



CHILD PROTECTION POLICY AND PROCEDURES

April 2026

Policy approved by:
James Temple, Head of Rackets
Chris Jones, General Manager

POLICY REVIEW RECORD

REVISION NO.	DATE	UPDATED BY:	DETAILS
1	April 2026	James Temple	Policy updated with the new Tennis Welfare Officer (Vanessa Killick) and Chairman (Steve Kirby)

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PROCEDURES

1. Policy Statement

Exeter Golf and Country Club is committed to providing a safe and positive environment for all children. We have a large range of sporting facilities which enable children to take part in activities including tennis, golf, squash, swimming, and fitness. We pride ourselves on being a family-oriented club which offers opportunities for children to become involved in sport at a range of levels.

We are committed to ensuring that the club and all its activities are run with safeguarding embedded within all aspects of our organisation.

This policy demonstrates our commitment to ensuring that all children who visit the club can do so in an environment which is safe and enjoyable.

This policy is informed by material from governing bodies including the Lawn Tennis Association (LTA), England Golf, England Squash, Swim England, and the Child Protection in Sport Unit (CPSU).

2. Policy Principles and Objectives

1. Safeguarding is everyone's responsibility.
2. The safety and welfare of children is paramount.
3. Exeter Golf and Country Club has a responsibility to provide a duty of care for children, to safeguard their well-being and protect them from abuse.
4. All children, 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.
5. All children have the right to be treated with dignity and respect.
6. Any allegations or concerns are to be treated seriously and responded to quickly and appropriately using the relevant procedures as outlined in this policy.
7. All staff and volunteers are required to adopt and abide by this policy.
8. Exeter Golf and Country Club aims to:
 - a. Provide a safe environment for children participating in activities at the club and will try to ensure that they enjoy the experience.
 - b. Ensure that robust systems are in place to manage any concerns of allegations.
 - c. Create a culture and environment where everyone is empowered to protect themselves and others and feel able to raise concerns.
 - d. Provide recruitment and training procedures that will ensure that safeguarding is considered of the highest importance with our staff and volunteers.
 - e. Actively promote working together to ensure all children and adults at risk are safeguarded.
 - f. Ensure that children and their parents/carers are informed and consulted and, where appropriate, fully involved in decisions that affect them.
 - g. Reassure parents and carers that all children will receive the best care possible whilst participating in club activities and communicate Policy and Procedure to them.

3. Responsibility for Safeguarding

- The Board of Directors and Senior Management Team have overall accountability for ensuring that this policy is implemented appropriately.
- The policy will be reviewed every three years or whenever there is a major change in legislation. Guidance for the governing bodies of the sports being played at Exeter Golf and Country Club (the LTA, England Golf, England Squash and Swim England) will be sought as part of the review process.
- Risk assessments will be conducted for club activities with regard to safeguarding to ensure that appropriate actions are taken to address identified issues.
- The club's safeguarding officers are:
 - James Temple, Head of Rackets, Safeguarding Lead
 - Chris Jones, General Manager
 - Vanessa Killick, Tennis Welfare Officer
- The Senior Management Team, led by the General Manager and Safeguarding Lead, are responsible for:
 - Ensuring that safeguarding is covered in every induction of new employees and self-employed instructors.
 - Ensuring that all relevant DBS checks and references are carried out for new staff and are renewed when required.
 - Raising awareness of safeguarding through promoting good practice, staff training, policies, and procedures.
 - Developing and implementing high-level safeguarding standards across the Club.
 - Responding to and investigating safeguarding concerns. Being aware of who to contact where support is required.
 - Taking action to prevent or stop any abuse or harm of children.
- The Tennis Welfare Officer, working with the Head of Rackets, is responsible for ensuring that the section complies with all safeguarding standards as required by the LTA. They will also be the first point of contact for any safeguarding concerns within the tennis section.
- Coaches and Instructors are responsible for upholding high standards of conduct and professionalism in accordance with the Code of Conduct. They must also ensure that their DBS checks and any relevant coach accreditation is always kept up to date.
- All staff members are responsible for reporting any safeguarding concerns to their line manager, the Safeguarding Lead, General Manager, or emergency services as appropriate.

4. Scope

This Policy applies to and binds all "Participants", which is anyone who is employed by the club, a member of the club or a visitor to the club.

5. Policy Aims

The purpose of this policy is to:

- Protect children (anyone under the age of 18) from harm.

- Provide the necessary information to enable Participants to meet their safeguarding responsibilities.
- Deliver good practice and high safeguarding standards.
- Outline our commitment to safeguarding children.

6. Recruitment and Training

Exeter Golf and Country Club will endeavour to ensure that all volunteers and staff working with children and young people are appropriate and suitable to do so, and that they have all the information they require to undertake their job effectively and appropriately.

Each role which involves an element of responsibility regarding children, particularly those involving the regular supervision of children, whether voluntary or paid, should be assessed to establish which qualifications, checks and other requirements are necessary. These will include the following:

- An application form
- A self-disclosure form
- References
- A signed Code of Conduct

All staff, volunteers and coaches will be offered access to appropriate child protection training. Exeter Golf and Country Club recommends attendance at the UK Coaching Safeguarding and Protecting Children (SPC) workshop and will ensure that all volunteers and staff who have significant contact with children attend. An online UK Coaching refresher course should be completed and repeated every three years for those involved in coaching.

All self-employed coaches and instructors are responsible for arranging their own safeguarding training in line with the requirements of their qualification/accreditation.

All staff, volunteers and coaches working with children and young people will be asked to read and become familiar with the club's Safeguarding Policy and Procedures.

All staff, volunteers and coaches involved with children and young people will be asked to read the Code of Conduct relevant to their role, and sign to indicate their understanding and agreement to act in accordance with the code. The code is linked to the Disciplinary Procedures.

Exeter Golf and Country Club is committed to the fact that every child and participant should be afforded the right to thrive through being involved in sporting activity for life, in an enjoyable, safe environment, and be protected from harm. The club acknowledges the additional vulnerability of some groups of children (e.g. disabled and those with communication differences). The club will ensure that the environment is appropriate for the child, and tailored to their needs so that they have a positive experience of their sport without risk of harm.

All management team members will complete safeguarding training every three years along with regular updates.

All committee members will complete safeguarding training every three years. This applies to the Board of Directors, Club Committee, Tennis Committee, Squash Committee and Golf Committee.

All Welfare Officers and Coaches are required to complete safeguarding training every three years as part of their accreditation.

7. Positions of Trust

A person aged 18 or older who holds a position of authority or responsibility over a child 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, 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 not use this for personal advantage or gratification.

