



Giffnock Tennis Squash & Hockey Club

Safeguarding Policy (child and adults) Practice and Policy Guides

Contents

Giffnock Tennis Squash & Hockey Club Practice Guidance – Behaviours, Expectations and Standards

1. Giffnock Tennis Squash & Hockey Club Anti- Bullying Policy
2. Giffnock Tennis Squash & Hockey Club CCTV Policy
3. Giffnock Tennis Squash & Hockey Club Changing Room Policy
4. Giffnock Tennis Squash & Hockey Club Code of Conduct
5. Giffnock Tennis Squash & Hockey Club Collection by Parents
6. Giffnock Tennis Squash & Hockey Club Compliments, Complaints and Disciplinary Policy
7. Giffnock Tennis Squash & Hockey Club Digital Communications and Social Media
8. Giffnock Tennis Squash & Hockey Club Equity, Diversity & Inclusion Policy
9. Giffnock Tennis Squash & Hockey Club First Aid and Treatment of Injuries
10. Giffnock Tennis Squash & Hockey Club Low Level Concerns Policy
11. Giffnock Tennis Squash & Hockey Club Mental Health & Wellbeing Advice and Support
12. Giffnock Tennis Squash & Hockey Club Guidance on Missing Players
13. Giffnock Tennis Squash & Hockey Club Photography and Recording Policy
14. Giffnock Tennis Squash & Hockey Club Physical Contact
15. Giffnock Tennis Squash & Hockey Club Position of Trust
16. Giffnock Tennis Squash & Hockey Club Privacy Policy
17. Giffnock Tennis Squash & Hockey Club GDPR Privacy Notice
18. Giffnock Tennis Squash & Hockey Club Relationships
19. Giffnock Tennis Squash & Hockey Club Risk Assessments
20. Giffnock Tennis Squash & Hockey Club Safe Recruitment and Selection Policy

21. Giffnock Tennis Squash & Hockey Club Social events involving under 18s
22. Giffnock Tennis Squash & Hockey Club Travel and Away Trips
23. Giffnock Tennis Squash & Hockey Club Youth Coaches Policy

Anti-Bullying Policy

Anti-Bullying Policy

Giffnock Tennis Squash & Hockey Club (GTS&HC) strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis/squash/hockey experience.

This document sets out how to help prevent bullying from happening to all children and adults at risk. It also sets out how to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need. It also provides information to all staff, volunteers, children and their families about what should be done to prevent and deal with bullying.

This policy applies to all staff, coaches, volunteers, children and other adults associated with GTS&H Club.

Preventing and Responding to Bullying Behaviour

Bullying is particularly hurtful behaviour where it is difficult for those being bullied to defend themselves. Bullying is defined as a range of abusive behaviour that is repeated and intended to hurt someone either physically or emotionally.

It can be a 'one-off' occurrence or repeated over a period of time and can take many forms including children being bullied by adults, their peers and in some cases by members of their families. Bullying can be difficult to identify because it often happens away from others and those who are bullied often do not tell anyone. Bullying is not always deliberate.

Examples of bullying

- Physical, e.g. theft, hitting, kicking (this might constitute an assault).
- Verbal (including teasing), e.g. spreading rumours, threats or name-calling, ridicule or humiliation.
- Emotional, e.g. isolating a child from the activities or social acceptance of the peer group.
- Cyberbullying, e.g. sending insulting messages via text or emails, posting images or upsetting information on social networking sites or forums.
- Using abusive or insulting behaviour in a manner which causes alarm or distress.
- Prejudiced based – singling out children who may be perceived as different due to things such as race, gender, sexual orientation, disability, asylum seeking, being looked after or being young carers.
- Having belongings stolen or damaged.

- Being targeted because of who the child is or who they are perceived to be.

Signs which may raise concerns about bullying include:

- Hesitation or reluctance to attend training or activity.
- Reluctance to go to certain places or work with a certain individual.
- Bruising or other injuries.
- Becoming nervous and withdrawn.
- Often last one picked for a team or group activity for no apparent reason, or being picked on when they think your back is turned.
- Clothing or personal possessions going missing or get damaged.
- Losing' pocket money repeatedly.
- Suddenly prone to lashing out at people, either physically or verbally, when normally quiet.

When talking about bullying, it's never helpful to label children and young people as 'bullies' or 'victims'. Labels can stick for life and can isolate a child, rather than helping them to recover or change their behaviour. It is preferable to talk about someone displaying bullying behaviour rather than label them a 'bully' – behaviour can be changed with help and support.

Anti-Bullying Policy

We recognise that

- Bullying causes real distress. It can affect a person's health and development and, at the extreme, can cause significant harm
- All children and adults at risk, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- Everyone has a role to play in preventing all forms of bullying (including online) and putting a stop to bullying.

We will seek to keep children and adults at risk safe by

- Recognising that bullying is closely related to how we respect and recognise the value of diversity.
- Recognising our duty of care and responsibility towards safeguarding
- Promoting and implement this anti-bullying policy in addition to our safeguarding policy and procedures
- Ensuring that bullying behaviour is not tolerated or condoned
- Taking action to respond and deal with any reports of bullying towards children
- Encouraging children to play a part in developing and adopting appropriate behaviours
- Making sure our response to incidents of bullying takes into account:
 - the needs of the person being bullied
 - the needs of the person displaying bullying behaviour
 - the needs of others who may be affected
 - our county as a whole

Players, parents, coaches, volunteers and other members of staff will:

- Encourage individuals to speak out about bullying behaviour and report incidents of bullying behaviour they see to the GTS&H Club Wellbeing and Protection Convenor or suitable alternative representative, e.g. coach, tournament organiser, committee member etc).

- Respect every child's need for, and right to, a play environment where safety, security, praise, recognition and opportunity for taking responsibility are available
- Respect the feelings and views of others
- Recognise that everyone is important and equal, and that our differences make each of us special and worthy of being valued
- Show appreciation of others by acknowledging individual qualities, contributions and progress
- Ensure safety by having rules and practices carefully explained and displayed for all to see

Supporting children

- We'll let children know who will listen to and support them
- We'll create an "open door" ethos where children feel confident to talk to an adult about bullying behaviour
- Potential barriers to talking (including those associated with a child's disability or impairment) will be acknowledged and addressed at the outset to enable children to speak out
- Anyone who reports an incident of bullying will be listened to carefully and reports will be taken seriously
- Any reported experience of bullying behaviour will be investigated and will involve listening carefully to all those involved
- Children experiencing bullying behaviour will be supported and helped to uphold their right to play and live in a safe environment
- Those who display bullying behaviour will be supported and encouraged to develop better relationships
- We'll make sure that any sanctions are proportionate and fair

Support to the parents/carers

- Any experience of bullying behaviour will be discussed with the child's parents or carers
- Parents will be consulted on action to be taken (for both victim and bully)
- Information and advice on coping with bullying will be made available
- Support will be offered to parents, including information from other agencies or support lines

Related policies and procedures

This policy should be read alongside our policies and procedures, including:

- Safeguarding Policy
- Equity, Diversity and Inclusion Policy
- Practice Guidance
 - Changing Room Policy
 - Photography and Recording Policy
 - Social Media Policy
- Code of conduct for everyone associated with GTS&H Club

Useful contacts

LTA Services Team: 0208 487 7000

safeguardingconcern@lta.org.uk

Scottish Squash Welfare & Child Protection: 0131 374 2020
info@scottishsquash.org

Scottish Hockey Child Protection and Welfare: 0141 550 5999/07561 853471
safeguarding@scottish-hockey.org.uk

CHILDREN FIRST: 08000 28 22 33
Childline: 0800 1111/www.childline.org.uk
Kidscape: www.kidscape.org.uk
Anti-Bullying Alliance: www.antibullyingalliance.org

CCTV Policy

CCTV

GTS&H Club is committed to the effective and conscientious use of CCTV and monitoring devices to deliver excellent services and protect its members, staff and property. GTS&H Club values its members, staff and supporters and needs to ensure that these individuals, and their personal data, are safe. In order to do this, it is important for GTS&H Club to ensure that data gathered by monitoring devices is regulated effectively.

GTS&H Club has legal obligations regarding responsibly capturing images, video and audio of individuals. The UK's data protection regulator, the ICO, can impose fines and other sanctions on GTS&H Club if it fails to comply with its legal obligations for recorded monitoring.

The **President** has the responsibility for ensuring GTS&H Club complies with the relevant Data Protection laws, maintaining the Policy, providing advice and guidance on all matters related to the Policy, reporting on and developing Data Protection practice.

All **Committee members** are directly responsible for implementing the policy within their operational areas and for adherence by staff/volunteers they line manage/oversee.

It is the responsibility of all relevant **staff, contractors, members and volunteers** to comply with this policy and engage in any relevant training at appropriate intervals.

It is crucial that any use of recorded monitoring across GTS&H Club justifies the capturing of individuals' personal data and is a proportionate response to the issue. GTS&H Club considers it justified to use recorded monitoring if, and only if, it meets at least one of the following criteria:

- The improvement of security to GTS&H Club premises and property
- Aiding in preventing, detecting or prosecuting criminal acts
- Greatly improving the welfare or safety of GTS&H Club members and staff
- Assisting in the resolution of disputes which arise in the course of disciplinary or grievance proceedings
- Aiding the defence of any civil litigation, including employment tribunal proceedings
- The improvement of the personal safety of staff, members, visitors and other members of the public and to act as a deterrent against crime

If one of these criteria are met, then the installation of recorded monitoring needs to still be shown to be a proportional response to a perceived risk. It will be the responsibility of any committee member considering the use of recorded monitoring to ensure that other less-intrusive attempts that don't require monitoring have been made to resolve the problem, where appropriate.

CCTV should only be viewed by those authorised to do so by the President of GTS&H Club. Although this is not an exhaustive list, this includes (Committee) key holders, the Wellbeing and Protection Convenor, the House Convenor, the Bar Convenor and the Bar and Club Managers.

Changing Room Policy

Changing Room Policy

Wherever possible, adults should avoid changing or showering at the same time as children.

Parents/carers need to be aware that on occasions, adults and children may need to share a changing facility. Parents/carers should supervise their children while in the changing room in such instances.

It is recommended that particular attention is given to the supervision of children aged 15 and under in changing rooms. It is advisable for adults not to be alone with any such child under these circumstances.

If children are uncomfortable changing or showering in public, no pressure should be placed on them to do so.

The changing rooms based within GTS&H Club house are not suitable for the purpose of team talks.

All camera equipment and use of mobile phones and any other electronic equipment in changing areas is strictly prohibited.

Giffnock Tennis Squash & Hockey Club has a strict policy in relation to bullying and will not tolerate any form of bullying relating to its changing room area.

If you have any concerns please refer to our Safeguarding Policy, speak to our Welfare Convenor or email wellbeing@giffnock-ltc.co.uk in strictest confidence.

Code of Conduct

Code of Conduct

We all have a responsibility to make sure that our children and young people are playing in a safe and supportive environment, and everyone involved in sport and specifically related to GTS&H Club.

has an important part to play.

At GTS&H Club, we have Codes of Conduct for everyone involved in all of the activities that take place at our club so as to ensure everyone knows the responsibilities and behaviours expected of them.

We ask that players, parents, carers and other relatives and supporters, coaches, officials, bar staff and committee members remember that their attitude and behaviour can influence how their child or the child in their care, behaves and can affect their child's enjoyment in the game.

At GTS&H Club we have developed individual Codes of Conduct for everyone involved at This includes:

- Adult Players
- Young Players
- Bar Staff
- Coaches and Officials
- Parents and Carers and
- Social Members

You can view all the Codes of Conduct below and [Codes of Conduct](#).

Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Adult Players

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our players feel safe, protected and nurtured in an environment in which they can thrive.

Players have an important role in ensuring that GTS&H Club is a safe and welcoming space for everyone and hold responsibility in promoting high standards and behaviours.

