coaches and Management committee members and Directors of the club are responsible for upholding high standards of conduct and professionalism in accordance with the STC Code of Conduct
- All Participants (see Appendix B for definition) are responsible for raising safeguarding concerns in accordance with the 'Reporting a safeguarding concern' procedure (see Appendix A) They should also be aware of and uphold the STC Code of Conduct

4. DEFINITION OF AN ADULT AT RISK

In England under the Care Act 2014,

An adult at risk is defined as:

An individual aged 18 years and over who:

A: has needs for care and support (whether or not the local authority is meeting any of those needs), and;

B: is experiencing, or at risk of, abuse or neglect, and;

C: as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

There is a legal duty on Local Authorities to provide support to 'adults at risk'

- Safeguarding legislation applies to all forms of abuse that harm a person's well-being
- The law provides a framework for good practice in safeguarding that makes the overall well-being of the adult at risk a priority of any intervention
- The law in England emphasises the importance of person-centred safeguarding, (referred to as 'Making Safeguarding Personal')
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (Mental Capacity)
- The law provides a framework for sports organisations to share concerns they have about adults at risk with the local authority
- The law provides a framework for all organisations to share information and cooperate to protect adults at risk
- The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Well-being includes mental and physical health, relationships, connections with our communities and our contribution to society

5. SCOPE

This policy is applicable to all directors, volunteers, committee members, coaches, club members and any visitors. It is in line with the legislation applicable to England under the Care Act 2014.

STC Directors have overall accountability for the policy and its implementation The Welfare Officer is responsible for updating the policy in line with new legislation and club developments.

6. RECRUITMENT AND TRAINING OF OFFICERS AND COACHES AT THE CLUB

At STC, the officers of the club are volunteers. The Welfare Officer is obliged to undergo a Criminal Records check through the Disclosure and Barring Service (DBS). Coaches at the club have to be Accredited by the LTA which also involves them having a DBS check.

Any volunteer at the club who is working with adults at risk on a regular basis must also have a DBS check.

The Welfare Officer and Accredited Coach(es) are required to complete Safeguarding training as set out by the LTA every 3 years.

7. CODE OF CONDUCT

All Participants are expected to always act in the best interests of adults at risk and ensure that their safety, welfare and well-being is the primary consideration.

All club members and participants must adhere to STC Code of Conduct as well as other safeguarding procedures or guidance that may be issued from time to time by the Welfare Officer. A record of dissemination of these updates is kept by the Membership Secretary.

8. POSITIONS OF TRUST

A person aged 18 or older who holds a position of authority or responsibility over a child or an adult at risk is in a position of trust.

Positions of trust are not defined by a qualification or job title, but by reference to the activity which the adult is carrying out in relation to the child or adult at risk, namely, coaching, teaching, training, supervising or instructing (including as a volunteer) on a regular basis.

Participants who are in a position of trust must be aware of the power imbalance they hold over children and adults at risk and not use this for personal advantage or gratification.

9. DEFINITIONS OF ABUSE IN ENGLAND UNDER THE CARE ACT 2014

Physical

Sexual

Emotional/Psychological/ Mental

Neglect

Financial or material abuse

Discriminatory

Organisational

Self-neglect Domestic Abuse (including coercive control)

Modern slavery

10. INCREASED VULNERABILITY TO ABUSE

Vulnerability is a changeable and contextual state but may include adults at risk with a physical disability or diagnosed condition such as dementia, learning difficulties, or those who have a mental health condition such as severe anxiety or depression.

Adults in these groups may:

- Have a smaller network of friends and peer group to support and protect
- Require intimate/physical and or invasive medical care required which can allow abuse to be hidden
- Have communication difficulties
- Be less able to resist inappropriate or abusive behaviour, either verbally or physically
- Be dependent on the abuser for a service or basic need

- Have medical conditions that are used to explain injuries

Personal circumstances away from tennis such as domestic violence, poverty, substance abuse, homelessness and social exclusion may also have an impact on vulnerability.

11. MAKING SAFEGUARDING PERSONAL

Legislation recognises that adults make choices that may mean that one part of their well-being suffers at the expense of another. Similarly, adults can also make a decision to risk their personal safety, for example to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

‘Making Safeguarding Personal’ means engaging an adult at risk in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Their views, wishes, feelings and beliefs will be taken into account when decisions are made about how to support them to be safe and finding the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people’s sense of self-worth and supports recovery from abuse.

