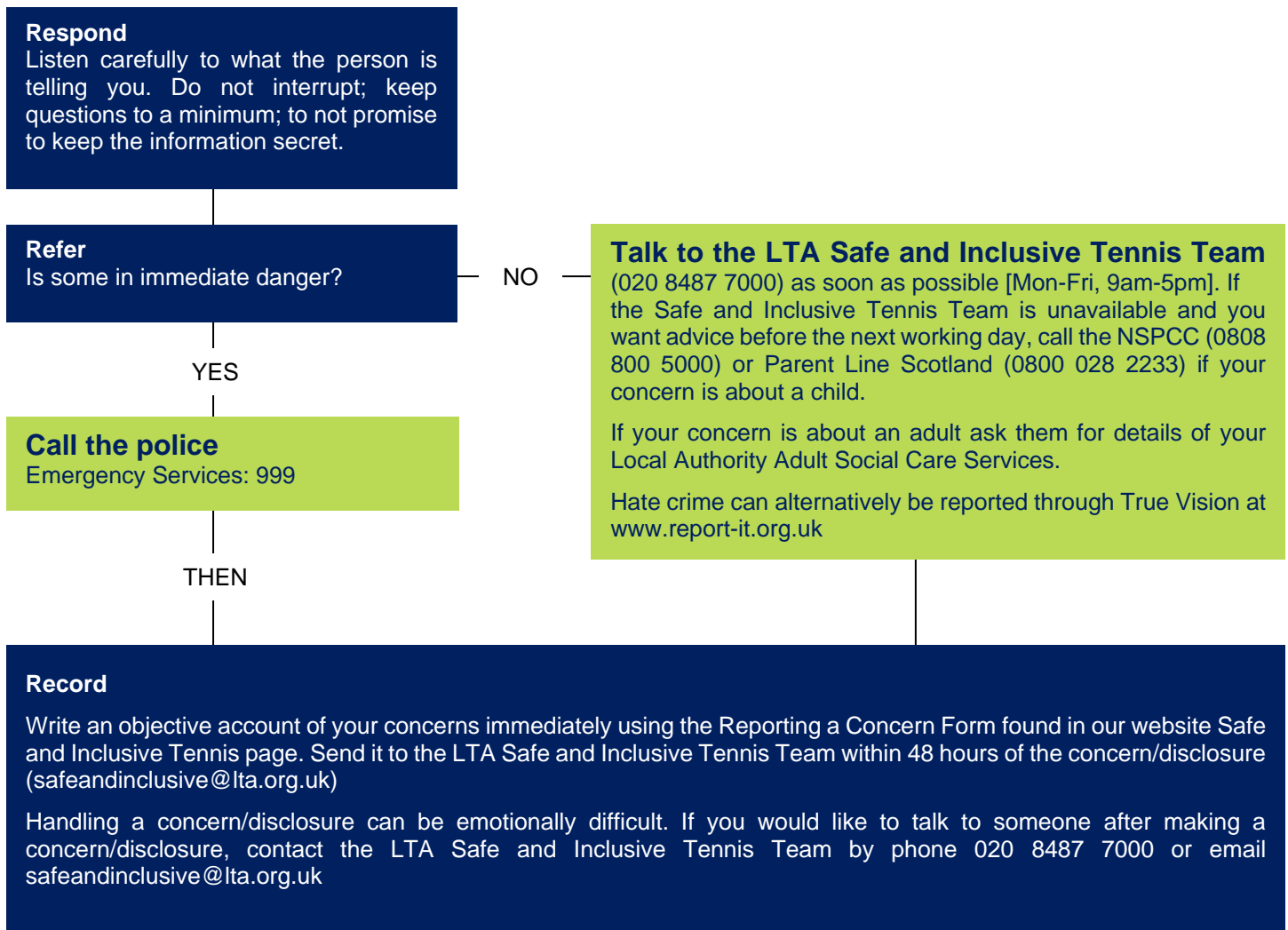


# DIVERSITY AND INCLUSION POLICY.

# Concern Reporting Procedure

Anyone who has concerns that they or someone else is being discriminated against or has been a victim of discriminatory language or behaviour should:



# Diversity and Inclusion Policy

## 1. Policy statement

The primary aim of Norther Aces Tennis Club ('Northern Aces' or the 'Club') is to enable more people to play tennis more often, growing and sustaining the sport so that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

Norther Aces' Safe and Inclusive approach recognises that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them.

This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

Norther Aces is supported by the LTA Safe and Inclusive Tennis Team to ensure that the sport is safe, diverse and inclusive.