As a Player, I will: • Treat everyone with respect and dignity, regardless of their gender, ethnic origin, cultural background, sexual orientation, religion, or political affiliation • Always play the game fairly, and in the spirit of the game • Positively promote the reputation of GTS&H Club • Respect the decision of Umpires and match officials • Remember that I am a role model, on and off the pitch • Speak to teammates, coaches, officials, and the opposition with respect • Be gracious in victory and defeat • Be mindful of how I use social media • Be respectful in my language during games and training • Refrain from using any substances whilst representing the Club	As a Player, I will not: • Criticise Umpires and match officials • Bring the game into disrepute • Engage in, or tolerate, any form of bullying or abuse • Exert undue influence over players, parents, or anyone involved in the game • Criticise teammates or opponents • Engage in, or tolerate, offensive, insulting, or abusive language or behaviour • Use social media to share harmful, offensive, or inappropriate views on the game, or anyone involved in the game • Engage in inappropriate or illegal behaviour towards a child, or other players and members I understand that if I do not follow this Code of Conduct, I may be subject to consequences, including: • Being asked to apologise • Receive a formal warning • Being suspended from training • Being suspended from matches • Asked to undertake an educational course • Being barred from participating in events related to GTS&H Club
---	--

Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Bar Staff

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our members and staff feel safe, protected and nurtured in an environment in which they can thrive.

Bar Staff play a critical role in ensuring that GTS&H Club is a safe and welcoming space for everyone and hold responsibility in promoting high standards and behaviours.

As a member of the Bar Team, I will: • Abide by the GTS&H Club Operational Procedures for the Bar, referring specifically to the opening, during the shift and closing procedures. • Treat everyone with respect and dignity, regardless of their gender, ethnic origin, cultural background, sexual orientation, religion, or political affiliation • Positively promote the reputation of GTS&H Club • Wear the Giffnock branded uniform shirts provided by the club whilst on shift. Comfortable shoes and dark trousers should be worn alongside this uniform. If uniform is on order and temporarily unavailable, a plain black t-shirt will be sufficient. • Refrain from consuming alcohol and/or any other substances anywhere on the premises at GTS&H Club • Ensure that any guests that I bring into GTS&H club adhere to the conditions recorded in the Club Premises bye laws. • Report any concerns that I have seen, or been advised about, to the Wellbeing and Protection Convenor at GTS&H Club	As a member of the Bar Team, I will not: • Engage in, or tolerate, offensive, insulting, or abusive language or behaviour • Engage in, or tolerate, any form of bullying or abuse • Place bar stools behind the bar. Occasional seating can be placed in the back bar, as appropriate/agreed with the bar manager. • Use social media to share harmful, offensive, or inappropriate views regarding anyone connected with GTS&H Club • Engage in inappropriate or illegal behaviour with a child or an adult at risk I understand that if I do not follow this Code of Conduct, I may be subject to consequences, including: • Receiving a Verbal Warning • Receiving a Written Warning • Being subject to a period of supervision • Being asked to apologise. • Being required to attend additional training/education • Being suspended from GTS&H Club • Being barred from participating in events related to GTS&H Club • Be referred to Police Scotland and/or other relevant statutory body • Being asked to leave
---	--



Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Coaches and Officials

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our players feel safe, protected and nurtured in an environment in which they can thrive.

Coaches and Officials play a vital role in the sports at GTS&H Club. They ensure players are safe, developing their sporting skills, maintaining enjoyment of the game, and building lifelong connections to the games that we all love. Coaches and Officials are in a unique position of trust in sport, and therefore it is important that they adhere to the highest standards of best practice.

As an Official at GTS&H Club, I will: • Abide by GTS&H Club Wellbeing and Protection Policies and Procedures • Ensure that my CWPS training, declarations, and PVG are up to date • Treat everyone with respect and dignity, regardless of their gender, ethnic origin, cultural background, sexual orientation, religion, or political affiliation • Treat every player equitably • Remember that I am a role model, and shall always behave in an ethical and professional manner • Refrain from smoking, consuming alcohol and/or other substances during club activities or coaching sessions. • Respect the decision of umpires and officials, and encourage players to do the same • Positively promote the reputation of GTS&H Club • Remember that the safety and wellbeing of young players is the paramount consideration Report any concerns that I have seen or been advised of to the Wellbeing & Protection Convenor at GTS&H Club	I will never: • Engage in, or tolerate, offensive, insulting, or abusive language or behaviour • Exert undue influence over players, parents, or colleagues • Bring the game into disrepute • Enter into an inappropriate relationship with a young player or young official • Use social media to share harmful, offensive, or inappropriate views on the game, or anyone involved in the game I understand that if I do not follow this Code of Conduct, I may be subject to consequences, including: • Receiving a Verbal Warning • Receiving a Written Warning • Being subject to a period of supervision • Being required to attend additional training/education • Being suspended from GTS&H Club • Being suspended from matches /club activities • Be referred to Police Scotland and/or other relevant statutory body • Being referred to the relevant Sports Governing Body • Being referred to Disclosure Scotland
---	---



Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Parents and Carers

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our players feel safe, protected and nurtured in an environment in which they can thrive.

Parents and Carers play a pivotal part in the sporting lives of their children, encouraging and

supporting their participation, enjoyment, and success in the game. They also have their part to play in the collective responsibility we all share in setting a good example for our young players and helping to create a safe and supportive environment where players thrive.

At all times, I will: • Respect the decision of match officials even if I don't agree with them • Be supportive of all players • Respect the choices and decisions of club coaches • Be positive about my child's performance • Encourage my child to play by the rules • Only shout encouragement from the sidelines • Let the coaches coach and the umpires, umpire • Provide emergency contact details and any other relevant information about my child including medical information, as necessary to the club • Always be respectful of those involved in the game, including in any communications online/on social media • Ask questions in a calm, respectful way • Report any concerns to the Wellbeing and Protection Convenor at GTS&H Club	I will not: • Criticise my child, or other players • Use inappropriate, abusive, or offensive language at training or matches • Talk about players, officials, or coaches in an inappropriate, offensive way • Intimidate, abuse, or assault umpires, club officials, or other parents/carers • Shout instructions from the side-lines • Criticise the decisions of the match officials • Punish or belittle my child for making mistakes • Force my child into playing sport I understand that if I do not follow this Code of Conduct, I may be subject to consequences, including: • Being asked to apologise • Receive a formal warning • Be suspended from training • Be suspended from matches • Asked to undertake an educational course • Being barred from participating in events related to GTS&H Club
---	---



Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Social Members

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our players feel safe, protected and nurtured in an environment in which they can thrive.

Social Members (and their guests) have an important role in ensuring that GTS&H Club is a safe and welcoming space for everyone and hold responsibility in promoting high standards and behaviours.

As a Social Member, I will:	As a Social Member, I will not: • Engage in, or tolerate, offensive, insulting, or abusive language or behaviour
------------------------------------	---

• Treat everyone with respect and dignity, regardless of their gender, ethnic origin, cultural background, sexual orientation, religion, or political affiliation • Prioritise the wellbeing of all children and adults at risk, at all times • Take responsibility for the safe supervision of any children that I bring to GTS&H Club • Positively promote the reputation of GTS&H Club • Ensure that alcohol is consumed in line with published “safe limits” so that there is no detrimental effect on others at GTS&H Club • Refrain from using any illegal substances anywhere on the premises at GTS&H Club • Ensure that any guests that I bring into GTS&H club adhere to all of the information in this Code of Conduct and that they are aware of the consequences should they breach this Code of Conduct • Report any concerns that I (or my guests) have seen, or been advised about, to the Wellbeing and Protection Convenor at GTS&H Club	• Engage in, or tolerate, any form of bullying or abuse • Exert undue pressure towards our volunteers/staff members • Use social media to share harmful, offensive, or inappropriate views regarding anyone connected with GTS&H Club • Engage in inappropriate or illegal behaviour with a child or an adult at risk I understand that if I do not follow this Code of Conduct, I may be subject to consequences, including: • Being asked to apologise • Being asked to leave • Receiving a formal warning • Being suspended from GTS&H Club • Being barred from participating in events related to GTS&H Club
---	---



Giffnock Tennis, Squash & Hockey Club – Code of Conduct

Young Players

Giffnock Tennis, Squash & Hockey Club (GTS&H) is committed to prioritising the well-being and protection of all children and adults at risk, promoting safeguarding in our club at all times. GTS&H Club aspires to providing an environment where our players feel safe, protected and nurtured in an environment in which they can thrive.

Players have an important role in ensuring that GTS&H Club is a safe and welcoming space for everyone.

As a Young Player under the age of 18 years, I have the RIGHT to: • Be safe and protected	As a Young Player, I will not: • Use bad language
---	---

- Be listened to
- Be respected
- Be treated fairly
- Be believed
- Ask for help
- Be coached by someone who has the right qualifications.

As a Young Player, I WILL ALWAYS

- Play fairly
- Follow the rules of the game
- Respect the decision of Umpires and other match officials
- Listen to my coaches
- Be supportive of my teammates
- Be friendly to other players/opposition
- Behave like a role model, in and out of sport
- Refrain from using substances whilst representing the Club
- Be gracious in victory and defeat
- Use social media in a positive way
- Tell someone I trust at the Club if something worries or upsets me

- Use abusive or offensive language or gestures
- Criticise other players
- Put anything inappropriate on social media about coaches, match officials, clubs, or players
- Bully other players in person or online

I understand that if I do not follow this Code of Conduct, there may be consequences, including:

- Being asked to apologise
- Receiving a formal warning
- Being suspended from training
- Being suspended from games
- Being required to undertake an educational course
- Being asked to leave the club

Collection by Parents

Collection by Parents/Carers

While the club/session/training is running then leaders and coaches have a duty of care to the children that are in their charge.

Make sure that start and finish times are clear and that the arrangements for collection are understood by all.

Parents/carers who wish children to go home unaccompanied (according to their age and stage) should give consent in writing and/or notify coaches in advance of the session taking place.

Coaches should notify parents/carers that they should not drop children off too early and that they are expected to collect children promptly. Explain late collection procedures.

When a parent /carer is delayed or have not turned up

If parents/carers are late when picking up their child, the wellbeing of the child will take precedence, and they must not be left alone. The leaders and coaches have a duty of care to the children in their charge, and this continues when the activity has finished. However, it is not the responsibility of volunteers/staff to transport children home. If attempts to contact an adult who is responsible for the child fail, the GTS&H Club Wellbeing and Protection Convenor and police should be informed.

Where possible, there should always be more than one adult/leader to lock up at the end of an activity. If an adult is left in sole charge in these circumstances, they should record any actions taken and inform the GTS&H Club Wellbeing and Protection Convenor and parents/carers as soon as possible.

Compliments, Complaints and Disciplinary Policy

Compliments, complaints and disciplinary policy

GTS&H Club is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and visitors, and in particular by responding positively to complaints.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a timely response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly. We aim to resolve these informal concerns quickly and keep matters private. This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff or service.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Lodging a Complaint

In the event that any employee, member, volunteer, visitor or visiting team feels that he, she or they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken they should follow the procedures below.

1. The complainant should report the matter in writing to the Wellbeing and Protection Convenor or another member of the management committee. [Complaints Form](#) The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) an indication as to the desired outcome.

2. If the person is accused of discriminatory behaviour and is an employee, the management committee will regard the incident as a disciplinary issue and will follow:

- any disciplinary procedure set out for employees or
- (if none exists) the statutory disciplinary procedure or
- the disciplinary policy set out by the relevant sports governing body

3. If the person accused of discriminatory behaviour is a non-employee, the management committee or representatives of the management committee:

- i. will request that both parties to the complaint submit written evidence regarding the incident(s);
- ii. may decide (at its sole discretion) after reviewing the complaint and supporting evidence to uphold or dismiss the complaint without holding a hearing;
- iii. may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
- iv. will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equity, Diversity and Inclusion Policy):
 - a) warn as to future conduct;
 - b) suspend from membership;
 - c) remove from membership;
 - d) exclude a non-member from the facility, either temporarily or permanently; and
 - e) turn down a non-member's current and/or future membership applications.
- v. will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
- vi. Either party may appeal a decision of the management committee to the relevant Sports Governing Body.