If an adult at risk has difficulty making their views and wishes known, they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

Being able to live free from abuse and neglect is a key element of well-being. Any actions taken to safeguard an adult must take their whole wellbeing into account and be proportionate to the risk of harm.

12. THE PRINCIPLES OF ADULT SAFEGUARDING

ENGLAND (CARE ACT 2014)

- Empowerment – People being supported and encouraged to make their own decisions and informed consent
- Prevention – It is better to take action before harm occurs
- Proportionality – The least intrusive response appropriate to the risk presented
- Protection – Support and representation for those in greatest need
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability – Accountability and transparency in delivering safeguarding

13. MENTAL CAPACITY

Mental capacity must be considered when we believe abuse or neglect might be taking place. It is important to make sure an adult at risk has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult at risk may want to take part in an activity, but their parent who is their carer won’t allow them to and will not provide the support they would need.

Another situation is where an adult at risk is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make ‘free and informed decisions’

14. PRINCIPLES OF WHEN AND HOW TO MAKE DECISIONS FOR ANOTHER PERSON

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed

- If the decision can wait, then wait – e.g. to get help to help the person make their decision or until they can make it themselves
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes
- If the action we are taking to keep people safe will restrict them, then we must think of the way to do that which restricts to their freedom and rights as little as possible

If you are concerned that an adult at risk who has a lot of difficulty making their own decisions is being abused or neglected, you need to tell the Welfare Officer or refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

You should always seek to obtain the consent from an adult at risk before sharing information about them with others, however there are some circumstances where you will need to act without their consent and these include where:

- it is not safe to contact them to gain their consent – i.e. it might put them or the person making contact at further risk
- you believe they or someone else is at risk, including children
- you believe the adult at risk is being coerced or is under duress
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed
- the adult at risk does not have mental capacity to consent to information being shared about them
- the person causing harm has care and support needs

When information is shared without the consent of the adult at risk this will be explained to them, when it is safe to do so, and any further actions should still fully include them.

15. LOW LEVEL CONCERNS

A low level concern (which can also be known as poor practice) is behaviour that falls short of abuse towards an adult at risk and does not meet the allegation threshold or a referral to the Local Authority Designated Officer (LADO in England and Wales), but which nevertheless harms an adult at risk or has a negative effect on their safety and/or well-being

A low level concern is any concern – no matter how small, and even if no more than a ‘nagging doubt’ – that an adult may have acted in a manner which is not consistent with the Code of Conduct and/or has created a sense of unease about that person’s ability to work with adults at risk,

Low level concerns are not acceptable and should be reported to the Welfare Officer who will then contact the LTA Safeguarding Team unless the concern involves the Welfare Officer in which case you need to contact the LTA directly (See Appendix A). All low level concerns must be reported to the LTA in order that concerning, problematic or inappropriate behaviour is identified and to ensure that no information is potentially lost. Upon receipt by the LTA, low level concerns will be triaged and managed through LTA Safeguarding Regulations which form part of the LTA Disciplinary Code.

The LTA may decide that the low level concern is suitable to be dealt with by the venue directly in which case the LTA will support the Welfare Officer to manage the situation. If further information comes to light which raises the level of concern, the matter must be referred back to the LTA.

16. RESPONDING TO A SAFEGUARDING CONCERN

Upon becoming aware of a safeguarding concern, Participants must follow the How to report a safeguarding concern (see Appendix A) procedure.

Participants should speak with the adult at risk involved to help ensure their views and wishes are known and that they are aware of what is happening.

It is not the job of the Participant to investigate any safeguarding concern or allegation, nor determine whether abuse or poor practice has taken place.

Once a safeguarding concern or allegation has been reported to the LTA, they will triage it and manage it through the LTA Disciplinary Procedures. These can be found at www.lta.org.uk/about-us/what-we-do/governance-and-structure/rules-regulations

17. RESPONDING TO A DISCLOSURE OR ABUSE

If an adult at risk discloses that he or she has been abused or is at risk of abuse:

- Listen carefully and calmly to what is said
- Reassure them that they have done the right thing and what they have told you is very important
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you
- Ask them what they would like to happen next
- Explain what you would like to do next
- Let them know that you will need to speak to the Welfare Officer/ LTA Safeguarding Team because it is in their best interest. If you intend to speak to the police or social care, you should let them know this too
- Ask for their consent for the information to be shared
- Do not seek to investigate it yourself or let doubt/personal bias prevent you from reporting the allegation
- Make an arrangement as to how you can contact them safely
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support etc)
- Ensure that the adult's immediate needs are met and that the priority is their safety and protection from further risk of harm
- Record details of the disclosure as soon as possible after (not during)the disclosure. The recording of details should be impartial i.e. you should write down what you see and hear from the adult and not what you feel. Then pass the details on to the Welfare Officer who will submit the details to the LTA via <https://safeguardingconcern@lta.org.uk/>

18. CONFIDENTIALITY

All safeguarding concerns and allegations at Selsdon Tennis Club must be dealt with confidentiality by all Participants involved. The LTA Safeguarding Team will also maintain confidentiality.