In June 2022, the Sexual Offences Act 2003 was changed to extend the abuse of position of trust offences to include where an adult is coaching, teaching, training, supervising or instructing a child under 18 years old within sport or religious settings. This means that under the Sexual Offences Act 2003, in England and Wales it is a criminal offence for a person in a position of trust to have a sexual or intimate relationship with a child under 18 years old, even if the relationship is deemed consensual. This means that any sexual activity (including online activity) between someone in a position of trust and a child under 18 years old will be formally reported as it may be a criminal offence.

Signed: _____

(Steve Kirby on behalf of the Board of Directors)

Title: Chairman

Date: April 2026

TYPES OF ABUSE AND HARM

8. Types of Abuse

There are four main types of child abuse:

Sexual

Sexual abuse is when a child is forced or persuaded to take part in sexual activities. This may involve physical contact or non-contact activities and can happen online or offline. Children and young people may not always understand that they are being sexually abused.

Sexual abuse has immediate and long-term impacts on a child's physical, mental and emotional wellbeing, behaviour, development and personal relationships.

Most children who have experienced sexual abuse were abused by someone they know. Perpetrators may look for weak spots in an organisation to gain access to children.

In sport and activity settings, coaching techniques which involve physical contact with children can create situations where sexual abuse can be disguised. An abusive situation can also develop if a person in a position of authority, such as a coach, were to misuse their power.

Contacts made within sport and pursued through other routes, such as social media, have been used to manipulate and groom children for abuse. Those who want to sexually abuse children can also groom protective adults and organisations in order to create opportunities for abuse to take place.

Physical

When someone deliberately hurts a child causing physical harm it is called physical abuse. It may involve hitting, kicking, shaking, pushing, poisoning, burning, biting, scalding, drowning or any other method of causing non-accidental harm.

In a sport or activity setting, physical abuse may occur:

- if the nature and intensity of training or competition exceeds the capacity of the child's immature growing body
- where coaches encourage the use of drugs or harmful substances to enhance performance or delay puberty
- if children are made to perform a movement they do not have the skill to execute and this causes an injury
- if athletes are required to participate when injured
- if coaches punish children with excessive cardio exercises
- if sanctions used by coaches involve inflicting pain

Emotional

Emotional abuse is the emotional maltreatment of a child, which has a severe and persistent negative effect on the child's emotional development.

Emotional abuse in a sport or activity setting may be perpetrated by coaches, staff and volunteers, as well as other children and young people. This can take the form of:

- subjecting a child to repeated criticism, sarcasm, name calling or racism
- ignoring or excluding a child
- pressuring a child to perform to unrealistically high expectations
- excessive weighing of children
- making a child feel like their value or worth is dependent on their sporting success
- bullying behaviour

Sports coaches and volunteers can play an important role in recognising the signs of emotional abuse, responding to reports and concerns, and preventing instances of emotional abuse in a sports setting in the first place.

Sports coaches and volunteers must also act as positive role models in their behaviour, conduct and treatment of others at all times to help create a safe, fun, inclusive environment for everyone.

Neglect

Neglect is not meeting a child's basic physical or psychological needs. The 4 main types of neglect are physical, educational, emotional and medical. Each type of neglect can have a long-lasting impact on a child's health and development.

Examples of neglect could include a coach or supervisor repeatedly:

- failing to ensure children are safe
- exposing children to undue cold, heat or extreme weather conditions without ensuring adequate clothing or hydration
- exposing children to unnecessary risk of injury by ignoring safe practice guidelines
- failing to ensure the use of safety equipment
- requiring young people to participate when injured or unwell
- not seeking medical or first aid attention
- not responding appropriately when a concern is raised

Sports clubs and groups also play a role in recognising the signs of neglect of a child at home, and responding to concerns appropriately. You may be able to recognise signs of child neglect through indicators such as a child:

- walking to and from the activity alone or in the dark (young children)
- not having appropriate safety equipment for the sport

The following issues may impact on a child's experience and should raise a concern, but they are not automatically indicators of neglect. These are more likely to be issues due to financial hardship for the family and the club can act to support a child and family in these situations.

- having clothing that is dirty or inadequate (e.g. not having warm kit in the winter)
- seeming hungry, not having food at training, no packed lunch etc
- consistently paying subs late or not paying at all

9. Definitions

Grooming: The process of developing a relationship with and the trust of a child, their family, and any other adults around the child, to commit sexual abuse or exploitation against them. Grooming can happen both online and in person.

Child sexual exploitation: A form of child sexual abuse. It occurs where an individual or groups of people take advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual activity in exchange for something the victim needs or wants and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation can also take place through the use of technology.

Harmful sexual behaviour: Harmful sexual behaviour (HSB) is developmentally inappropriate sexual behaviour which is displayed by children and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour.

HSB encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children who display it, as well as the people it is directed towards.

HSB can include:

- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other children or adults

Sexual behaviour between children is considered harmful if one of the children is much older – particularly if there is more than two years' difference in age or if one of the children is pre-pubescent and the other isn't. However, a younger child can abuse an older child, particularly if they have power over them – for example, if the older child is disabled

Bullying: Repeated behaviour intended to intimidate or upset a child and/or make them feel uncomfortable or unsafe, for example, name calling, exclusion or isolation, spreading rumours, embarrassing someone in public or in front of their peers, threatening to cause harm, physically hurting someone or damaging their possessions.

Cyberbullying: The use of technology to harass, threaten, embarrass, humiliate, spread rumours or target another child.

Child trafficking: Child trafficking involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.

Children may be trafficked for child sexual exploitation, benefit fraud, forced marriage, domestic servitude, forced labour, criminal exploitation and more.

County lines: The organised criminal distribution of drugs by gangs from the big cities into smaller towns and rural areas using children. Gangs recruit children through deception, intimidation, violence, debt bondage and/or grooming.

County line gangs pose a significant threat to children upon whom they rely to conduct and/or facilitate such criminality.

Discriminatory abuse: Abuse or bullying because of discrimination occurs when motivated by a prejudice against certain people or groups of people. This may be because of an individual's ethnic origin, colour, nationality, race, religion or belief, gender, gender reassignment, sexual orientation or disability.

Actions may include unfair or less favourable treatment, culturally insensitive comments, insults and 'banter'.

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.

Exposure to domestic abuse is child abuse. Children can be directly involved in incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

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 newborn, during childhood or adolescence, just before marriage or during pregnancy. There are no medical reasons to carry out FGM.

Hate: A hate crime is a crime committed against someone because of their:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- transgender identity
- alternative subculture

Hazing: Rituals, initiation activities, actions or situations that occur with or without consent, which recklessly, intentionally or unintentionally endanger the physical or emotional well-being of vulnerable groups.

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.

Infatuations: Children may develop an infatuation with a person who works with them. Such situations should be handled sensitively to maintain the dignity and safety of all concerned.