6. Responsibilities

GTS&H Club's responsibility will be to:

- Acknowledge the formal complaint in writing;
- Respond within **seven working days**
- Deal reasonably and sensitively with the complaint; and
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to the attention of the **Wellbeing Convenor**.
- Raise concerns promptly and directly with the relevant convenor i.e. bar, squash, hockey, membership etc
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow the **Wellbeing Convenor** a reasonable time to deal with the matter, and
- Recognise that in some circumstances, the complaint may be beyond the control of GTS&H Club.

In the event of any report of misconduct by a player/member at GTS&H Club or when representing the club at any other venue the misconduct could lead to the player/member's membership of GTS&H Club being terminated in accordance with the constitution of the club.

Appendix: Legislation

The **Equality Act 2010**¹ legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone.

It is against the law to discriminate against anyone because of:

- age
- being or becoming a transsexual person
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief or lack of religion/belief
- sex
- sexual orientation

These are called 'protected characteristics'.

People are protected from discrimination:

- at work
- in education
- as a consumer
- when using public services
- when buying or renting property
- as a member or guest of a private club or association

People are also protected from discrimination if:

- they are associated with someone who has a protected characteristic, e.g. a family member or friend
- they have complained about discrimination or supported someone else's claim

Discrimination can come in one of the following forms:

- direct discrimination - treating someone with a protected characteristic less favourably than others.
- indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them.
- victimisation - treating someone unfairly because they've complained about discrimination or harassment.

Digital Communications and Social Media

Digital Communications and Social Media

Communication technology and social media developments advance extremely quickly, meaning ways in which we communicate and receive and absorb information are changing all the time. This provides a great opportunity for clubs to promote their activities and communicate easily with members. But it can also put children and young people at risk, which is why safeguards must be put in place.

Adults who seek to harm children have been known to use technology and social media to “groom” children. This area is specifically addressed by the Protection of Children and Prevention of Sexual Offences (Scotland) Act 2005. Software enabling the manipulation of online images can also pose a risk of harm to children and young people. It is also widely acknowledged that children can be harmed by the behaviours and actions of their peers, for example online bullying and sexting.

The following guidelines should be followed in order to safeguard all parties when communicating via digital technology and social media:

- All communications from the club with children and young people should be open, transparent and appropriate.
- Children and young people and their parents/carers should be informed about the communication approach by the club and should also be given information on how to keep themselves safe and who to report any concerns to.
- Messages should only be sent to communicate details of meeting points, training, match details, competition results etc. The same message should be sent to every member of the group/team
- The use of apps must take account of the terms and conditions of using the app including age limitations.
- It should always be clear that it is the club who is communicating information – one-to-one messaging arrangements between sports volunteers/staff should be strongly discouraged and safeguards should be in place and settings adjusted to prevent this happening.
- Messages should never contain any offensive, abusive or inappropriate language. They should not be open to misinterpretation.
- No player under the age of 18 years will be included in a Team WhatsApp chat unless there has been prior agreement with the GTS&H Club Wellbeing and Protection Convenor and the parent of the child is also included within this chat.
- All concerns about the inappropriate use of digital technology and social media will be dealt with in line with the Procedure for Responding to Concerns about a Child. This may include the concerns being reported to police.
- Where phone numbers/email addresses of children and young people are gathered these should be kept securely in a locked cabinet or password-protected electronic file or database.
- The number of people with access to children and young people’s details should be kept to a practical minimum. A record should be kept of their numbers/addresses by the Child Wellbeing & Protection Officer
- If a blogger or any other online participant posts an inaccurate, accessory or negative comment about Giffnock Tennis Squash & Hockey Club or anyone associated with the club, do not respond to the post and contact the relevant governing body (LTA, Scottish Squash or Scottish Hockey) for guidance/advice if necessary.

- Ensure all the privacy settings are secure so that the page(s) are not used as a place to meet, share personal details or have private conversations.
- Make sure everyone within Giffnock Tennis Squash & Hockey Club knows who is responsible for monitoring the content of the social networking areas and how to contact them.
- Inform the relevant governing body (LTA, Scottish Squash or Scottish Hockey) if inappropriate, threatening or offensive material is received as this may be needed as evidence.

Websites/Social Media Sites

Websites/Social Media sites provide an opportunity for a club to extend their community profile, advertise and communicate easily with their members. Thought should be given to consent, tone and how sites and pages will be monitored. In terms of publishing information and pictures the following good practice should be noted:

Permission

- For permission to publish information or pictures about a child aged under 18 written parent/carer consent must be obtained.
- Special care must be taken in relation to vulnerable children, e.g. child fleeing domestic violence or a child with a disability, and consideration given to whether publication would place the child at risk.
- Young athletes who have a public profile as a result of their achievements are entitled to the same protection as all other children. In these cases, common sense is required when implementing these guidelines. All decisions should reflect the best interests of the child.

Use of Images and Information

- Information published on the websites or through social media must never include personal information that could identify a child e.g. home address, email address, telephone number of a child. All contact must be directed to the club. Credit for achievements by a child should be restricted to first names, e.g. Tracey was Player of the Year 2002.
- Children must never be portrayed in a demeaning, tasteless or a provocative manner. Children should never be portrayed in a state of partial undress, other than when depicting an action shot within the context of the sport. Attire such as tracksuits or t-shirts may be more appropriate.
- Identify all copyrighted or borrowed material with citations and links. When publishing direct paraphrased quotes, thoughts, ideas, photos or videos, give credit to the original publisher or author.

Group Chats/Forums

Where a site or app allows for two-way communication between the club and members, or amongst a group of members, close monitoring is required. From time-to-time group chats/forums can be used to target individuals or to engage contributors in debates that can cause upset and embarrassment to children and young people.

Coaches, members of staff/volunteers should refrain from being drawn into debates concerning selection, performance or personalities – even where the subject of discussion is anonymous.

Any offending comments should be removed by the club and appropriate procedures should be used to address poor practice or Code of Conduct breaches.

Concerns

Any concerns or enquiries should be reported to the GTS&H Child Wellbeing and Protection Convenor.

Equity, Diversity and Inclusion Policy

Equity, diversity and inclusion (EDI) policy

Purpose of this Policy

This policy sets out our commitment to a culture of everyday inclusion and driving greater diversity and equitable outcomes across all three sports at Giffnock Tennis Squash & Hockey Club (GTS&H Club). It outlines some of the ways in which we will work to bring this commitment to life. It sets out what our membership can expect of us, and holds us to account against, in the way we operate on a day-to-day basis.

Who is responsible for the implementation of this policy?

While helping to build a culture of inclusion and drive greater diversity across GTS&H Club is everyone's responsibility, the committee of GTS&H Club are individually and collectively responsible for ensuring that this policy is followed.

What does this policy cover?

This policy applies to all aspects of GTS&H Club work and to all people who work or volunteer for it as they conduct those roles, as well as anyone taking part in any related activity which GTS&H Club is responsible for.

What is meant by equity, diversity and inclusion?

Equity is about working to achieve parity of outcome for people with different characteristics or from different backgrounds. It is different from equality. Equality assumes that everyone should be treated the same regardless of needs, experiences and opportunity. Equity is about recognising that not everyone starts from the same place and that sometimes targeted interventions are needed to give people the same chance of achieving a particular outcome, such as playing tennis regularly or becoming a coach.

Diversity is the mix of characteristics, experiences and other distinctions which make people different from one another. This can include differences in race, sex, religion, sexual identity, age, gender identity, socio-economic background or whether someone is disabled. Understanding this mix is vital to being able to make all people feel included.

Inclusion for all is the ultimate goal; it is a culture in which everybody can feel comfortable and confident to be themselves, no matter their visible or hidden differences. Diversity without inclusion means that people from more diverse backgrounds will feel excluded and so that diversity, and the benefits for tennis, squash and hockey or for the wider club which come with it, will not last.

Commitment to everyday inclusion, greater diversity and more equitable outcomes

GTS&H Club is fully committed to playing its part in opening all three sports up. We will do this by building a culture of everyday inclusion and operating in a way which enables, encourages and values greater diversity and equitable outcomes for all, in all aspects of our sport, with the intention that the sports and our venue reflect the diversity of the communities around us.

In order to achieve this, we will:

- Encourage equity, diversity and inclusion in every aspect of our work as a venue, recognising that it brings benefits both to all three sports and to the strength of our work both on and off the court/pitch.
- Create an environment for all members and those in key roles which is free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect

for all., where individual differences and the contributions of all are recognised and valued.

- Ensure that the GTS&H Club is run in a positively inclusive way on a day-to-day basis, considering that people from different backgrounds and with different personal contexts have different needs to enable them to contribute fully to the organisation.
- Ensure our venue committee is appropriately equipped to embed a culture of inclusion by offering access to EDI training to foster a sense of collective responsibility and support their efforts in creating an inclusive environment.
- Ensure that our recruitment processes and policies enable and encourage people from all backgrounds to become part of the GTS&H Club and/or its work. We will make decisions concerning roles within the Venue based on merit, including the benefits of maintaining diversity across all individuals engaged in the work of GTS&H Club.
- Take seriously complaints of non-inclusive and/or discriminatory behaviour of all kinds in relation to any aspect of GTS&H Club on and off the court/pitch. We will deal with all such complaints in line with our complaints policy [Complaints Form](#) and, where appropriate, in conjunction with the Disciplinary and EDI teams within the three governing bodies that support all three sports at GTS&H Club.
- Record baseline diversity data of our members and key roles to better understand how the venue's diversity aligns with that of the local community.

Agreement to follow this policy

The equity, diversity and inclusion policy is fully supported by the GTS&H Club committee.

Reporting and Breaches

If you are concerned about the behaviour or conduct of someone at GTS&H Club, someone representing GTS&H Club, or any other breach of this policy, please refer to the complaints policy.

Appendix 1: The law and types of unlawful discrimination

The Equality Act 2010 is the main, overarching anti-discrimination law which GTS&H Club is required to follow to help ensure that equality of opportunity is promoted across various groups and that diversity is at the heart of all that we do.

It is unlawful for GTS&H Club as an employer, potential employer, sports venue and in relation to any of its functions to discriminate against persons directly or indirectly in membership, recruitment or employment because of age, disability, sex, gender reassignment, marriage, civil partnership, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation or religion or belief.

Direct discrimination involves intentionally treating someone less favourably than others because of a characteristic listed above, without a lawful exception.

For example, excluding a member from a tournament because of their ethnic background, or denying a job opportunity to a woman because she is pregnant.

Indirect discrimination occurs where less favourable treatment is not the main effect or objective of an action or decision. The nature of indirect discrimination is that the discriminatory effect can be an unexpected or unforeseen effect of a good faith decision.

For example, implementing a rule that all members wishing to compete in league matches must attend early morning practices could disproportionately disadvantage older members or those with family commitments, as they may find it more challenging to attend at that time.

Disability discrimination is direct or indirect discrimination, any unjustified less favourable treatment because of the effects of a disability or impairment, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability or impairment.

For example, a wheelchair tennis player who regularly participates in local tournaments is informed that the courts used for a competition do not have accessible entryways despite the player requesting reasonable adjustments, such as temporary ramps or an alternative court.

Harassment is where there is unwanted conduct, related to one of the characteristics outlined above (other than marriage, civil partnership, pregnancy or maternity) that has the purpose or effect of violating a person's dignity; or creating an intimidating, hostile, degrading, humiliating or offensive environment.

For example, during training practices and matches, a group of male members/spectators frequently make sexist comments, questioning a women's abilities due to her gender.