This Policy, Standards and Code of Conduct strive to minimise risk, programmes, events and individuals to deliver a positive tennis experience for everyone. The Reporting Procedures outlines how to respond to safeguarding or discrimination concerns/disclosures

## 2. Use of terminology

We have adopted the following definitions to explain our approach to diversity and inclusion in tennis:

**Discrimination** - treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation

**Diversity** - acknowledging, celebrating and respecting the differences between groups of people and between individuals. We will work to ensure that people can be assured of an environment in which their rights, dignity and individual worth are respected, and in particular that they are able to enjoy their sport without the threat of intimidation, victimisation, harassment or abuse.

**Harassment** - unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Members can complain of behaviour they find offensive even if it is not directed at them.

**Inclusion** - ensuring that tennis is equally accessible to any member of the community so they can be fully involved in whatever capacity they choose; and that they are supported to achieve their potential in any capacity e.g. player, employee, volunteer, coach or official.

We will work to ensure that people have a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, that they feel respected and valued and are not singled out, with regard to their age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

**Positive action** - Northern Aces is committed to taking positive steps to counteract the effects of physical or cultural barriers - whether real or perceived - that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures

or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

### 3. Scope

This Policy is applicable to all staff, volunteers, committee members, coaches and Club members. It is in line with national legislation and applicable across the UK.

### 4. Responsibility for the implementation of the Diversity and Inclusion Policy, Code of Conduct and Reporting Procedure

- Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.
- The Northern Aces Committee (the 'Committee') has overall accountability for this Policy, Standards, Code of Conduct and Reporting Procedure, for being the strategic lead on diversity and inclusion objectives and for ensuring compliance with the relevant legislation (see Appendix for details).
- The Committee has overall responsibility for implementation of the policy, and for creating a culture where inclusive leadership can thrive.
- The Committee is responsible for updating this Policy, Standards, Code of Conduct and Reporting Procedure.
- All volunteers, consultants, coaches, officials and members involved in tennis are responsible for raising diversity and inclusion concerns with the Committee as outlined in the Concern Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Safe and Inclusive Code of Conduct and Reporting Procedure.
- The Committee is responsible for ensuring appropriate training is put in place for new joiners and to ensure that existing members of staff are kept up to date with any diversity and inclusion developments.

Where there is a diversity and inclusion concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Concern Reporting Procedure above
- The Committee is responsible for reporting all diversity and inclusion concerns to the LTA Safe and Inclusive Tennis Team
- The LTA Safe and Inclusive Tennis Team is responsible for assessing all diversity and inclusion concerns/disclosures that are reported to them and working with the Safe and Inclusive Tennis Team Leads to follow up as appropriate on a case-by-case basis, prioritising the well-being of the child/ adult at risk at all times. Dependent on the concern/disclosure, a referral may be made to:
  - The police in an emergency (999);
  - Local Authority Children's Social Care Services for concerns/disclosures about a child;
  - Local Authority Adult Social Care Services for concerns/disclosures about an adult at risk;
  - Designated Officer (England; Wales); and national Disclosure and Barring Service for concerns/disclosures about a member of staff, consultant, coach, official or volunteer; and/or
  - True Vision for Hate Crime
  - The LTA Safeguarding and Protection Committee and/or the LTA Licensing and Registration Committee for advice and decisions; - and/or
  - The Police Prevent Officer for concerns about children or adults at risk of being drawn into extremism or terrorist activity and Channel with permission from the individual and parent or guardian for those under eighteen years' old.

## 5. Breaches of the Diversity and Inclusion Policy, Code of Conduct and Reporting Procedure

Where there are concerns that diversity and inclusion good practice has not been followed, all members are encouraged to follow Whistleblowing Policy (found here) ; consultants, coaches, officials, volunteers and players are encouraged to:

1. Complain directly to the person or organisation and seek resolution. In the first instance, this can often resolve many disputes or concerns.
2. Contact the LTA Safe and Inclusive Tennis Team: [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) - they can assist in liaising with the club and investigating the matter. Alternatively, the NSPCC Whistleblowing advice line: 0800 028 0285; [help@nspcc.org.uk](mailto:help@nspcc.org.uk) can be contacted.
3. Seek further advice from the Equality Advisory Support Service a call on 0808 800 0082. For further information their website is: <http://www.equalityadvisoryservice.com/app/ask> Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:
  - Venues - Potential removal of LTA accreditation
  - Staff - disciplinary action leading to possible dismissal and legal action.
  - Contracted consultants, officials and coaches
    - - termination of current and future roles within all four organisations and possible legal action.
  - Recruited volunteers, including councillors and board members - termination of current and future roles within all four organisations and possible legal action.

Actions taken by staff, consultants, volunteers, officials, coaches, venues, clubs and/or events outside of the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation that are seen to contradict this Policy may be considered a violation of this Policy.