However, there may be a situation where the individual raising a concern or allegation does not wish to be named, but it may not be possible for the LTA to assure anonymity, e.g. where it is necessary to carry out a fair disciplinary process.

19. INFORMATION SHARING AND RETENTION

In certain situations, the LTA Safeguarding Team may be required to share information with statutory agencies and other relevant organisations where it is necessary and proportionate to prevent or manage the risk of harm in tennis or sport to adults at risk.

- Remember that the Data Protection Act 2018 and human rights law are not barriers to justified information sharing but provide a framework to ensure that personal information about living individuals is shared appropriately
- Be open and honest with the individual from the outset about why, what, how and who the information will and could be shared with and seek their agreement from the individual and if necessary other family members unless it is unsafe or inappropriate to do so.
- Where individuals and other relevant parties do not consent to their information being shared, it is still possible to share confidential information where there is good reason to do so, e.g. where safety may be at risk.
- Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it (in this case the Welfare Officer), that it is accurate and up to date and is shared in a timely fashion and is always shared securely.
- Any decisions must be recorded including the reasons behind it. Record who it has been shared with and why.

20. WHISTLEBLOWING

Whistleblowing is when someone reports wrongdoing on the basis that is in the public interest for the wrongdoing to be brought to light. This can include:

- An organisation which doesn't have clear safeguarding procedures to follow
- Concerns that aren't dealt with properly or may have been covered up
- A concern was raised but hasn't been acted upon
- Being worried that repercussions are likely to arise if raising a safeguarding concern or allegation (This applies to incidents that happened in the past, are happening now, or may happen in the future).

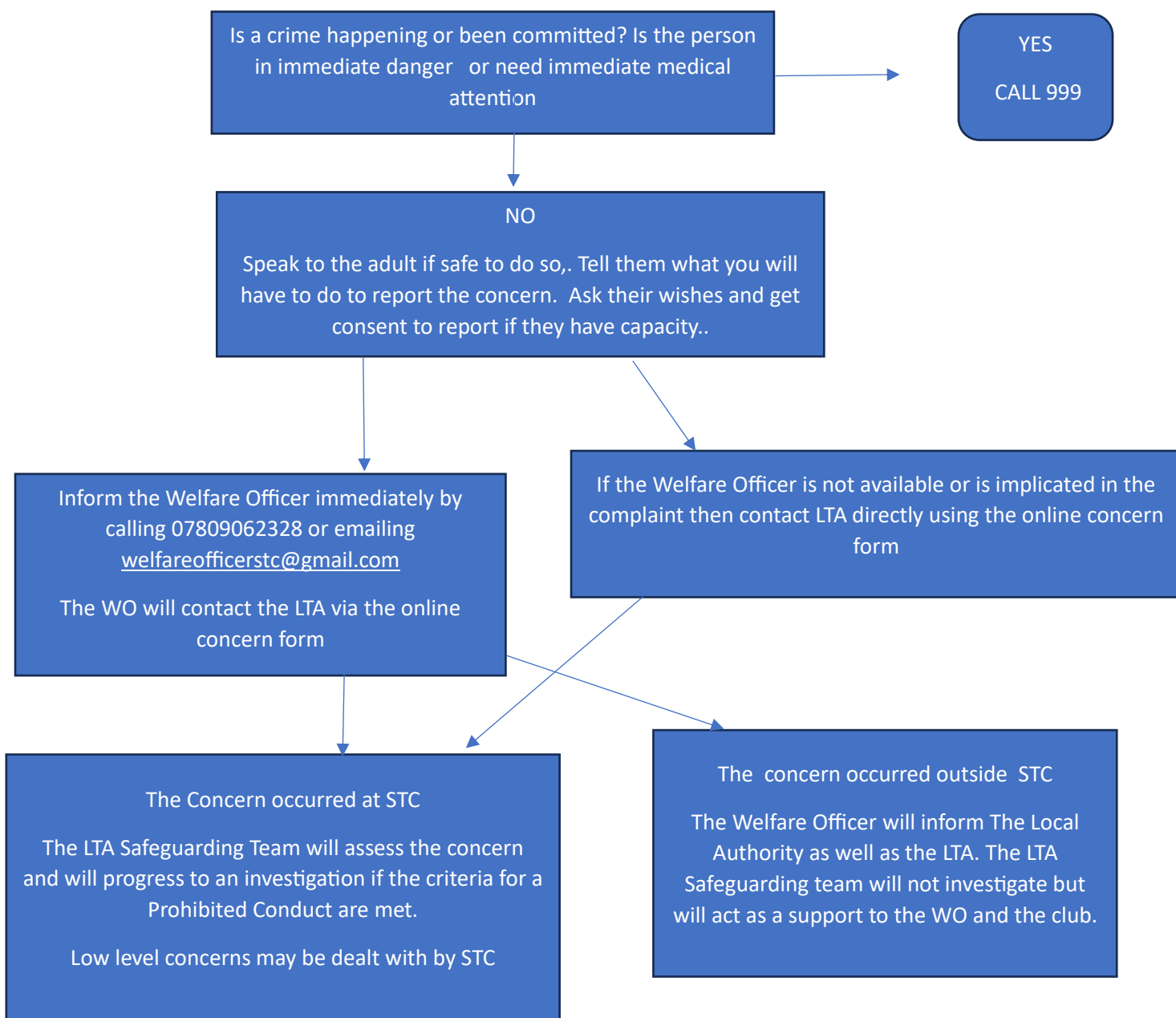
Whistleblowers should contact the Welfare Officer in the first instance unless they feel uncomfortable to do so or if the concern is not about Selsdon Tennis club. In this instance they should contact the LTA Safeguarding Team. If the Whistleblower doesn't want to speak to the WO or the LTA then there is a Whistleblowing advice line which can be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk Safecall is an independent, confidential and potentially anonymous reporting service provided by the LTA if there are serious concerns regarding any of the public interest areas listed below.