Associative discrimination is where an individual is discriminated against, harassed, or potentially victimised because of their association with another individual who has a characteristic outlined above (other than marriage, civil partnership, pregnancy or maternity, however, pregnancy or maternity may fall within a sex discrimination claim because of association with a pregnant woman or a woman on maternity leave).

For example, a coach has caring responsibilities at home and the organisation assumes that they will not be able to perform other duties, they are then overlooked for promotions, with the justification that "outside distractions" might interfere with their work.

Perceptive discrimination is where an individual is discriminated against or harassed based on a perception that they have a characteristic outlined above when they do not, in fact, have that characteristic (other than marriage, civil partnership, pregnancy or maternity).

For example, a young player at a local club is perceived by some members to be gay, even though they do not identify as such.

Victimisation happens when an individual is mistreated, such as being denied participation in training or competition selection, because a person filed or backed a complaint or legal action under the Equality Act 2010. However, a person is not protected from victimisation if they acted with malice or supported a false complaint.

For example, a player at a club observes that players who are less experienced or in lower teams are consistently given less favourable court times.

Appendix 2: Related policies and documents

Please also see the following documents for further context and information:

- Safeguarding Policy
- Whistle-blowing Policy
- Anti-Bullying Policy
- Disciplinary Policy for the relevant Sports Governing Body
- CHILDREN FIRST Guide to Managing Disciplinary and Appeal Processes for Wellbeing and Protection Concerns in Sport
- GTS&H Club GDPR Privacy Notice

Appendix 3: 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-olds, or people over 50).

This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds, 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.

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. Disability A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

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. Equality is about ensuring that every individual has an equal opportunity to make the most of their lives and talents, and believing that no one should have poorer life chances because of where, what or whom they were born, what they believe, or whether they have a disability. Equality recognises that historically, certain groups of people with particular characteristics e.g. race, disability, sex and sexuality, have experienced discrimination.

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.

LGBTQIA: an acronym for Lesbian, Gay, Bisexual, Trans, Questioning, Intersex and Asexual.

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

Monitoring equality: 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 a disability who play sport at our club.

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. Positive action

Race: refers to the protected characteristics 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 behavior: 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. Race Refers to the

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

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. Refers to a range of lawful actions that seek to overcome or minimise disadvantages (e.g. in employment opportunities) that people who share a protected characteristic have experienced, or to meet their different needs.

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. Refers to a person who has the protected characteristic of gender reassignment. This may be a woman who has transitioned or is transitioning to be a man, or a man who has transitioned or is transitioning to be a woman. The law does not require a person to undergo a medical procedure to be recognised as a transsexual,

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

First Aid and Treatment of Injuries

First Aid and Treatment of Injuries

Sports volunteers/staff running an event or activity must be made aware of any pre-existing medical conditions, or medicines being taken by participants or existing injuries and treatment required. This information should be shared by parents/carers before their child participates in sport.

The following guidelines should be followed:

- Have an accessible and well-resourced first aid kit and a working telephone at the venue.
- Where possible, access to medical advice and/or assistance should be made available.
- Only those with a current, recognised First Aid qualification should treat injuries.
- Inform parents/carers as soon as possible of any injury and action taken.
- An Accident/ Incident Form should be completed if a child sustains a significant injury and the details of any treatment given recorded. Good sense or sport specific guidance should be used to determine which injuries are significant.
- The circumstances of any accidents that occur should be recorded, reviewed, and steps taken to avoid it happening again.
- Attention should be taken to the feedback from the child/young person to ensure the relevant wellbeing indicators have been covered

Low Level Concerns

Low Level Concerns

This policy aims to provide a framework for addressing and resolving low level concerns related to safeguarding within GTS&H Club and will look into the best practice on how to manage low level concerns (LLC).

This policy applies to everyone affiliated to GTS&H Club and aims to provide openness and curiosity by looking at a framework and language to help GTS&H Club better understand how important it is to notice unusual or concerning behaviours and create a culture which promotes a positive child protection culture.

Difference between low-level concern and allegation

A low-level concern is when an adult or peer has not met the threshold for an allegation but have acted in a way that, no matter how small, has caused a sense of unease and is inconsistent with GTS&H Club's code of conduct or values. This includes any inappropriate conduct outside of their role.

Some examples of concerns include, but are not limited to:

Adult low-level concerns

- Being overly friendly (for example, tagging a player on personal social media profiles, hugging)
- players, inappropriate banter etc.)
- Having favourites
- Being connected on personal Social Media platforms
- Taking photographs of children, contrary to club policy
- Using inappropriate sexualised, intimidating, or offensive language
- Engaging on a one-to-one bases in a secluded area
- Humiliating children

Young people low level concerns

- Player self-harming
- Player stopped attending training for a period of time unexpectedly
- An allegation is when an adult or peer have:
 - Behaved in a way that has harmed or may harm a child or young person.
 - Possibly committed a criminal offence against or related to a child or young person.
 - Behaved towards a child or young person in a way that indicates they may pose a risk of harm to children.
 - Behaved or may have behaved in a way that indicated they may not be suitable to work with children.

Any allegations must be escalated to the GTS&H Club Wellbeing and Protection Convenor for support and potentially involving other GTS&H Club Safeguarding Panel members for further advice and action.

Spectrum of low-level concerns

There are a range of reasons behind behaviour that falls under low level concerns. The lower end of the scale is unintentional and thoughtless where the person requires

training and support in understanding their action and consequence. In the middle, the concern may look inappropriate but might not be in specific circumstances. For example, an Uncle or Aunt who coaches their Neice or Nephew and interacts with them via Facebook. Finally, the higher end of the spectrum is the behaviour is ultimately intended to enable abuse. For example, building and abusing a relationship of trust with intention to groom that child or young person.

Making a safe club environment for children and young people

This should be a continuous process which involves everyone to evaluate, reflect upon, plan, and implement to ensure children's voices are being heard. Some key fundamental points create a strong foundation for a safe and secure environment

- Having clearly defined values and expected behaviours which are identified and promoted through club code of conduct.
- Setting clear boundaries which are considered important and adhered to in every aspect of paid and volunteer roles.
- Creating a low-level concerns process that encourages everyone to question and share any concerns.
- That all concerns, no matter how small, about someone's own behaviour or that of another person which does not meet professional standards or club expectations, need to be shared with confidence, received in a sensitive manner and responded to proportionately.

Responding to a low-level concern step by step

1. Low level concern information is shared with club Child wellbeing and Protection Convenor (CWC) within 24 of becoming aware of it. However, it is heavily emphasised that it is never too late to share a low-level concern.
2. Complete a Report a Concern Form with relevant information attached. Get in touch with the CWC for support and advice where needed.
3. CWC speak to person who raised LLC (unless raised anonymously).
4. CWS speak to person whom the LLC has been raised about. If club deems appropriate, explain they will need to be suspended as a precautionary measure pending outcome of the fact-finding process. Not all situations will require precautionary suspension (e.g. a coach has shouted and intimidated players but is remorseful and will undertake training). A precautionary suspension should be done as a reasonable and proportionate step to mitigate any potential risk to the children and/or the club.
5. CWC to fact find by speaking to any potential witnesses and others involved.
6. CWC will review with club committee member nominated to support in confidential safeguarding matters on whether concern: - breaches code of conduct, club policies and/or the law. It is mindful to note it is not clubs' responsibility to decide if laws have

been broken, but their duty of care to report to the necessary external agencies if required. - constitutes as LLC or meets the threshold of an allegation and needs to be referred to relevant external agencies. - when comparing with other LLCs previously raised about the same individual could now meet the threshold of an allegation and should be referred to relevant external agencies. If club are unsure whether this threshold is met, speak to Sports Governing body for advice and guidance.

7. CWC to make appropriate records of all information gathered, decision(s) made, rationale for decision and any action taken. This will help keep track of any patterns and when to escalate LLC to an allegation.

8. Club committee reflect on concern to see what improvements can be made to policy and practice to reduce LLC from reoccurring.

Bear in mind, as per GTS&H Club Wellbeing & Protection Policies and Procedures Policy, all safeguarding concerns should be referred to CWC in the first instance. All safeguarding concerns must be reported as soon as possible, irrespective of whether they occur within the sporting environment.

Reviewing low level concerns

Reviewing how child wellbeing and protection concerns have been managed is an important part of good practice and risk management. It provides an opportunity to:

- Explore if policies and procedures were followed and were effective.
- Establish whether appropriate action was taken.
- Examine the role of individuals involved in responding to and managing the concern to
 - establish whether further support or training is required.
- Review how well the club worked with other organisations involved in the concern.
- Identify if any changes are required or recommendations for the future.
- Identify specific areas of risk, trends, or patterns.
- Increase the confidence of those involved in the club by demonstrating an open and transparent approach.

If the CWC is away from the club for any period of time it is important for a deputy CPO to be clearly identified who can start the LLC process and share findings once lead CWC has returned.

Self-reporting LLC

Occasionally, a club member may find themselves in a situation which could be misinterpreted or might appear compromising to others. For example, a parent is late

to pick up their child and the coach decides to drive them home rather to ensure they aren't left alone at the club.

Equally, a club member may have behaved in a manner which, on reflection, they consider falls below the standard set out in the club code of conduct.

Self-reporting in these circumstances can be positive for several reasons:

- it is **self-protective**, in that it enables a potentially difficult issues to be addressed at the earliest opportunity.
- it **demonstrates awareness of the expected behavioural standards** and self-awareness as to the individual's own actions or how they could be perceived.
- it is an important means of **maintaining a culture** where everyone aspires to the highest standards of conduct and behaviour.

GTS&H Club should aim to create an environment where everyone is encouraged and feels confident to self-refer.

Mental Health Support

Mental Health and Well-being Advice & Support

In some ways, mental health is just like physical health; everybody has it and we need to take care of it when there is something wrong.

Positive mental health is a state of well-being, when you are able to think, feel and react in the ways that enable you to engage in the work and activities that you enjoy, whilst being able to cope with the normal stresses of life. All of us experience ups and downs in our mental health at some point in our lives, but if you experience a period of particularly poor mental health, you might find that the way you are thinking, feeling or reacting becomes increasingly difficult to cope with. This can feel horrible and be just as distressing as a physical illness.

There are many different types of experiences associated with poor mental health, with feelings of intense worry (anxiety), low mood, negative or racing thoughts, appetite (eating) and sleep problems being some of the most common experiences.

Self-Care

Often day-to-day self-care techniques and a few general lifestyle changes can help to promote positive mental wellbeing. Here are some top tips for looking after your mental health:

- **Talk to someone** – Talking is a great way to help ease the feelings of low mood, worry or stress. Talking to a close friend, trusted adult or family member is highly recommended, and regular ‘check-ins’ are a great way to start a conversation around how you’re feeling
- **Connect with others** – Try to spend time with friends and family, but if this is not possible, you can connect with others in your local community or those you have an interest or hobby in common with
- **Eat well** – A good, balanced diet incorporating lots of fruit and vegetables is important for promoting well-being and good mental health
- **Get a good night’s sleep** – Ensure that you establish a good sleep routine, including trying to go to bed and waking up at roughly the same time every day. This could also include spending time relaxing before bedtime, avoiding caffeinated & alcoholic drinks before bed, and having some ‘screen-free’ time
- **Take regular exercise** – It’s likely if you are reading this that you are exercising through your tennis, but it is worth saying that regular exercise is helpful in promoting well-being and positive mental health
- **Relaxing activities** – find some ‘me-time’ and engage in activities that you enjoy and help you to relax, and that are not linked to work, performance or competition. Some ideas include; reading, having a bath, getting outside, cooking, exercising, spending time with a pet or practicing mindfulness.

Seeking support

Whilst sport and exercise can be extremely positive for mental health and well-being, striving for high performance can at times create a lot of pressure, whether you are playing, coaching

or watching from the stands, and it is often normal to feel a degree of anxiety - especially around competition. However, if you experience prolonged periods of worry, low mood or unexpected changes in your sleep pattern, appetite, feelings or behaviour, it could indicate a need to seek additional support.