Where an appeal is lodged in response to a safeguarding decision made by the LTA Safe and Inclusive Tennis Team and Safeguarding and Protection Committee and/or Licensing and Registration Committee, an independent appeal body such as Sport Resolutions may be used. Their decision is final.

# Codes of Conduct

Every person is under an obligation to comply to this Code of Conduct.

Northern Aces is obliged to monitor compliance with and impose sanctions for the breaches of the Code of Conduct by persons under its jurisdiction.

For breaches of the Code of Conduct, the Executive Committee of Northern Aces may impose penalties as it deems appropriate.

The essence of good ethical conduct and practice is summarised below.

## All volunteers must:

- Consider the wellbeing and safety of participants before the development of performance.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Make sure all activities are appropriate to the age, ability and experience of those taking part.
- Promote the positive aspects of the sport (e.g. fair play).
- Display consistently high standards of behaviour and appearance
- Follow all guidelines laid down by the LTA and the Northern Aces.
- Hold appropriate valid qualifications or be working towards such qualifications and insurance cover.
- Never exert undue influence over performers to obtain personal benefit or reward.
- Never condone rule violations, rough play or the use of prohibited substances.
- Encourage participants to value their performances and not just results.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.
- Never actively promote anti-social behaviour, lude acts or excessive drinking, or force any Northern Aces member into taking part in such activities.
- Shall not do anything which is likely to intimidate, offend, insult, humiliate or discriminate against any other person on the ground of gender, race, disability, age, religious or political belief, sexual orientation, social background, ethnic origin, language, marital or civil partnership status or pregnancy.

## Code of Conduct for Players

- Recognise and appreciate the efforts made by club volunteers, officials and administrators in providing the opportunity for you to play the game and enjoy the sporting environment.
- Must ensure that the game is played and conducted in accordance with disciplined and sporting behaviour and acknowledge that it is not sufficient to rely solely upon Northern Aces officials to maintain those principles.
- Provide timely payment of social tennis fees in advance of attending a session.
- Where applicable, provide timely payment of match fees in advance of participating in competitive matches.
- Where applicable, provide timely payment of tournament fees in advance of participating in any such tournament.
- Shall not repeatedly breach the laws of the game.
- Shall accept and observe the authority and decisions of Northern Aces official.
- Shall promote the reputation of the game and take all possible steps to prevent it from being brought into disrepute
- Shall not use foul language or abusive language or gestures towards other players or officials.
- Shall not do anything which is likely to intimidate, offend, insult, humiliate or discriminate against any other person on the ground of gender, race, disability, age, religious or political belief, sexual orientation, social background, ethnic origin, language, marital or civil partnership status or pregnancy.
- Arrive for social tennis (and where applicable, matches) in good time to prepare thoroughly.
- Display consistently high standards of behaviour
- Turn up with appropriate kit for the activity.
- Always warm up and cool down properly.
- Play for fun and enjoyment.
- Learn and play by the rules.
- Recognise and applaud all good play.
- Be a good sport - win with modesty, lose with dignity.

## Appendix A: Glossary of Terms

**Age:** This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year old's) or range of ages (e.g. 18 - 30-year old's, or people over 50).

**Bisexual or Bi:** - refers to a person who has an emotional and/or sexual orientation towards more than one gender.

**Bullying:** can involve any form of physical, emotional, sexual or discriminatory abuse. It can also include cyber-bullying - using social media or mobile phones to perpetrate bullying.

**Direct discrimination:** treating someone less favourably than another person because of a protected characteristic.

**Disability:** A person having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

**Discrimination:** treating someone in a less favourable way and causing them harm, because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

**Discrimination by association:** discrimination against someone because they are associated with another person who possesses a protected characteristic.

**Discrimination by perception:** discrimination against someone because of the belief that someone possesses a protected characteristic.

**Diversity:** acknowledging and celebrating the differences between groups of people and between individuals.

**Equality:** treating everyone with fairness and respect and recognising and responding to the needs of individuals. Taking positive actions to address existing disadvantages and barriers affecting how people engage with and participate in tennis.

**Ethnicity:** the social group a person belongs to, and either identifies with or is identified with by others, as a result of a mix of cultural and other factors including language, diet, religion, ancestry and physical features traditionally associated with race. Ethnicity is essentially self defined and may change over time.

**Gay:** refers to a man who has an emotional, romantic and/or sexual orientation towards men. Also, a generic term for lesbian and gay sexuality - some women define themselves as gay rather than lesbian.

**Gender identity:** this is an individual's internal self-perception of their own gender. A person may identify as a man, as a woman, as neither man or woman (non-binary) or as androgyne/polygender.