- Criminal offences, including fraud
- Failure to comply with a legal obligation
- Legal miscarriage of justice
- Endangering someone's health and safety
- Damage to the environment
- Covering up wrongdoing in any of the above categories

Either call 0800 915 1571 or report online at www.safecall.co.uk/report

APPENDIX A – HOW TO REPORT A SAFEGUARDING CONCERN

You have a concern, or have been told about, possible abuse of an adult at risk, poor practice or wider welfare issues



APPENDIX B: DEFINITIONS

Adult at risk

An individual aged 18 years and over who:

- A: has needs for care and support (whether or not the local authority is meeting any of those needs), and;
- B is experiencing, or at risk of, abuse or neglect, and;

C as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Adult:

a person aged 18 years or older

Child:

a person under the age of 18 years.

Parent:

birth parents, legal guardians and other adults who are in a parenting role.

Participant:

anyone participating or seeking to participate in tennis in any way whatsoever whether directly eg all members of STC or indirectly eg as a parent, supporter, carer or just someone who has come to watch tennis.

Safeguarding:

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect

Prohibited conduct:

engage, or attempt or threaten to engage, in conduct that directly or indirectly harms the physical and/or mental welfare and/or safety of one or more child or adult at risk; or pose a risk of harm to the physical and/or mental welfare and/or safety of one or more child or adult at risk.

Abuse:

Abuse happens when a person harms an adult at risk.

Abusers can include:

- family members
- carers
- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers

Indicators of Abuse

There are many signs and indicators that may suggest a child is being abused or neglected. The Ann Craft Trust has a comprehensive list of the types of abuse and their indicators at:

www.anncrafttrust.org/resources/types-of-harm

Examples of signs and symptoms include but are not limited to:

- Unexplained change in behaviour
- Unexplained bruises or injuries
- Missing belongings or money
- Child is not attending/no longer enjoying their sessions
- Changes in weight
- Truancy
- Sexually explicit knowledge or behaviour
- Being withdrawn
- Genital pain, stomach pains, discomfort, pregnancy, incontinence, urinary infections, STDs
- Dirty, ill-fitting clothes or a lack of appropriate clothing for the weather
- Self-harm
- A fear of a particular group of people or an individual
- Lack of friends
- Low self-esteem.

Neglect:

Includes ignoring medical or physical care needs and failing to provide access to appropriate health social care or educational services. It also includes the withdrawing of the necessities of life, including medication, adequate nutrition, and heating.

Emotional Abuse

Includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks

Physical Abuse

Hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual Abuse

Includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented, or was pressured into consenting.