Experiencing difficulties with our mental health can often be frightening and confusing, and people can often feel embarrassed about seeking support. However, the key thing to remember is that many people will experience a mental health difficulty at some point in their life, and most people will recover and be able to manage it with appropriate support. It is therefore important to access the right support and/or treatment as early as possible.

We recommend that if you are experiencing any feelings of continued low mood or worry, that you seek help from your GP initially. They are best placed to be able to support you and discuss and recommend options for treatment.

If you feel unable to go to your GP for any reason, it is important you let someone know how you are feeling. You can always call the Samaritans or Childline in confidence, who are available 24/7.

- Samaritans - 116 123
- Childline - 0800 1111

Additional support and advice

There are many fantastic organisations that offer advice and support for people in relation to their mental health, and we recommend the following:

- Mind – www.mind.org.uk
- Young Minds – www.youngminds.org.uk
- MindEd – www.minded.org.uk
- MindEd for Families – www.mindedforfamilies.org.uk

Apps like Headspace, Calm, Thrive and Calm Harm can all help to support good mental health on a daily basis.

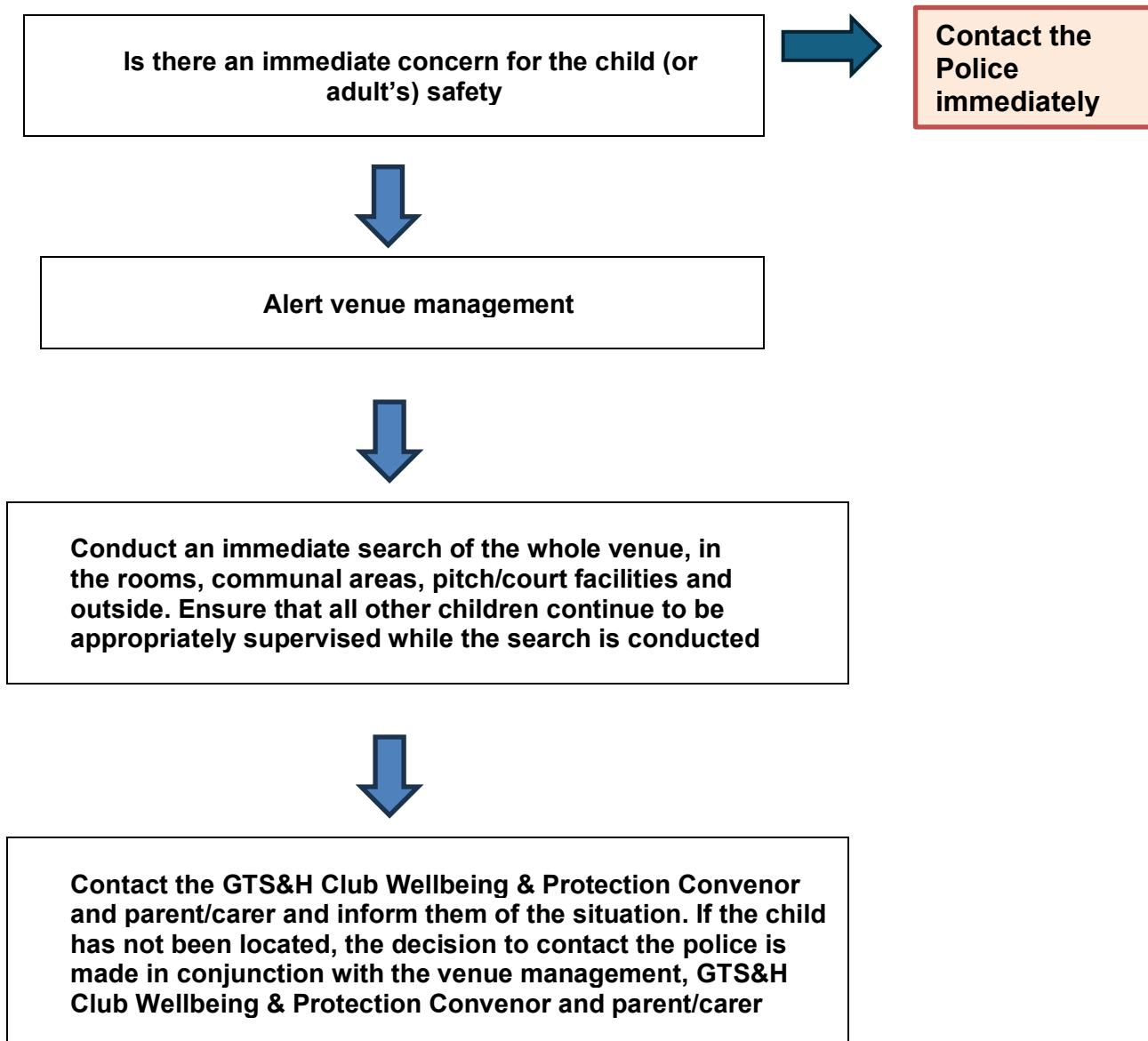
Guidance on Missing Players

Guidance Note: on procedures regarding Missing players

Children (and Adults) do sometimes go missing during events. It is therefore essential that event organisers and those participating in activities off site have procedures in place to

provide clear guidance on how staff, coaches and volunteers should respond in these circumstances.

When a child is reported missing, you should generally allow a **maximum of 20 minutes** before **calling the police**.



Photography and Recording Policy

Photography and Recording Policy

Parents, Carers and Spectators

GTS&H Club values the involvement of children in our sport. We are committed to ensuring that all children have fun and stay safe whilst participating in sport within our Club.

The LTA/Scottish Squash/Scottish Hockey encourages you to use photographic equipment to capture your child or friend playing tennis/squash/hockey and as such your child may be

photographed or filmed when participating in sport. All reasonable steps are taken to obtain parental consent. In the absence of any explicit objection, those responsible will act in the best interests of the child, which may include assuming parental agreement for the above reasons.

In relation to organised events, you are required to register at an event if you wish to use any photographic equipment. The event organiser will ask anyone not registered to stop using photographic equipment and delete any images that may have been taken.

If you have concerns about inappropriate photography, this should be reported immediately to the event organiser, club official, committee member and/ or wellbeing and protection Convenor.

Competition Organisers, Officials and other Professionals

If you are running an event, GTS&H Club requests that you ensure that all parents, carers and spectators who want to use photographic equipment are registered with the Club.

If you wish to take photographs at an event or publish images following an event you must ensure you have consent from parents, carers or the individual (if over 18) prior to the event and that you are registered with the event organiser.

If you see any individual taking photographs which you deem to be intrusive or inappropriate you must address this in line with safeguarding procedures.

Children

It is okay for a photographer to take photos when you are participating in sport, as long as your parent or carer has told the photographer/GTS&H Club, it is alright.

If you see someone taking photos or filming that makes you feel worried, tell your parent or carer, your captain, your coach, the event organiser or the club wellbeing and protection convenor straight away.

Consent

In order to take photographs or videos, prior to any event, you should ensure you have obtained consent from:

- The event organiser; and
- Parents, carers of all children involved.

In order to obtain consent, you must explain why you are taking the images and what they will be used for. This ensures that parents or carers are giving informed consent. To achieve this, it is strongly recommended you use the Consent and Emergency Contact Form.

Image and video content

All children featured in images or videos must be:

- Appropriately dressed with clothing covering their torso from their neck to thighs, e.g. a t-shirt and shorts or skirt;

- Featured with people engaging in tennis/squash/hockey;
- In groups with other children or adults where possible; and
- Representative of the diversity across tennis/squash/hockey, with regard to age, gender, ethnicity and disability.

Any inappropriate use of images should be reported to the GTS&H Club Wellbeing and Protection Convenor and the Police.

Photographing and Videoing in Public Spaces

There is no law prohibiting the photography of individuals (including children) in public places. Subject to the below, individuals are permitted to:

- take photos of children without the consent of the parents/legal guardians, using a normal lens; and
- keep photos taken, however, if the person wishes to publish a recognisable image of the child, they are required to gain consent from the parents/legal guardian.

The above is permitted, provided the behaviour does not amount to harassment or a breach of privacy. Whether the behaviour amounts to harassment or a breach of privacy will depend on the facts in each case.

In practice, you might not want to get into whether there has been a breach of privacy or if the conduct amounted to harassment. If an individual is taking photographs in a public space and this is making the children, coach or parents uncomfortable, it is best to approach the photographer and politely request they stop taking photographs and remind them they are required to gain consent from parents if they wish to publish any photos.

NB: If the photographer has a long lens, they should be informed they are not allowed to use this when taking photos of people in public spaces.

Publishing Images

Remember to give adequate thought to the selection of images in publicity material both printed and online (including social media). Where possible, use a technique such as “watermarking” on the images.

All children featured can only be:

- Identified using their first name, although it is preferable that their name is not given;
- Printed or uploaded with written consent from parents/carers; and
- Shown engaging in tennis/squash/hockey activities.

For your safety it is recommended that you avoid the following:

- Images of children on their own;
- Images of children outside a tennis/squash/hockey environment;
- Streaming any content directly to a website; and
- Using any images for which you have not obtained consent (please use the Consent and Emergency Contact Form).

Please be aware that coaches, teachers and others may use video equipment as a legitimate coaching method. Tennis/squash/hockey players and their parents or carers should be made aware this forms part of the tennis/squash/hockey programme and that any recording will be destroyed after use.

Physical Contact

Physical Contact

Any necessary physical contact during sport sessions should respect and be sensitive to the needs and wishes of the child and should take place in a culture of dignity and respect. Coaches need to encourage children to speak out if they feel uncomfortable.

Demonstrating a Technique

In the first instance, techniques should be delivered by demonstration (either by the coach or a participant who can display the technique safely).

If physical support is necessary, this should be clearly explained to the child in advance, and they should be given the chance to opt out. Physical support should be provided openly and must always be proportionate to the circumstances.

Supporting Child with Personal Care

If it is necessary to help a child with personal care e.g. toileting or changing, this should be agreed in advance with the child and parents/carers and guidance taken.

Sports volunteers/staff should work with parents/carers and children to develop practiced routines for personal care, such as help with getting changed for younger children, so that parents/carers and children know what to expect. Helpers should not take on the responsibility for tasks for which they are not appropriately trained, e.g. manual assistance for a child with a physical disability.

Position of Trust

Position of Trust

As of 28 June 2022, the law in England and Wales states that those in a position of trust in sports organisations, such as a coach, cannot legally have a sexual relationship with young

people they look after, under 18 years old. Although the Scottish Government undertook a consultation exercise in 2019 in which they asked for views on whether the definition of a 'position of trust' in section 42-45 of the Sexual Offences (Scotland) Act 2009 should be extended, there has not yet been any legislative change to extend the existing law to cover sports coaches in Scotland. As this is a devolved area of government, the provisions introduced in England and Wales do not apply in Scotland.

However, sports clubs such as GTS&H Club continue to have a "duty of care" towards children and young people, and this means that they must do what is reasonable for the purpose of safeguarding or promoting the child's welfare. Those who hold positions of trust in sport such as our coaches, can have a positive influence on the welfare of a young person, by providing role models or someone to turn to if they have a concern. It is important to both have clear boundaries in place for the safety of children and young people to ensure exploitation cannot take place and to embrace a right-based approach to children in sport.

Article 19 of United Nations Convention on the Rights of the Child (UNCRC) enshrines children's right to be protected from all forms of violence, abuse or neglect.

Despite the lack of legislative change in Scotland, the codes of conduct developed within GTS&H Club ensure that children have a right to be safe from all forms of abuse and neglect whilst in the care of parents and others who care for them (UNCRC – Article 19) including, sports coaches who are in positions of trust.

Coaches and other officials based at GTS&H Club have a responsibility to maintain healthy and positive relationships with young people which are appropriate to their role and reflect positively on the club.