People who work with children should be aware, that in such circumstances, there is a high risk that words or actions may be misinterpreted and that allegations could be made against them. These people should therefore ensure that their own behaviour is above reproach. Situations where a child is infatuated should be raised at the earliest opportunity with the Welfare Officer and LTA Safeguarding Team.

LADO: This stands for Local Authority Designated Officer. Every local authority has a statutory responsibility to have a LADO who is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them or could cause them harm. The Local Authority Designated Officer (LADO) works within Children's Services and gives advice and guidance to employers, organisations and other individuals who have concerns about the behaviour of an adult who works with children and young people.

Peer-on-peer abuse: Children can be taken advantage of or harmed by their peers. Peer-on-peer abuse is any form of physical, sexual, emotional and financial abuse, and coercive control, exercised between individuals and within relationships (both intimate and nonintimate).

Poor practice in Sports: Poor practice is behaviour of an individual in a position of responsibility which falls below the organisation's required standard (outlined in the Code of Conduct). Poor practice may not be immediately dangerous or intentionally harmful to a child, but is likely to set a poor example.

Poor practice is potentially damaging to the individual, the organisation and to children who experience it. For example, coaching with alcohol on the breath, smoking, swearing in front of children, or not paying due care and attention to participants all constitute poor practice.

Poor practice can sometimes lead to, or create, an environment conducive to more serious abuse. It may also lead to suspicions about the individual's motivation, even where no harm is intended. For example, if a coach is giving one child too much attention, regularly transports children in their car, or encourages physical contact with children without obvious justification.

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 children for the purposes of involvement in extremist activity is a serious safeguarding issue.

10. Signs and Indicators of Abuse

Abuse can take place in any context and by all manner of perpetrator. Abuse may be inflicted by anyone in the club that a child or young person comes into contact with. Or club members, workers, volunteers or coaches may suspect that a child or young person is being abused outside of the club setting. There are many signs and indicators that may suggest someone is being abused, these include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing
- Different adults collecting and dropping off, without prior notice
- Person is not attending / no longer enjoying their sessions
- Someone losing or gaining weight / an unkempt appearance
- A change in the behaviour or confidence of a person.
- They may self-harm.
- They may have a fear of a particular group or individual
- They may tell you / another person they are being abused – i.e. a disclosure.

11. Vulnerability to Abuse

Vulnerability is a changeable and contextual state but may include children with a physical disability or diagnosed condition such as learning difficulties or mental health conditions such as severe anxiety or depression. Children in these groups may:

- Have 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 such as domestic violence, poverty, substance abuse, homelessness and social exclusion may also have an impact on vulnerability. In addition, children from LGBTQ+ and/or Black, Asian and Other Minority Ethnic groups can:

- Be subjected to bullying, emotional abuse and physical abuse due to their sexual orientation or gender identity
- Experience racism and racist attitudes
- Engage in cultural practices, which are classed as abuse within the UK (e.g., honour-based violence, female genital mutilation)
- Expect to be ignored by people in authority due to experience of institutionalised racism
- Be afraid of further abuse or racist abuse if they challenge others
- Be subjected to myths based on racial stereotyping
- Be using or learning English as a second language and therefore find it more difficult to communicate

Elite child athletes may also be more vulnerable to abuse because they may:

- Have increased dependency on coaching and other support staff for funding, selection and progression
- Be segregated from protective factors such as their family and peer groups
- Feel less able to report concerning behaviour due to a fear of impacting their sporting development
- Be exposed to unhealthy cultures and competitive performance ideologies, where inappropriate practices may be accepted or even encouraged under the belief they deliver success
- Be subjected to intense training and pressure to play/succeed even when injured and achieve unrealistic image, body and weight expectations

12. Low Level Concerns

A low level concern (which can also be known as poor practice) is behaviour that falls short of abuse towards a child and/or adult at risk and does not meet the allegation threshold or a referral to the Local Authority Designated Officer (LADO, England and Wales only), but which

nevertheless harms or places an adult at risk or child at risk of harm or has a negative effect on their safety and/or well-being.

An 'allegation' means that it is alleged that a person who works with children or adults at risk has:

- Behaved in a way that has harmed or may have harmed them
- Possibly committed a criminal offence against them
- Behaved towards a child or adult at risk in a way that indicates they may pose a risk of harm to them
- Have behaved in a way in their personal life that raises safeguarding concerns. These concerns do not have to directly relate to a child or adult at risk but could, for example, include an arrest for possession of a weapon
- Have, as a parent or carer, become subject to child protection or adult safeguarding procedures

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 club's Code of Conduct and/or
- Relates to their conduct outside of work which, even if not linked to a particular act or omission, has caused a sense of unease about that adult's suitability to work with children or adults at risk

Low level concerns are not acceptable and should be reported to a member of the club's safeguarding team. They will refer the matter on to any appropriate body (including the governing bodies of each sport).

RESPONDING TO CONCERNS

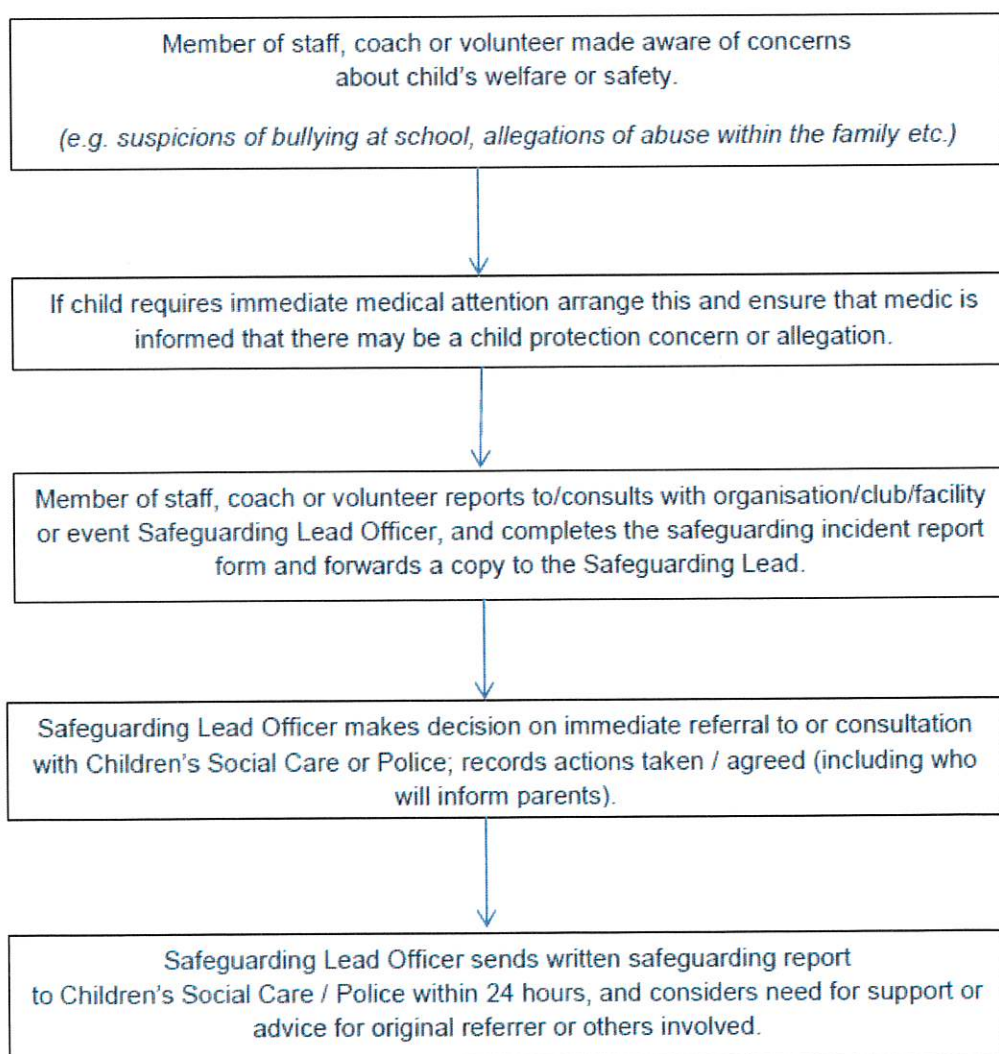
13. Responding to a Safeguarding Concern