Discriminatory abuse:

Discriminatory abuse may involve race, gender, disability, or any of the protected characteristics of the Equality Act. Examples of discriminatory abuse might involve harassment, slurs, or similar treatment based on the difference or perceived difference

Domestic abuse:

Domestic abuse is any type of controlling, coercive, threatening behaviour, violence or abuse between people who are, or who have been in a relationship, regardless of gender or sexuality. It can include physical, sexual, psychological, emotional or financial abuse. It can include physical, sexual, psychological, emotional and financial abuse or “honour” based violence.

Female genital mutilation:

Female genital mutilation (FGM) is the partial or total removal of external female genitalia for non-medical reasons. It's also known as female circumcision or cutting. The age at which FGM is carried out varies. It may be carried out when a child is new-born, during childhood or adolescence, just before marriage or during pregnancy. There are no medical reasons to carry out FGM.

Honour-Based Violence: Honour-Based Violence (HBV) encompasses crimes which have been committed to protect or defend the honour of the family and/or the community, including Female Genital Mutilation (FGM), forced marriage, and practices such as breast ironing. All forms of HBV are abuse.

Self-neglect:

Covers a wide range of behaviour, but it can be broadly defined as neglecting to care for one's personal hygiene, health, or surroundings. An example of self-neglect is behaviour such as hoarding.

Modern Slavery:

Encompasses slavery, human trafficking, forced labour, and domestic servitude.

Organisational:

Includes neglect and poor care practice within an institution or specific care setting, such as a hospital or care home, or in relation to care provided in one's own home. Organisational abuse can range from one off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation

Financial: Includes theft, fraud, internet scamming, and coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions. It can also include the misuse or misappropriation of property, possessions, or benefits.

Radicalisation:

The process by which a person comes to support terrorism and forms of extremism leading to terrorism. Anybody from any background can become radicalised. The grooming of adults at risk for the purposes of involvement in extremist activity is a serious safeguarding issue.

APPENDIX C USEFUL CONTACT DETAILS**Alcoholics Anonymous**

Free helpline for alcohol issues. 0800 9177 650 help@aamail.org www.alcolicsanonymous.org.uk

Anger Management

British Association of Anger Management (BAAM)

0845 130 0286

www.angermanage.co.uk

Beat

Provides support on all aspects of eating disorders.

0808 801 0677 (over 18s)

help@beateatingdisorders.org.uk

Bipolar UK

Support to enable people affected by bipolar disorder/ manic depression to take control of their lives.

0333 323 3880

info@bipolaruk.org www.bipolaruk.org.uk

ChildLine

ChildLine help anyone under 19 in the UK with any issue they are going through.

08001111 or you can email or live chat at: www.childline.org.uk/about/about-childline/

Galop

Emotional and practical support for LGBT people experiencing domestic violence.

0800 999 5428 help@galop.org.uk

Men's Advice Line

Information, support and advice to men experiencing domestic violence, offered by Respect. 0808 801 0327

info@mensadviceline.org.uk

Mind

Information, advice, guidance and support for people with mental health problems. 0300 123 3393

info@mind.org.uk

National Domestic Violence Helpline

Run in partnership between Women's Aid & Refuge. 0808 2000 247

NAPAC

The National Association for People Abused in Childhood (NAPAC) offers support to adult survivors of all types of childhood abuse. 0808 801 0331 - napac.org.uk/

NSPCC

The NSPCC can support with any concerns about a child's safety or well-being.

help@nspcc.org.uk - 0808 800 5000

One in four

Specialising in working with survivors of childhood sexual abuse and sexual violence.

Offers long-term 1-1 therapy. - 0208 697 2112

admin@oneinfour.org.uk www.oneinfour.org.uk

Relate

Counselling and relationship education for couples.

Live chat line service also available. - 0300 100 1234 - www.relate.org.uk

Samaritans

Call 116 123 for free - Whatever you're going through, a Samaritan will face it with you.

www.samaritans.org

Sane

Deals with all aspects of mental illness including depression, schizophrenia and anxiety.

0845 767 8000 - www.sane.org.uk

The Survivors Trust

The Survivors Trust is the largest umbrella agency for specialist rape and sexual abuse services in the UK

01788 550554

www.thesurvivorstrust.org

Talk to Frank

National organisation providing advice regarding drugs and substance abuse.

On-line live chat service also available. 0300 123 6600 - www.talktofrank.com

Document created and reviewed by Felicity Abbott (Welfare Officer)

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