Relationships between those in positions of trust and young people in sport should be supportive, positive and aimed at improving the young person's skills, and progress.

Those in a position of authority should therefore not seek to or engage in sexual activity or sexualised communication or image sharing (including via social media) with 16- or 17-year-olds for whom they are responsible.

Privacy Policy

Due to the [Data \(Use and Access\) Act](#) coming into law on 19 June 2025, this guidance is under review and may be subject to change.

Introduction and about us

This privacy notice explains how Giffnock Tennis Squash & Hockey Club ("GTSHC") or, as applicable, Giffnock Tennis Club or Giffnock Squash Club or Giffnock Hockey Club – collectively referred to in this privacy notice as "the Club" (or "we", "our", "us") – collects, uses and shares your personal data.

How we use your personal data depends on whether you interact with us as a member, a player, a coach or official, a volunteer, a visitor, a member's guest or other customer, as a user of our website (www.giffnock-ltc.co.uk) or in some other way. This privacy notice gives a general overview of how the Club processes personal data, but you may receive more detailed information about data protection (including separate privacy notices) depending on the different ways you interact with us.

GTSHC, which is an unincorporated association, is the primary 'data controller' of your personal data for the purposes set out below. The Club is subject to the General Data Protection Regulation (the "GDPR") with effect from 25 May 2018.

The categories of personal data we collect

The Club collects and processes a range of information about you. This includes, for virtually all individuals, your name and contact information (such as your home and/or business address (as applicable), email address and telephone number, and including a parent's or guardian's contact details (for example, for Members who are children, where Club communications are sent to their parent)), records of communications and interactions we have had with you by various means, basic biographical information including your date of birth and gender (where relevant) and financial information including bank account details (used for accepting payments from you or making them to you, as applicable).

In addition, we will collect the following categories of personal data depending on how you interact with us:

For Members:

- Membership details;
- Wimbledon ballot entry;
- Rankings and ratings (or UTR as applicable);
- Competitions entered;

- Ticket information for events;
- NUS number/student details (if applicable); and/or
- Responses to surveys.

For customers including ticket buyers:

- Delivery address for products or services, including purchased tickets;
- Payment information and details of returns or refunds, where relevant; and/or
- Dietary requirements, access requirements and proof of ID, where relevant for attending Club events.

For players:

- Performance, matchplay and training-related data;
- Rankings and ratings;
- Dietary requirements and other information relevant for training or competition arrangements;
- Medical records and injury information; and/or
- Anti-doping and disciplinary information, where relevant.

For coaches and officials:

- Accreditations, qualifications and training;
- Availability, selection and travel information;
- Evaluations and assessments of players and matches;
- PVG information (criminal records checks), where applicable; and/or
- Disciplinary and safeguarding information, where relevant.

For volunteers:

- Records of activity such as volunteer role(s), length of service, awards and number of hours;
- Application or registration details for the purposes of volunteering;

- Reference checks;
- Disciplinary and safeguarding information, where relevant; and/or
- Availability information.

For website users:

- Login ID information, including usernames; and/or
- Information provided through our website, including in messages and forms, for example forms for updating communication and marketing preferences.

Our administration of the Club may also require us to process special category data (including data relating to racial or ethnic origin, political opinions, religious beliefs, trade union membership, health and sexual life) and/or data relating to criminal convictions and offences (together "sensitive personal data").

How we collect personal data

We may collect your personal information in a number of ways, principally:

- Directly from you, for example when you apply for Membership, purchase our products or services including tickets, attend Club events, enter a competition, join a performance programme as a player, provide coaching or officiating services, and make enquiries on our website, and when you interact with us during your participation in the Club in various other ways;
- From someone else acting on your behalf, for example when a parent or guardian has purchased Membership for you as their child, when a ticket buyer names you as their guest at a Club event, when a coach or official provides performance or results data to the Club on behalf of a player, or when Club staff who are working with you in your capacity as a player, coach or official record information about you, for example when coordinating competitions;
- On rare occasions, we may receive information about you from others who are not acting on your behalf (for example, where someone makes a complaint about you which we then investigate);

- By creating it ourselves, for example when we produce match reports from watching players compete at events; and/or
- When you make enquiries on our website, or when you interact with us (for example, where you volunteer to assist with a competition, tournament or league organised by us, sign up for our volunteer communications, enquire about a volunteering opportunity), or through the club annual registration process and when your details are passed to us for the purposes of volunteer recognition.

We also collect certain personal data by automated means, including about visitors to the Club using CCTV monitoring.

Our basis for processing personal data and the purposes for which we use it

Performance of contracts. The Club will process your personal data where this is necessary for the performance of a contract with you, or to take steps at your request before entering into such a contract. For example, we need to process personal data in order to comply with the terms and conditions of membership with Members, other terms and conditions relating to the purchase of products or services including tickets, funding and player support agreements with players, services contracts with coaches and officials, volunteer agreements and the terms and conditions applicable to the use of our website.

Compliance with our legal obligations. In some cases, the Club needs to process your personal data in order to comply with its legal obligations. For example, we need to process personal data in order to comply with health and safety legislation, carry out PVG (criminal records) checks on coaches, officials and volunteer roles (where relevant) for safeguarding purposes, report certain tax information about our financial arrangements with third parties to HM Revenue & Customs and assist with investigations by police and/or other competent authorities.

Legitimate interests. In other cases, the Club has 'legitimate interests' in processing personal information about individuals we interact with. We have many such interests, including commercial interests and those with a wider public benefit. In essence, our principal legitimate interests are in pursuing our mission to get more people playing our sports more often and administering the Club in a way that promotes and safeguards the integrity of the sport. For example, we need to process personal data in pursuit of our legitimate interests in order to:

- organise competitions and major events;

- market the Club's products and services (including tickets, performance and participation programmes, coaching courses and events), and promote our sports more generally;
- ensure the security of Club events and premises, including by recording individuals' photographs as part of event accreditation processes and capturing individuals' images using CCTV monitoring;
- operate a customer services team, conduct surveys and seek advice from advisers with the aim of improving the Club and our sports as a whole;
- keep appropriate records of coaches, officials and volunteers;
- administer our performance programme (for example, monitor player progress or make player selection decisions);
- structure the Club, storing most personal data centrally and making use of certain software and/or cloud storage providers for the purposes of efficient, fast and secure access to personal data; and
- research and statistical analysis (for example into volunteering practices and patterns).

Where the Club relies on legitimate interests as the legal basis for processing personal data, it has considered whether or not those interests are overridden by the interests or fundamental rights or freedoms of the individuals whose data are being processed and concluded that the processing is, on balance, fair.

Consent. The Club may also process your personal data on the basis of consent you give, for example to send you certain direct marketing communications.

Processing special categories of data. Where we process sensitive personal data, other legal bases for processing may apply, including where our processing is necessary for the establishment, exercise or defence of legal claims (for example, to protect and/or defend our property or rights, or those of other Club stakeholders), for reasons of substantial public interest (for example, to conduct research about player performance), for provision of medical care and treatment, for the purposes of equal opportunities monitoring or where you have otherwise given us your explicit consent (for example, to allow the use of performance players' medical records for performance monitoring purposes, or to share those records with another sports organisation, or where coaches or officials provide us with data relating to criminal convictions and offences as part of the PVG disclosure process).

Who we may share your data with

Personal information collected and processed by the Club may be shared with the following recipients, or categories of recipients, where necessary:

- Someone acting on your behalf, for example a parent or guardian who has purchased Membership for you as their child;
- Our employees and volunteers (as applicable), for the purposes of providing particular products or services to you;
- Competition organisers and officials involved in competitions you are taking part in;
- (Where you are a volunteer) with our employees and other volunteers, for the purposes of volunteer management and administration and any volunteering application or project; and to arrange your accreditation for an event;
- The Lawn Tennis Association, Scottish Squash Limited and Scottish Hockey as our sporting governing bodies;
- Our contractors and suppliers, where they process personal data on our behalf (for example, IT consultants and hosted software providers and professional providers), as well as third parties we use to help us provide Club participation programmes;
- The Protecting Vulnerable Groups scheme, and safeguarding committees and 'umbrella bodies' (for the purpose of carrying out criminal records checks on coaches and officials and others where relevant), HM Revenue & Customs (for tax reporting purposes), the police and/or other competent authorities, as applicable; and
- Former employers and other providers of necessary background checks.

Typically, the Club will not transfer your personal data to countries outside the European Economic Area (EEA). On the limited occasions when this does occur (for example, because your personal data is stored on an IT system hosted outside of the EEA), we ensure that any such transfer meets the requirements of GDPR, for example because it is necessary for the provision of our products or services to you or for the establishment, exercise or defence of legal claims; or is otherwise subject to prescribed safeguards such as

'model clauses' approved by the European Commission. You can obtain more details of the protection given to your personal data when it is transferred outside the EEA by contacting us using the details below.

How long we will store your data

We may retain your personal data for as long as is necessary to fulfil the purposes set out in this privacy notice and/or the Club's reasonable requirements. On expiry of the relevant retention period, your personal data will be deleted, suppressed or anonymised, as applicable, save as may be required by our sporting governing bodies.

Your rights in relation to your personal data

Under the GDPR, you have the right to:

- obtain access to, and copies of, the personal data that we hold about you;
- require us to correct the personal data we hold about you if it is incorrect;
- require us to erase your personal data in certain circumstances;
- require us to restrict our data processing activities in certain circumstances;
- receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of your transmitting that personal data to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on you; and
- where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal.

If you would like to exercise any of these rights, please contact us in writing using the contact details below. Please note that these rights are not absolute and we may be entitled (or required) to refuse requests where exceptions apply.

If you are not satisfied with how we are processing your personal data, you can complain to the Information Commissioner's Office (ICO). You can also find out more about your rights under the GDPR (and other data protection legislation) from the Information Commissioner's Office website available at: www.ico.org.uk.

If you do not provide personal data

In some cases described above, the provision of personal data is a contractual requirement, and/or a statutory requirement if you wish to engage with the Club in a certain way (for example, where you wish to work as a Club coach or official, and there is a statutory requirement for us to carry out a criminal records check on you, for safeguarding purposes). In those and other cases, if you do not provide us with certain personal data, we may not be able to work with you or provide our products or services to you (as applicable), or it may adversely affect the provision of our services to you.

Cookies

Information may be sent to your computer in the form of an Internet "cookie" to allow the Club servers to monitor your requirements. The cookie is stored on your computer. The Club server may request that your computer return a cookie to it. These return cookies do not contain any information supplied by you.

This is necessary to allow the Club to measure the usability of the systems, which will help to improve the user experience of our websites. Your browser software should however enable you to block cookies if you wish to.

Contact us

If you have any queries about this privacy notice or how we process your personal data, you may contact us:

- by email: president@giffnock-ltc.co.uk
- or by post: Data Protection, Giffnock Tennis Squash & Hockey Club, 21 Eastwoodmains Road
Giffnock, Glasgow G46 6QD, Scotland

Published May 2018 [Home](#)

GDPR Privacy Notice

Due to the [Data \(Use and Access\) Act](#) coming into law on 19 June 2025, this guidance is under review and may be subject to change.

What is the purpose of this document?

The Trustees of Giffnock Tennis Squash & Hockey Club (**GTS&HC**) are committed to protecting the privacy and security of your personal information.

This privacy notice describes how we collect and use personal information about you during and after your working relationship with us, in accordance with the General Data Protection Regulation (GDPR).

It applies to all employees, workers and contractors.

GTS&HC is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to current and former employees, workers and contractors. This notice does not form part of any contract of employment or other contract to provide services. We may update this notice at any time but if we do so, we will provide you with an updated copy of this notice as soon as reasonably practical.

It is important that you read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are certain types of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation. Information about criminal convictions also warrants this higher level of protection.