Upon becoming aware of a safeguarding concern, Participants must follow the 'Reporting a safeguarding concern' procedure (see below). It is advisable to discuss safeguarding concerns with parents in the first instance except where this may place a child, or someone else, at increased risk. When unsure, seek advice from the safeguarding team.

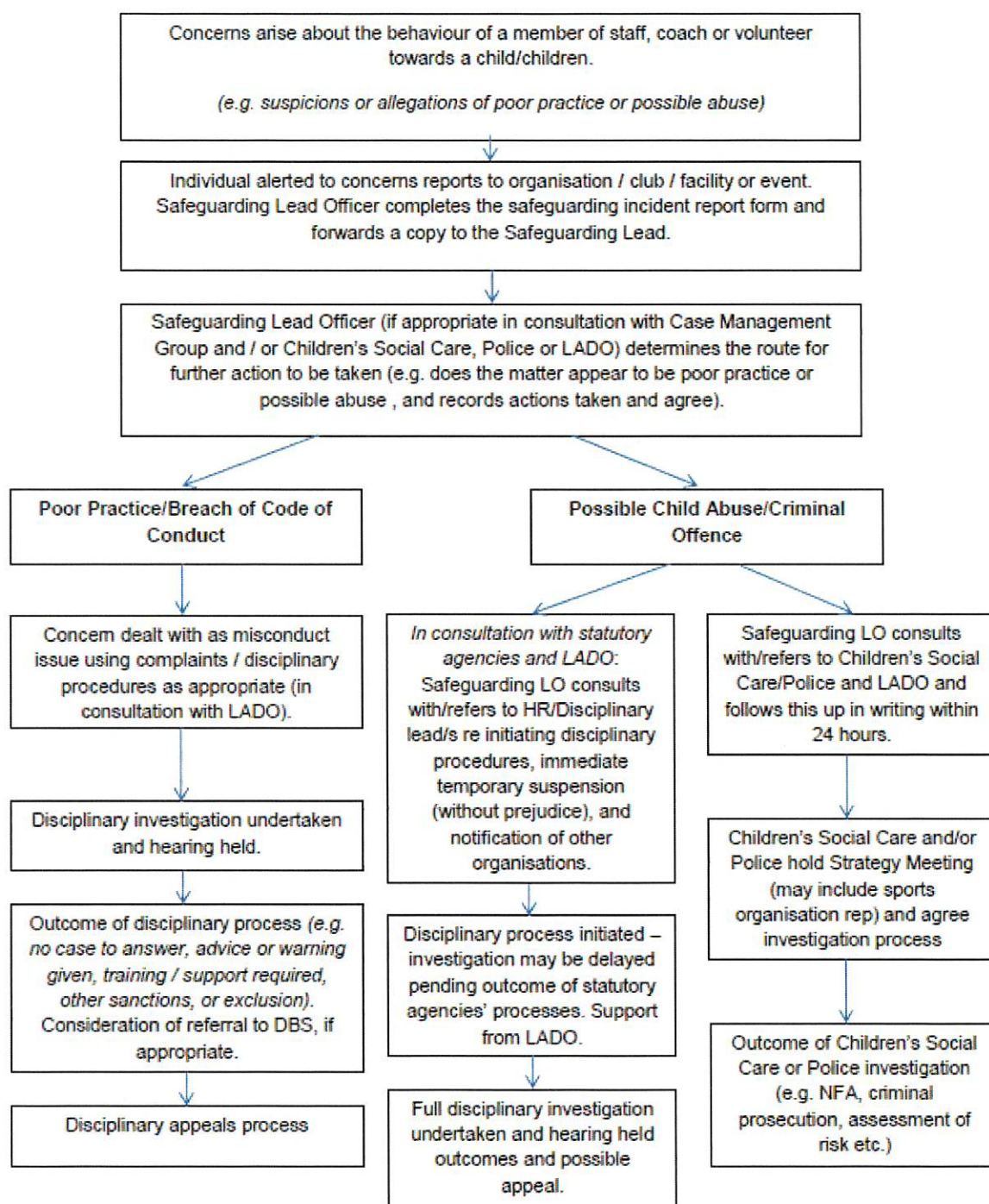
It is not the responsibility of any Participant to investigate any safeguarding concern or allegation, nor determine whether abuse or poor practice has taken place.

Any concerns or allegations must be reported through the appropriate channels (as below). The club's safeguarding team/welfare officers will involve the relevant organisations.

Safeguarding Reporting Procedure: About children and young people



Safeguarding Reporting Procedure: About the behaviour of a staff member, coach or volunteer (e.g. an allegation about behaviour towards a child)



14. Responding to a Disclosure of Abuse

If a child discloses that he or she has been abused or is at risk of abuse:

- Listen carefully and calmly to them.