**Gender reassignment:** The process of changing or transitioning from one gender to another.

**Harassment:** unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual or creates an intimidating, hostile, degrading, humiliating or offensive environment. The focus is on the perception of the complainant not the intent of the perpetrator. Employees can complain of behaviour they find offensive even if it is not directed at them.

**Hate crime:** crime that is targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property.

**Homophobia:** the fear, unreasonable anger, intolerance or/and hatred toward homosexuality, lesbian gay and bisexual people whether that person is homosexual or not.

**Inclusive leadership** - leaders who are aware of their own biases and preferences, actively seek out and consider different views and perspectives to inform better decision making. They see diverse talent as a



source of competitive advantage and inspire diverse people to drive organisational and individual performance towards a shared vision.

**An Inclusive Leader** – is a role model exemplar of inclusive behaviour; listens to and seeks out the views of diverse people and takes account of these views, without bias, in the decisions they make; appreciates that a diverse group of people will generate more creative solutions to problems and encourages this; inspires people through a shared vision of future success and motivates them to deliver it; leverages difference for high performance and provides responsive excellence to customers', clients' and service users' needs; provides positive feedback to boost people's self-efficacy; puts effort into helping diverse people identify their talents and develop them for performance now and future advancement; communicates authentically and honestly in a way that inspires trust, loyalty and well-being.

**Inclusion:** recognising that people from different backgrounds may have different needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

**Indirect discrimination:** a practice, policy or rule which applies to everyone in the same way, but that has a worse effect on some people than others.

**LGBTQ:** an acronym for Lesbian, Gay, Bisexual, Trans and Questioning.

**Lesbian:** a woman who has an emotional romantic and /or sexual orientation towards women.

**Monitoring equality:** it refers to data collection and analysis to check if people with protected characteristics are participating and being treated equally. For example: monitoring the number of people with disabilities who play tennis at your venue.

**Non-binary** – an umbrella term for a person who does not identify as only male or only female, or who may identify as both.

**Positive action:** a range of lawful actions that seek to overcome or minimise disadvantages (for example in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

**Pregnancy and maternity:** pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

**Questioning:** it refers to the process of exploring your own sexual orientation and/or gender identity.

**Race:** refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

**Radicalisation, extremism and terrorist behaviour:** Radicalisation is the process by which a person comes to support terrorism and/or forms of extremism. Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. There is no single way to identify an individual who is likely to be susceptible to extremist ideology. The internet and the use of social media can be a major factor in the radicalisation of people.

**Reasonable adjustment:** What is considered reasonable will depend on all the circumstances of the case including the size of an organisation and its resources, what is practicable, the effectiveness of what is being proposed and the likely disruption that would be caused by taking the measure in question as well as the availability of financial assistance

**Religion or belief:** religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

**Sex:** refers to the biological makeup such as primary and secondary sexual characteristics, genes, and hormones. The legal sex is usually assigned at birth and has traditionally been understood as consisting of two mutually exclusive groups, namely men and women.

**Sexual orientation:** a person's emotional, romantic and/or sexual attraction to another person.

**Trans:** an umbrella term to describe people whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, cross dresser, non-binary, genderqueer (GQ).

**Transphobia:** the fear, unreasonable anger, dislike, intolerance or/and hatred toward trans people, whether that person has undergone gender reassignment or is perceived to have done that.

**Transsexual Person:** someone who has started the process of changing their gender identity, is undergoing or has undergone gender reassignment.

**Unconscious bias or implicit bias:** this refers to a bias that we are unaware of, and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

**Victimisation:** when someone is treated badly because they have made or supported a complaint or grievance.

## Appendix B: What to do if a disclosure of potential abuse from a child or adult is made to you:

1. Reassure the child/adult that they are right to report the behaviour.
2. Listen carefully and calmly to them.
3. Keep questions to a minimum - and never ask leading questions.
4. Do not promise secrecy. Inform them that you must report your conversation to the LTA Safe and Inclusive Tennis Team (and the police in an emergency) because we need to make sure they are safe.
5. REPORT IT! If someone is in immediate danger, call the police (999), otherwise talk to the LTA Safe and Inclusive Tennis Team as soon as possible. Once reported, the Team will work with you to ensure the safety and well-being of the child/ adult.
6. Do not permit personal doubt prevent you from reporting the concern/disclosure
7. Make an immediate objective written record of the conversation using the Reporting a Concern Form. Make certain you distinguish between what the person has actually said and the inferences you may have made. Your report should be sent to the Safe and Inclusive Tennis Team [safeandinclusive@lta.org.uk](mailto:safeandinclusive@lta.org.uk) within 48 hours of the incident, who will store it safely.