We will collect, store, and use the following categories of personal information about you:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- Gender.
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance number.
- Bank account details, payroll records and tax status information.
- Salary, annual leave, pension and benefits information.
- Start date and, if different, the date of your continuous employment.
- Leaving date and your reason for leaving.
- Location of employment or workplace.
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or cover letter or as part of the application process).
- Performance information.
- Disciplinary and grievance information.
- CCTV footage and other information obtained through electronic means.
- Photographs.

We may also collect, store and use the following more sensitive types of personal information:

- Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions.
- Trade union membership.
- Information about your health, including any medical condition, health and sickness records.
- Information about criminal convictions and offences.

How is your personal information collected?

We collect personal information about employees, workers and contactors through the application and recruitment process, usually directly from candidates. We may sometimes collect additional information from third parties including former employers, credit reference agencies or other background check agencies.

We will collect additional personal information in the course of job-related activities throughout the period of you working for us.

How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract, we have entered into with you.
2. Where we need to comply with a legal obligation.
3. Where it is necessary for legitimate interests pursued by us or a third party and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.

Situations in which we will use your personal information

We need all the categories of information in the list above primarily to allow us to perform our contract with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Making a decision about your recruitment or appointment.
- Determining the terms on which you work for us.
- Checking you are legally entitled to work in the UK.
- Paying you and, if you are an employee or deemed employee for tax purposes, deducting tax and National Insurance contributions (NICs).
- Enrolling you in a pension arrangement in accordance with our statutory automatic enrolment duties.
- Administering the contract we have entered into with you.
- Business management and planning, including accounting and auditing.

- Conducting performance reviews, managing performance and determining performance requirements.
- Making decisions about salary reviews and compensation.
- Assessing qualifications for a particular job or task, including decisions about promotions.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about your continued employment or engagement.
- Making arrangements for the termination of our working relationship.
- Education, training and development requirements.
- Dealing with legal disputes involving you, or other employees, workers and contractors, including accidents at work.
- Ascertaining your fitness to work.
- Managing sickness absence.
- Complying with health and safety obligations.
- To prevent fraud.
- To monitor your use of our information and communication systems to ensure compliance with our IT policies.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

If you fail to provide personal information

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you (such as paying you or providing a benefit), or we may be prevented from complying with our legal obligations (such as to ensure the health and safety of our workers).

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

How we use particularly sensitive personal information

"Special categories" of particularly sensitive personal information, such as information about your health, racial or ethnic origin, sexual orientation or trade union membership, require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with your explicit written consent.
2. Where we need to carry out our legal obligations or exercise rights in connection with employment.
3. Where it is needed in the public interest, such as for equal opportunities monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Situations in which we will use your sensitive personal information

In general, we will not process particularly sensitive personal information about you unless it is necessary for performing or exercising obligations or rights in connection with employment. On rare occasions, there may be other reasons for processing, such as it is in the public interest to do so. The situations in which we will process your particularly sensitive personal information are listed below.

- We will use information about your physical or mental health, or disability status, to ensure your health and safety in the workplace and to assess your fitness to work, to provide appropriate workplace adjustments, to monitor and manage sickness absence and to administer benefits including statutory maternity pay, statutory sick pay, pensions and permanent health insurance. We need to process this information to exercise rights and perform obligations in connection with your employment.

Do we need your consent?

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your contract with us that you agree to any request for consent from us.

Information about criminal convictions

We may only use information relating to criminal convictions where the law allows us to do so. This will usually be where such processing is necessary to carry out our obligations and provided we do so in line with our privacy standard.

We envisage that we will hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so. Where appropriate, we will collect information about criminal convictions as part of the recruitment process, or we may be notified of such information directly by you in the course of you working for us.

Automated decision-making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. We are allowed to use automated decision-making in the following circumstances:

1. Where we have notified you of the decision and given you 21 days to request a reconsideration.
2. Where it is necessary to perform the contract with you and appropriate measures are in place to safeguard your rights.
3. In limited circumstances, with your explicit written consent and where appropriate measures are in place to safeguard your rights.

If we make an automated decision on the basis of any particularly sensitive personal information, we must have either your explicit written consent or it must be justified in the public interest, and we must also put in place appropriate measures to safeguard your rights.

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you.

Data sharing

We may have to share your data with third parties, including third-party service providers.

We require third parties to respect the security of your data and to treat it in accordance with the law.

We may transfer your personal information outside the EU.

If we do, you can expect a similar degree of protection in respect of your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

Which third-party service providers process my personal information?

"Third parties" includes third-party service providers (including contractors and designated agents).

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share your personal information with a regulator or to otherwise comply with the law. This may include making returns to HMRC and disclosures to shareholders such as directors' remuneration reporting requirements.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your

personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer an employee, worker or contractor of the company we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

Rights of access, correction, erasure, and restriction

Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the President of GTSHC. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Data protection officer

We have appointed a data privacy manager to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the data privacy manager. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the President of GTS&HC at president@giffnock-ltc.co.uk

Relationships

Relationships

Within sport, as within other activities, sexual relationships can and will occur.

This section looks at both sexual activity among young people and between adults and young people. Anyone working with children and young people who becomes aware of sexual activity taking place has a duty of care to consider the impact and whether this behaviour is indicative of a wider child protection issue.

There are certain circumstances in which adults working with children and young people should automatically share child protection concerns:

- If the child is, or is believed to be, sexually active and is under 13
- If the young person is currently 13 or over but sexual activity took place when they were 12 or under
- If there is evidence or indication that the young person is involved in pornography or prostitution
- If the 'other person' is in a position of trust in relation to the young person
- If the 'other person' is over the age of 18.

Developing good relationships leads to positive behaviour on and off the pitch/court. Positive relationships are essential for creating the right environment. Unfortunately, there may be

occasions where inappropriate relationships with children and young people are formed through hockey/squash/tennis.

GTS&H members of staff, contracted staff, volunteers and its members are expected to be proactive in promoting positive relationships with all children and young people involved in sport at our club.

This Practice Note sets out how members of staff, contracted staff and volunteers are expected to develop positive relationships, information about 'positions of trust' and highlights behaviour which is inappropriate and the response which should be taken by anyone involved in sports at GTS&H Club if they have concerns.

Positive Relationship

Positive relationships are essential for creating an environment of inclusivity and fun. They lead to effective learning and create place where children and young people feel able to share any worries or concerns. Where children and young people feel included, respected, safe and secure they are more likely to develop self-confidence, resilience and positive views of themselves.

How to develop positive relationships - DOs

- | | |
|--|--|
| <ul style="list-style-type: none">• Have fun and help them get the most out their sporting experience• Support the children and young people to understand their rights in sport• Treat them with respect, dignity, sensitivity and fairness• Listen to what they have to say and, when possible, include them in decisions on matters that affect them• Set clear boundaries so they know what to expect from you and what you expect from them | <ul style="list-style-type: none">• Celebrate the success but put the interests of each child before winning• Encourage them to be the best version of themselves and to recognise their strengths and weaknesses• Give enthusiastic and constructive feedback• Challenge inappropriate behaviour e.g. bullying behaviour, swearing or sexualised language• Involve the parents/carers wherever possible |
|--|--|

How to develop positive relationships - DON'Ts

- | | |
|--|--|
| <ul style="list-style-type: none">• Have 'favourites' – this could lead to resentment and jealousy by other children and could be misinterpreted by others• Spend excessive amounts of time alone with children and young people away from others | <ul style="list-style-type: none">• Form intimate emotional, physical or sexual relationships with children and young people• Have a child or young person to stay at your home where this is not part of a pre-existing family |
|--|--|

• Make sexually suggestive comments to a child or young person, even in fun	relationship or social relationship with other members of your family
---	---

Position of Trust

In many sports, children and young people look up to the adults involved in the game and those in leadership roles. They see these individuals as idols, role models and sometimes the people who can help them achieve their goal of becoming a successful tennis/squash/hockey player, whether this is real or perceived.

A position of trust is any position of authority that requires the holder of the position to enjoy the trust of a person over whom they exercise this authority and can also be known as a 'relationship of trust'. **In the context of this Practice Note people who hold position of trusts are generally adults but will also apply to young people who are aged under 18 and have taken on leadership roles.**

The power and influence a member of staff and/or volunteer has over a child or young person, who they are coaching or looking after in football, cannot be underestimated. Therefore, members of staff and volunteer will be considered to be in a position of trust.

If there is an additional competitive aspect to the activity and the person in the position of authority is seen as having a role in the child or young person's success or failure, for example through team selection, then the dependency of the younger person has upon the person in a position of authority will be increased. It is therefore vital for everyone to recognise the responsibility they must exercise in ensuring that they do not abuse their position of trust.

As of 28 June 2022, the law in England and Wales states that those in a position of trust in sports organisations, such as a coach, cannot legally have a sexual relationship with young people they look after, under 18 years old. Although the Scottish Government undertook a consultation exercise in 2019 in which they asked for views on whether the definition of a 'position of trust' in section 42-45 of the Sexual Offences (Scotland) Act 2009 should be extended, there has not yet been any legislative change to extend the existing law to cover sports coaches in Scotland. As this is a devolved area of government, the provisions introduced in England and Wales do not apply in Scotland. Nonetheless GTS&H Club recognises the influence that staff and/or volunteers have over children and young people, and that by virtue of their role they have the capacity to influence their personal, social and sporting development.

GTS&H Club continues to have a "duty of care" towards children and young people, and this means that they must do what is reasonable for the purpose of safeguarding or promoting the child's welfare. Those who hold positions of trust in sport such as our coaches, can have a positive influence on the welfare of a young person, by providing role models or someone to turn to if they have a concern. It is important to both have clear boundaries in place for the

safety of children and young people to ensure exploitation cannot take place and to embrace a right-based approach to children in sport.

Article 19 of United Nations Convention on the Rights of the Child (UNCRC) enshrines children's right to be protected from all forms of violence, abuse or neglect.

Despite the lack of legislative change in Scotland, the codes of conduct developed within GTS&H Club ensure that children have a right to be safe from all forms of abuse and neglect whilst in the care of parents and others who care for them (UNCRC – Article 19) including, sports coaches who are in positions of trust.

Relationships between those in positions of trust and young people in sport should be supportive, positive and aimed at improving the young person's skills, and progress.

Those in a position of authority should therefore not seek to or engage in sexual activity or sexualised communication or image sharing (including via social media) with 16- or 17-year-olds for whom they are responsible.

Coaches and other officials based at GTS&H Club have a responsibility to maintain healthy and positive relationships with young people which are appropriate to their role and reflect positively on the club. Genuine relationships do occur; however, no intimate relationship should begin whilst the member of staff, contracted staff or volunteer is in a position of trust with the child or young person, regardless of whether they are both over the legal age of consent.

Coach/player relationships are not permitted, irrespective of age, as the coach is in a position of trust.

Any concerns that a member of staff and/or volunteer is or has abused their position of trust must be reported to the GTS&H Club Child Wellbeing and Protection Convenor.

Child on Child Abuse

Sport and particularly sport at GTS&H Club is a great place to make new friends and increase your social circle. Through a common interest in hockey/squash/hockey, friendships will form and relationships will develop between the children and young people. This may include intimate emotional relationships between children and/or young people. Often no harm comes from them, indeed they can be positive relationships. However, children and/or young people who suffer abuse can do so at the hands of other children and/or young people. Child on Child abuse may include physical, emotional and/or sexual abuse. GTS&H Club takes harmful behaviour by children and/or young people towards other children and/or young people

seriously. Any concerns about such conduct must be reported to the GTS&H Club Child Wellbeing and Protection Convenor and, if appropriate, reported to the police and local statutory services.

'Positions of trust' applies as much to children and young people who have taken on a leadership role as it does to adults involved in sport at GTS&H Club. *If there is a concern that a young person has abused their position of trust or acted inappropriately towards another young person, this will be responded to in line with the Responding to Concerns Procedure.*

Grooming

The vast majority of adults involved in GTS&H Club in activities with children and young people participate with the aim of providing a fun, positive experience for those with whom they work. However, at GTS&H Club we recognise that some people (though a minority) may use sport as a way of gaining access to children and young people for inappropriate reasons, including sexual abuse.