- Reassure them that they have done the right thing and what they have told you is very important.
- Avoid questioning where possible, and never ask leading questions.
- Do not promise confidentiality. Let them know that you will need to speak to the Welfare Officer/Safeguarding Teams of the relevant governing bodies 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.
- Report the safeguarding concern. In an emergency, call the police (999), otherwise talk to the Welfare Officer/Safeguarding Team as soon as possible. Do not seek to investigate it yourself or let doubt/personal bias prevent you from reporting the allegation.
- Record details of the disclosure as soon as possible (but not during the disclosure) and then submit the details to any organisations that are reported to.
- Ensure that the child's immediate needs are met, and that the priority is their safety and protection from further risk of harm.
- It is advisable to discuss safeguarding concerns with parents in the first instance except where this may place a child, or someone else, at increased risk. When unsure, seek advice from the Welfare Officer or governing body's Safeguarding Team.

15. Confidentiality

All Participants involved in a safeguarding concern or allegation should ensure they maintain high levels of confidentiality.

There may be circumstances where an individual raising a safeguarding concern or allegation does not wish to be named. It is not always possible to assure anonymity, as in some circumstances individuals will need to be named (for example, where it is necessary in order to carry out a fair disciplinary process).

16. Information Sharing and Retention

In certain situations, information may need to be shared with statutory agencies and other relevant organisations where it is necessary and proportionate to prevent or manage the risk of harm to children.

This should follow the UK Government information sharing advice for safeguarding practitioners and the '7 Golden Rules' of information sharing:

- 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 (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.

- Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk.
- Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.
- Necessary, proportionate, relevant, adequate, accurate, timely and secure: 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, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
- Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

17. Whistleblowing

Whistleblowing is when someone reports wrongdoing on the basis that it 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 safeguarding team/welfare officer in the first instance. If the whistleblower does not wish to speak to someone within the venue they can contact the relevant sporting governing body (the LTA, England Golf, England Squash or Swim England) or the NSPCC Whistleblowing advice line can be contacted on 0800 028 0285 or by emailing help@nspcc.org.uk.

Safecall is an independent, confidential and, if required, anonymous reporting service if there are serious concerns regarding any of the public interest areas 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

If a Whistleblower feels that it is not appropriate to contact a governing body on the grounds of one of the above areas, they can contact Safecall via telephone on 0800 915 1571. Calls are not recorded.

Alternatively, a report can be made online: www.safecall.co.uk/report

Supporting Policies

18. Code of Conduct

The main Members' Code of Conduct can be found in the Club Rules (section 26). Below are copies of the Codes of Conduct for:

- Members
- Children and Young People
- Parents/Carers
- Staff, coaches and volunteers

Members' Code of Conduct

As found in the Club Rules (section 26)

Code of Conduct – our Members' Code of Conduct is a zero tolerance policy and deliberate or repeated breaches will result in a Member's expulsion from the Club.

- 26.1.1 Behaviour and personal conduct must at all times be of a high standard and reflect favourably on the Club. Language in public or relevant group situations must always be appropriate to that setting and socially acceptable.
- 26.1.2 Consumption of alcohol will be in accordance with the law of England and Wales and no Club Member will provide alcohol to another in contravention of any legal requirement or prohibition.
- 26.1.3 Personal appearance of Club Members will be appropriate to the circumstances, and as indicated by Club policy (i.e. Bathing suits must be worn whilst swimming etc).
- 26.1.4 Possession, consumption or distribution of illegal and performance enhancing drugs is strictly forbidden on Club property and may be considered injurious to the character and/or interests of the Club. Club Members in breach of this rule could be expelled in accordance with the Club's disciplinary procedures and rules.
- 26.1.5 All Club Members are expected to behave without discrimination on the grounds of age; disability, gender reassignment; marriage and civil partnerships; pregnancy and maternity; race; religion or belief; sex or sexual orientation.
- 26.1.6 Club Members are expected to respect the authority and decisions of all officials presiding over sporting events in which Club Members participate, and should treat other competitors and visiting teams with respect in victory and defeat.
- 26.1.7 All Club Members are expected to conduct themselves with propriety and in a manner fitting to their environment. Club Members must show due respect to each other, Club Management and all those employed by the Club.

Code of Conduct for Children and Young People

As a young person taking part in activities at the club, we would like you to follow this guidance to make sure that you are able to participate in your sport or activity safely.

- Keep yourself safe by listening to your coach, behaving responsibly, and speaking out when something isn't right.
- When you're with us, stay in the places where you're supposed to, don't wander off or leave without telling a member of staff or coach.
- Take care of our equipment and premises as if they were your own.
- Make it to sessions on time and if you're running late, ask your parents to let your coach know.
- Bring the right kit (including eye protection for squash) and wear appropriate kit for the weather.
- Do not smoke or consume alcohol on our premises or during lessons, competitions or when representing us.

Behaviour:

- Respect and celebrate difference and do not discriminate against anyone else on the grounds of gender, race, sexual orientation, or ability.
- Report any incidents of bullying, including homophobia and transphobia to a member of staff, even if you're just a witness.
- Treat other young people with respect and appreciate that everyone has different levels of skill and talent.
- Make our club a welcoming and friendly place to be.
- Support and encourage other players. Tell them when they've done well and be there for them when they're struggling.
- Respect our staff, and the staff and young players from other clubs/teams.
- Be a good sport, celebrate when you win and be gracious when you lose.
- Play by the rules and have fun.
- Follow our online safety and internet use policies.
- Get involved in club or activity decisions, it's your sport too.

As a young person taking part, we understand you have the right to:

- Enjoy the time you spend with us and know that you're safe.
- Be told who you can talk to if something's not right.
- Be listened to.
- Be included.
- Be involved and contribute towards decisions within the club or activity.
- Be respected by us and other team members and be treated fairly.
- Feel welcomed, valued, and not judged based on your race, gender, sexuality, or ability.

- Be encouraged and develop skills with our help.
- Be looked after if there's an accident or injury and have your parents informed if needed.

We expect all young people to follow the behaviours and requests set out in this code. If any young person behaves in a way which contradicts any of the points set out above, we'll address the problem straight away with parent's involvement and aim to resolve the issue.

Continued issues and repeated breaches of this code may result in us regrettably asking you to leave the activity, event, or club permanently, for the welfare of other young people and our staff. This is something we never want to do.

Code of Conduct for Parents/Carers

As a parent of a child taking part in activities at the club, we would like you to:

- Make sure your child has the right kit for the session as well as enough food and drink.
- Try to make sure your child arrives to sessions on time and is picked up promptly; or let us know if you're running late or if your child is going home with someone else.
- Complete all consent, contact and medical forms requested by the club and update us straight away if anything changes.
- Make sure your child wears any protective kit we provide for them (such as eye protection for squash).
- Maintain a good relationship with your child's coach and catch up with them as much as you can about your child's development.
- Talk to us if you have any concerns about any part of your child's involvement - we want to hear from you.

Behaviour:

- Ensure that your child understands their code of conduct (as appropriate and relevant to their age).
- Try and learn about your child's sport and what it means to them.
- Take the time to talk to your child about what you both want to achieve through sport.
- Remember that children get a wide range of benefits from participating in sport, like making friends, getting exercise, and developing skills. It's not all about wins and losses.
- Listen when your child says they don't want to do something.
- Behave positively when watching children compete - shout encouragement, say "well done" and let your children know you're proud of what they're doing.
- Think about how the way you react and behave effects not just your child but other children too.
- Encourage your child to respect and celebrate difference in the club.

- Lead by example when it comes to positive behaviour whilst watching/supporting; or let other parents take their cues from you, as well as from us.
- Accept any official/referee/umpire/coach's judgment and do not enter any playing area.
- Use social media responsibly when talking about what goes on at our club, by behaving in the same way online as you would in person.
- Talk to your child about embracing good etiquette and sportsmanship.
- Encourage your child to play by the rules.

As a parent, we understand you have the right to:

- Be assured that your child is safeguarded during their time with us.
- See any of our policies and procedures at any time.
- Know who the welfare officer responsible for your child is and have their contact details.
- Be involved and contribute towards decisions within the club or activity.
- Know what training and qualifications our staff have.
- Be informed of problems or concerns relating to your child.
- Know what happens if there's an accident or injury, be informed if your child is injured and see records of any accidents.
- Have your consent sought for anything outside of our initial consent form, such as permission to go on trips or photography.
- Have any concerns about any aspect of your child's welfare listened to and responded to.

We expect all parents to follow the behaviours and requests set out in this code. If any parent behaves in a way which contradicts any of the points set out above, we'll address the problem straight away with the parent and aim to resolve the issue.

Persistent concerns or breaches may result in parents being asked not to attend games if their attendance is considered a risk to the welfare and enjoyment of young participants.

Continued issues and repeated breaches of this code may result in us regrettably asking your child to leave the activity, event, or club permanently, something we never want to do.

Code of Conduct for Staff, Coaches and Volunteers

As a member of staff, coach, or a volunteer at the club, we would like you to:

- Implement our safeguarding policy and procedures.
- Report any concerns about or allegations of abuse or poor practice to our welfare officer.
- Listen to any concerns that parents or young people might have.

- Consider your behaviour - do not engage in any behaviour that constitutes any form of abuse.
- Respect your position of trust and maintain appropriate boundaries and relationships with young people.
- Keep any coaching qualification/accreditation and safeguarding training up to date.
- Keep children in your sessions safe by supervising appropriately, using safe methods and techniques and by putting children's safety first.
- Make sure you have got appropriate staffing ratios of adult to participant before the session begins.
- Ensure equipment is fit for purpose, safe to use and accessible.
- Respect children's trust and rights whilst being honest and open with them.
- Champion everyone's right to take part and celebrate difference in our club or by not discriminating against anyone, regardless of gender, race, sexual orientation, or ability.
- Stop play if an injury happens, administer minor first aid, and call for help when necessary.
- Use constructive and positive methods of developing children's skills, without humiliating or harming them.
- Behave appropriately online in accordance with our online safety and acceptable use policy.
- Challenge and address instances of poor, negative, aggressive, or bullying behaviour amongst young people.
- Lead by example when it comes to good sportsmanship, positive behaviour, and commitment to the sport.
- Develop positive relationships with parents and catch up with them regularly about their child's development.
- Make our club a friendly and welcoming place to be.

As a member of staff, coach, or volunteer, we understand you have the right to:

- Enjoy the time you spend with us and be supported in your role.
- Be informed of our safeguarding and reporting procedures and what you need to do if something isn't right.
- Have access to ongoing training in all aspects of your role.
- Be listened to.
- Be involved and contribute towards decisions within the club or activity.
- Be respected and treated fairly by us and our governing body.
- Feel welcomed, valued, and not judged based on your race, gender, sexuality, or ability.

- Be protected from physical or emotional abuse from children or parents and be supported to resolve conflicts.

We expect all our staff and volunteers to follow the behaviours and requests set out in this code.

If any staff member or volunteer behaves in a way which contradicts any of the points set out above, we'll address the problem straight away and aim to resolve the issue.

Continued issues and repeated breaches of this code may result in us taking disciplinary action against you with the involvement of governing bodies and ultimately your dismissal from the organisation.

19. Photography

Club rules regarding website imagery:

- If the junior is named, avoid using a photograph.
- If a photograph is used, avoid naming the junior.
- The club will ask for parental permission to use an image of a young person and ensure they are aware of the way it is to be used.
- The club will only use images of juniors in suitable dress to reduce the risk of inappropriate use.
- The club will use child protection procedures for reporting the use of an inappropriate image to reduce the risks to juniors.

Use of Photographic Filming at Club Events

Occasionally the club will commission professional photographs or invite the press to certain activities. In such instance the club will:

- Provide a clear brief about what is considered appropriate in terms of context and behaviour.
- Issue the photographer with identification that must be worn at all times
- Inform athletes and parents that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
- Not allow unsupervised access to athletes nor one-to-one sessions at events.

If parents or other spectators are intending to photograph or video at an event, they should also be aware of club's expectations.

Juniors and parents will be informed that if they have concerns, they can report them to the organiser.

Concerns regarding inappropriate or instructive photography will be reported to the event organiser or official and recorded in the same manner as any other child protecting concern

Videoing as a Coaching Aid

There is no intention to prevent club coaches and teachers using video equipment as a legitimate coaching aid. However, juniors and their parents/carers should be made aware that this is part of the coaching programme and their consent obtained, and such films should be stored safely.

20. Social Media

This guidance gives procedures that will support and underpin the use of social networking and other online services within Exeter Golf and Country Club. It is important that all members, staff, volunteers, coaches, officials/referees, board members, or anyone working on behalf of Exeter Golf and Country Club are aware of this policy and agree to the following terms.

Advice for Individuals

- Do not accept children as contacts on social networking sites if you hold a position of trust with children/young people.
- Where contact through social networking sites is used for professional reasons, restrict the communication to professional content and obtain written consent from parents prior to establishing contact.
- Include a third party in any communications to children, e.g. copy parents into communications.
- Use the privacy settings on the various sites to ensure that your content will only be viewed by appropriate people.
- Ensure that any content you place on a social networking site is age-appropriate. Do not use the site to criticise or abuse others.
- Know where to direct junior members and their parents for information.
- Know how to report concerns.
- Know how to keep data safe and secure. This should include the personal contact data of individuals, such as mobile numbers, email addresses and social networking profiles.

Advice for Children

- Consider carefully who you invite to be your friend online and make sure they are who you actually think they are.
- There are websites that offer advice about protecting yourself online, such as www.ceop.gov.uk and www.childnet.com
- Make sure you use privacy settings so that only friends can view your profile.
- Remember that anything you post on websites may be shared with people you don't know.
- Never post comments, photos, videos, etc., that may upset someone, that are untrue or that are hurtful. Think about whether you may regret posting the content at a later date.
- If you are worried or upset about something that's been posted about you, or by texts you receive from other juniors or adults involved with the club, raise this with your Club Welfare Officer. Alternatively contact your National Governing Body Lead

Safeguarding Officer. Do not suffer alone. You will be listened to, and your concerns will be taken seriously.

- If you want to talk to someone anonymously, call Childline on 0800 1111, or contact them on the web at www.childline.org.uk. You can also call the NSPCC on 0808 800 5000.

Advice for Parents

- Make yourself knowledgeable about social networking platforms and how they work.
- Go on the internet with your child and agree what sites are acceptable to visit. Regularly check that they are staying within the agreed limits.
- Encourage your child to talk to you about what they have been doing on the internet.
- Make sure they feel able to speak to you if they ever feel uncomfortable, upset or threatened by anything they see online.
- Encourage children to look out for each other when they're online. Explain that it's all part of staying safe and having fun together.
- Explain to children that it's not safe to reveal personal information, such as their name, address or phone number on the internet. Encourage them to use a cool nickname rather than their own name.
- Attachments and links in emails can contain viruses and may expose children and young people to inappropriate material. Teach children to only open attachments or click on links from people they know.
- If you are concerned about any texts, social networking posts or any other use of communication technology by members of the club, volunteers or members of staff, raise this with the Club Welfare Officer. They will look into the matter and take appropriate action. Alternatively contact your National Governing Lead Safeguarding Officer.
- In addition to reporting concerns to the National Governing Body, you should immediately report possible online abuse to the Child Exploitation and Online Protection Centre (CEOP) or the police. Law enforcement agencies and the internet service provider may need to take urgent steps to locate a child and/or remove the content from the internet. Where a young person may be in immediate danger, dial 999.
- Do not post/send negative or critical comments or messages about other children in the club, staff or volunteers. If you have concerns about a person, these should be raised using appropriate channels within the club and not using social media.
- If you wish to speak to an external organisation for advice, you can contact the NSPCC helpline on 0808 800 5000.

21. Anti-Bullying

Bullying will not be accepted or condoned. All forms of bullying will be addressed. Bullying can include:

- Physical pushing, kicking, hitting, pinching etc.
- Name-calling, sarcasm, rumour spreading, persistent teasing and emotional torment through ridicule, humiliation, and the continual ignoring of individuals.
- Racial taunts, graffiti, gestures.

- Sexual comments and/or suggestions.
- Unwanted physical contact.

Anti – bullying policies:

- Everybody has the responsibility to work together to stop bullying.
- Children should be supported and encouraged to take a role in stopping bullying in the club.
- Policy and practice should be reviewed regularly in the light of changing needs and attitudes adopted by other agencies.
- Anyone that reports an incident of bullying will be listened to carefully and will be supported whether it is the child being bullied, the child who is bullying or a third-party.
- Any reported bullying will be investigated objectively. This will entail listening carefully to all those involved.
- Children being bullied will be supported and assistance given to uphold their right to learn, develop and play in a safe environment that allows them to reach their potential.
- Incidents of bullying will be discussed with the child's parents or carer.
- Parental advice on action will be sought and agreements reached on the action to be taken when a child's bullying behaviour is not responded to approaches from within the club.
- Support should be offered to parent(s) or carer(s) including information on other agencies and support lines.

SECTION GUIDANCE

22. Tennis

In order to register with the LTA, the club must ensure that the following five standards are met:

Standard 1: Safeguarding Policies

Have a set of clear safeguarding policies that have been implemented within the venue.

Standard 2: Safeguarding Awareness

Ensure that there is strong awareness within the venue of safeguarding, the requisite policies and how to report a concern.

Standard 3: Safeguarding Culture

Have a Welfare Officer who has undergone the necessary training, is engaged in their role, and collaborating with others in the venue to embed a positive safeguarding culture.

Standard 4: Staff, Coaches and Volunteers

Ensure that relevant roles within the venue have completed a satisfactory criminal records check and that any coaches qualified to Level 2 or above are LTA Accredited or Accredited+

Standard 5: Procedure

Ensure that safeguarding is embedded into the venue's operations and safeguarding risks are considered when running activities and events.

For more information see: <https://www.lta.org.uk/about-us/safeguarding/>

23. Squash

England Squash have developed policy, procedures and guidelines in safeguarding and protecting young people and adults at risk in squash. These apply to all individuals involved, pair or in a voluntary capacity in squash.

For more information see: <https://www.englandsquash.com/safesquash>

24. Golf

In order to maintain the club's SafeGolf accreditation, the club must ensure that the requirements and evidence checklist provided by England Golf are met.

These include:

1. Appointing a Club Welfare Officer.
2. Keep a register of DBS checks.
3. Ensuring the staff and volunteers have relevant safeguarding training.
4. Adopt policies and procedures.
5. Communicate these to members, staff and visitors.
6. Submit evidence to the Club Support Officer.

For more information see: <https://www.englandgolf.org/safeguarding>

25. Swimming

No juniors (under 18s) are permitted to use the swimming pool or changing rooms during adult-only sessions.

For more information see <https://www.swimming.org/swimengland/about-swim-england/safeguarding/>

CONTACT INFORMATION

26. Club Safeguarding Officers

All members of staff should be aware of the details of the person who should be informed about a child being abused or in this person's absence the next person.

Name: James Temple
 Job Title: Head of Rackets
 Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE
 Tel. No: 01392 874139 ext. 234
 E-mail: james.temple@exetergcc.co.uk

If James is unavailable:

Name: Chris Jones
 Job Title: General Manager
 Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE
 Tel. No: 01392 874139 ext. 222
 E-mail: chris.jones@exetergcc.co.uk

Tennis Section Welfare Officer (voluntary position)

Name: Vanessa Killick
 Job Title: Tennis Section Welfare Officer
 Address: c/o Exeter Golf and Country Club, Exeter, Devon, EX2 7AE
 E-mail: vanessakillick007@gmail.com

27. External Contacts

If someone is in immediate danger, call the police (999).

NSPCC helpline: 0808 800 5000

Devon Multi-Agency Safeguarding Hub (MASH): 0345 155 1071
mashsecure@devon.gov.uk
MASH Emergency Duty Service (outside office hours): 0345 600 0388
Exeter Social Services: 01392 384444

Exeter Police Check: 01392 452675
Disclosure and Barring Service: PO Box 3961, Royal Wootton Bassett, SN4 4HK
DBS Helpline: 030000 200 190

LTA (Tennis) Safeguarding Team:

020 8487 7000

<https://www.lta.org.uk/about-us/safeguarding-protection/safeguarding@lta.org.uk>

England Squash Safeguarding Team

0161 438 4302

<https://www.englandsquash.com/about-us/governance/safe-squash/safesquash@englandsquash.com>

England Golf Safeguarding Team

01526 351824

<https://www.englandgolf.org/safeguarding/safeguarding@englandgolf.org>

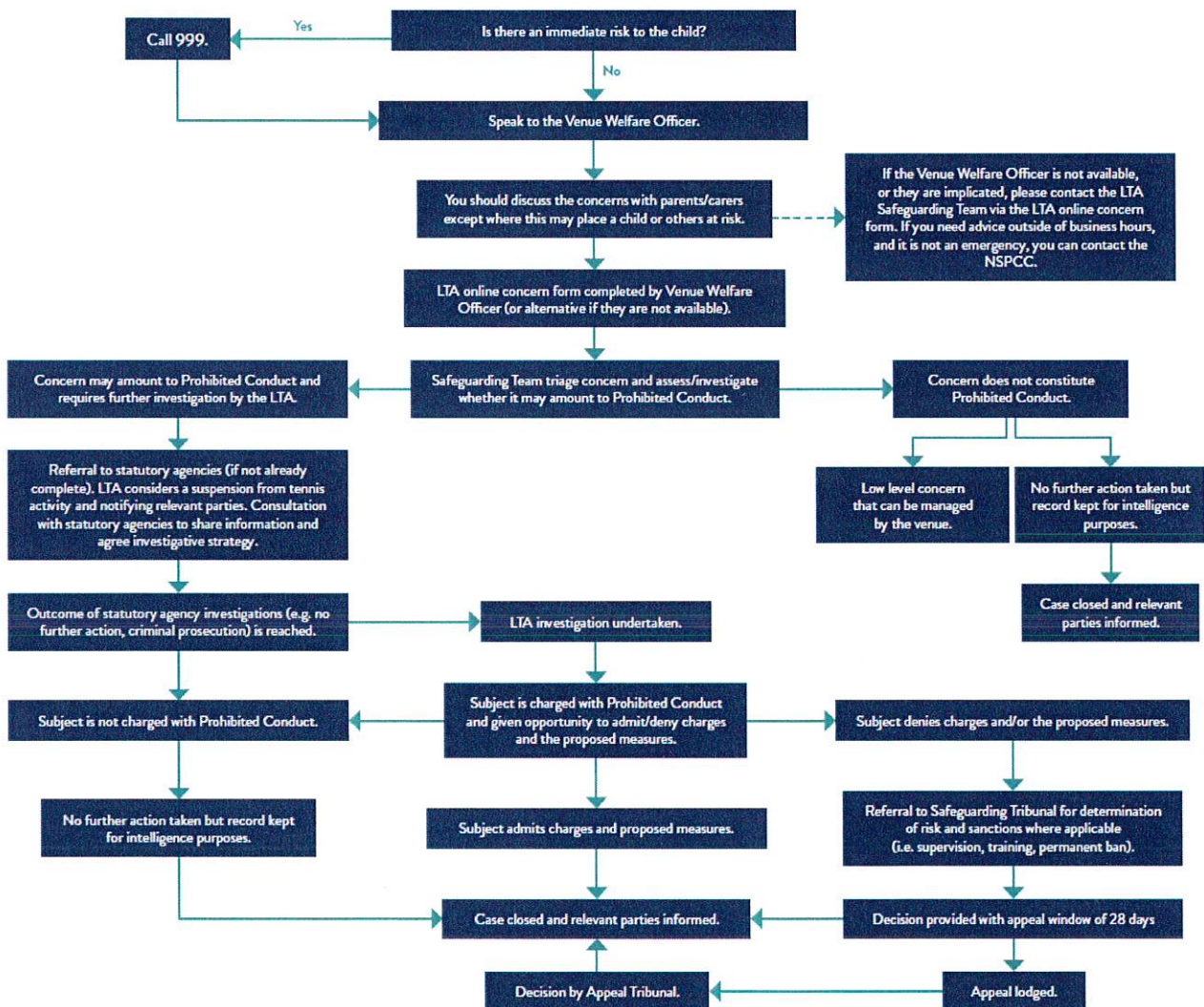
Swim England Safeguarding Team

01509 640700 (Option 1 for Swim England and then Option 3 for Safeguarding)

<https://www.swimming.org/swimengland/child-safeguarding-contacts/safeguarding@swimming.org>

Appendix 1: Reporting a Safeguarding Concern Within Tennis

Safeguarding concerns (including low level concerns) arise about a child or a person who works with children.



Appendix 2: Safeguarding Incident Report Form

Your information			
Name			
Address			
Contact number(s)			
Email			
Name of organisation		Your role	

Personal information – child / young person					
Name				Date of birth	
Gender ¹	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Non-binary <input type="checkbox"/>	Another description (please state) <input type="checkbox"/>	
Is there any information about the child that would be useful to consider?					

Contact information – parent / carer		
Name(s)		
Address		
Contact number(s)		
Email		
Have they been notified of this incident?	No <input type="checkbox"/>	Please explain why this decision has been taken
	Yes <input type="checkbox"/>	Please give details of what was said / actions agreed

Incident details*		
Date and time of incident		
Please tick one:	<input type="checkbox"/> I am reporting my own concerns.	<input type="checkbox"/> I am responding to concerns raised by someone else – please fill in their details:

Name of person raising concern		Role within the sport or relationship to the child	
Contact number(s)			
Email			
Details of the incident or concerns (include other relevant information, such as description of any injuries and whether you are recording this incident as fact, opinion or hearsay)			

* Attach a separate sheet if more space is required (e.g. multiple witnesses)

Incident details (continued)			
Child's account of the incident			
Please provide any witness accounts of the incident			
Name of witness (and date of birth, if a child)		Role within the sport or relationship to the child	
Address			
Contact number(s)			
Email			
Details of any person involved in this incident or alleged to have caused the incident / injury			
Name (and date of birth, if a child)		Role within the sport or relationship to the child	

Address		
Contact number(s)		
Email		
Please provide details of action taken to date		
Has the incident been reported to any external agencies?	<input type="checkbox"/> No	<input type="checkbox"/> Yes – please provide further details:
Name of organisation / agency		
Contact person		
Contact number(s)		
Email		
Agreed action or advice given		

Declaration	
Your signature	x
Print name	
Today's date	

Contact your organisation's Designated Safeguarding Officer in line with Exeter Golf and Country Club's reporting procedures	
Safeguarding Officer's name	
Date reported	