In order to gain access to children and young people, those who commit offences often first earn the trust of people surrounding the child or young person. This may include representatives of the child or young person, members of the club, coaches and volunteers, parents and carers and other children or young people. This process is referred to as 'grooming'. This predatory behaviour is an offence and may be prosecuted separately to direct sexual abuse. Those who commit offences often portray themselves as caring and trustworthy individuals, so they are freely entrusted with the care of children or young people. Once they have gained access to children or young people, they befriend them in order to break down any pre-existing barriers. As soon as a trusting friendship has been established, they manipulate and control children or young person into gratifying their sexual needs. It is important to recognise that this can occur over a very short or a very long period of time depending on the individual and the role they have, for example if a person is perceived by the child or young person as being able to influence their sporting career then the process can be very short indeed.

GTS&H Club recognise that some children or young people who have been sexually abused may not consider that they have been abused as a result of grooming and instead may think that they are in a 'loving' relationship with the adult. It is important to understand that grooming is part of the abuse and is a criminal offence. The Protection of Children and Prevention of Sexual Offences (Scotland) Act 2005 addresses the predatory behaviour of those who "groom" children with the aim of abusing them, by introducing an offence of "grooming". *Any member of staff, volunteer or member club must report any suspicions or allegations of grooming to the GTS&H Club Child Wellbeing and Protection Convenor in line with the Responding to Concerns Procedure.*

Situational or Opportunistic Behaviour

Not all people who abuse children and young people are predatory or go into a role with the intention of abusing children and young people. In some circumstances the adult may take advantage of the opportunity through misuse of their position of trust and a lack of clear boundaries (“opportunistic behaviour”). Others may be in a situation where through working with a child or young person they start to feel an attraction (“situational behaviour”). For those whose behaviour is situational or opportunistic they may have never previously considered abusing a child or young person or had a sexual attraction to children or young people and may be just as confused about their own behaviour, thoughts and feelings. This does not mean that their behaviour is any less concerning. The wellbeing and safety of the child or young person must always be the paramount consideration, and all actions should be taken in their best interests. Any concerns of such behaviour must be responded to under the Responding to Concerns Procedure and reported to the police, if there is possible criminal behaviour. In circumstances of situational or opportunistic behaviour, the Safe Selection and Recruitment Procedure becomes less effective as a preventative measure and prevention planning becomes necessary as an on-going assessment to the safety of all children and young people involved in sport at GTS&H Club.

Sexual Activity

Within sport at GTS&H Club, as within other activities, sexual relationships do occur. It is important to address sexual activity both between children and between adults and children.

Sexual activity between children and/or young people involved in football is prohibited during team events, in facilities and social activities organised by GTS&H Club and. Inappropriate or criminal sexual behaviour committed by a child or young person may lead to the information being shared with the child/young person’s Named Person, if applicable, and may lead to reports being made to external agencies such as the police or social work services. Sexual activity between children and young people is unlawful if one or both are aged under 16.

Sexual interactions between adults and young people (aged 16 and over) involved in sport while not illegal raise serious issues given the power imbalance inherent in the relationship. Where a young person is of the age of consent, the power of the adult over that young person may influence their ability to genuinely consent to sexual activity. Members of staff and/or volunteers in a position of authority may have significant power or influence over a young person’s career. Sexual activity between adults and young people (aged 16 and over) involved in football is prohibited when the adult is considered to be in a position of trust or authority (coach, official etc). Inappropriate or criminal sexual behaviour committed by an adult will lead to suspension and disciplinary action in accordance with GTS&H Club/the relevant Sports Governing Sports Body Disciplinary Procedures, which in the case of criminal behaviour must include contacting the police.

Sexual activity between adults and children or young people under the age of 16 is a criminal act and should be immediately reported to the GTS&H Child Wellbeing and Protection Convenor and the police.

*All references and information above has been taken from '10 Steps to Safeguard Children in Sport' published online by the Safeguarding in Sport Service:
www.children1st.org.uk/what-we-do/our-services/search-our-services/safeguarding-in-sport/10-steps-to-safeguard-children-in-sport

Risk Assessments

Risk Assessments

A key part of the planning an activity or event is considering any risks associated with the activity or event and how these risks can be minimised and managed.

What is a risk assessment?

A risk assessment is an important step to ensure the safe delivery and involvement of everyone participating in sporting activities, in any capacity e.g. player, coach, spectator, referee/umpire, volunteer etc. Completing a risk assessment allows those running day to day sporting activities or a specific event or activity to focus on the risks that really matter – the ones with the potential to cause significant harm.

A risk assessment is simply a careful examination of what could cause harm to other people so that the risks are identified and an informed decision be made as to whether enough precautions have been taken or more should be done to prevent harm.

Why is a risk assessment necessary?

The Policy Statement declares that GTS&H Club will act in the best interests of children and young people and promote Children's Rights, including the right to be protected from harm and abuse. To do this effectively, those working with children and young people must first be

aware of the areas of risk and be able to adequately assess these risks. By doing this, members of staff, volunteers and members will be:

- making sure children and young people are safe
- protecting members of staff and volunteers
- making sure that GTS&H Club complies with legislation
- reducing or removing liability
- giving sport a good reputation

What does the law state?

The United Nations Convention on the Rights of the Child (UNCRC) states that all children have the right to be protected from harm, abuse and exploitation at all times. Section 5 of the Children (Scotland) Act 1995 states that if you are 16 or over and have children in your care or control then you must do what is reasonable in all circumstances to safeguard their health, development and welfare.

Community Based activities at GTS&H Club

GTS&H Club has a proud history of supporting a range of community-based events on its premises, however assessing the risks at any event/activity is essential. All external hires as well as those undertaking routine activities on the Club premises must adhere to the GTS&H Club Building Risk Assessment and in addition complete a bespoke risk assessment for the non-routine/routine activity, proposed, TWO WEEKS in advance of the activity/event taking place and shared with the GTS&H Club Wellbeing and Protection Convenor.

A template risk assessment has been provided here. [TEMPLATE Risk Assessment](#)

This risk assessment has been pre-populated with a non-exhaustive list of some key hazards that apply

to most events and activities. Consideration must be given for additional control measures that may be required for these hazards, along with any other hazards that are specific to the type of event/activity. These may include the use of any special equipment, health and safety and access needs for disabled children/adults.

In addition to the risk assessment, all external hires as well as those undertaking routine activities on the Club premises should familiarise themselves with GTS&H Club Emergency Fire Action Plan and complete individual personal emergency evacuation plans, as appropriate. [Emergency Evacuation Fire Plan](#)

Safe Recruitment and Selection Policy

Appointment and selection of adults in regulated work with children procedure

GTS&H Club will take all reasonable steps to ensure that coaches and other adults working with children in our sports have been recruited appropriately and in line with the UNCRC Articles

- Article 31 - Right to access leisure, play and recreation,
- Article 19 - Right to be protected from being hurt or badly treated
- Article 34 Right to not to be touched in ways that make me feel uncomfortable, unsafe or sad.

As part of this process, we aim to ensure that unsuitable people are prevented from undertaking regulated work with children. Effective April 1, 2025, membership in the Protecting Vulnerable Groups (PVG) Scheme will become a legal requirement for individuals in regulated roles involving children and protected adults. Further, we recognise that we have a legal duty under the Protection of Vulnerable Groups (Scotland) Act 2007 to ensure that individuals who are barred from regulated work with children are not engaged (either paid or unpaid) in regulated work with children within GTS&H Club.

The following procedure will be completed for all positions deemed to be regulated work with children within GTS&H Club. In line with the UNCRC and regulated work with children definition, this applies to all children and young people under the ages of 18 years old.

Advertising

Any forms of advertising used to recruit members of staff and volunteers for regulated work with children will include the following:

- A statement that the position includes regulated work with children and will require PVG Scheme membership.

Pre-application information

Pre-application information for these positions will be available to applicants online and will include:

- A role description outlining the roles and responsibilities of the position
- A person specification, stating qualifications or experience of working with children required
- An application form

Application Form

All applicants will be requested to complete an application form. The purpose of the application form is to obtain relevant details for the position and referee contact details.

Review Applications and Interview

GTS&H Committee and/or Convenors will review application forms and consider applicants for interview. Successful applicants will be invited to interview. Interviews will then be carried out.

Offer of Position

Once a decision has been made to offer appointment, an offer letter will be sent to the applicant. This will include details of the position, any special requirements and any obligations e.g. agreement to the policies and procedures of GTS&H Club, the probationary period (if applicable) and responsibilities of the role.

A PVG Scheme Membership form and self-declaration form will be sent out for the successful applicant to complete and return for processing. The offer must be formally accepted and agreed to in writing e.g. by the individual signing and dating their agreement on the offer letter and returning it to GTS&H Club.

The applicant's appointment will only be confirmed when:

- Two references have been received, checked and accepted
- Self-declaration form has been returned and approved
- PVG Scheme Record/Scheme Record Update has been received and accepted.

References

Two references will always be requested and thoroughly checked. Where possible at least one of these references will be from an employer or a voluntary organisation where the

position required working with children. References from relatives will not be accepted. If the applicant has no experience of working with children, specific training requirements may be agreed before their appointment commences.

Membership of the PVG Scheme

Individuals carrying out regulated work with children within GTS&H Club must be members of the PVG Scheme.

Overseas Applicants

Applicants from overseas being appointed to regulated work with children within GTS&H Club are required to join the PVG Scheme. Applicants from overseas must prove their 'right to work' in the UK and be asked to provide a police check from their relevant country where possible. Where this is not possible, or in addition to the police check, the following information, where relevant to the position, will be requested:

- A statement from the governing body in the country of origin of the applicant and/or the country from which they are transferring in regard to their participation and suitability for the position.
- A statement from the international federation of the sport in regard to their participation and suitability for the position.

Suitability for position

Should GTS&H Club receive any information via the self-declaration form and/or PVG scheme record that needs risk assessed, this will be carried out by the relevant governing body and if appropriate include the GTS&H Wellbeing and Protection Convenor. This risk assessment considers any criminal convictions or other information that would be considered relevant to the role.

If Disclosure Scotland notify GTS&H Club that a member of staff/volunteer is being considered for listing, that individual will be suspended as a precaution until the outcome of the case is determined. Remember that suspension is not a form of disciplinary action and does not involve pre-judgment. In all cases of suspension, the best interests of the child will be the primary consideration.

If Disclosure Scotland inform GTS&H Club that an individual is barred, that member of staff/volunteer will be removed from regulated work with children immediately in line with the Protection of Vulnerable Groups (Scotland) Act 2007 section 5 duties for organisations.

Social Events involving under 18s

Guidance Note: Social Events involving those aged under the age of 18 years.

As per the Club Bye laws, Junior members and anyone under the age of 16 are not permitted in the bar after 8.00 pm unless participating in a club approved sporting or social activity and only then when under the supervision of a club coach, parent or an adult member.

Members and visitors over 16 but under the age of 18 are not permitted in the bar after 10.00 pm unless by express agreement with the office bearers and the bar convenor, in advance of the event.

Travel and Away Trips

Transportation of Children

Where it is necessary to transport children, the following good practice is required:

1. Where parents/carers decide the transportation of children to and from the activity, without involving GTS&H Club, it will be the responsibility of the parents/carers to satisfy themselves about the appropriateness and safety of the arrangements.

2. Where GTS&H Club makes arrangements for the transportation of children the members of volunteers/staff involved will undertake a risk assessment of the transportation required.

3. If an adult is regularly transporting children on behalf of the club this may be defined as a 'regulated role' with children. As such, this person would be required to be a member of the PVG Scheme. To establish whether a role is regulated work with children contact Volunteer Scotland Disclosure Services (VSDS).

4. Sports volunteers/staff should be discouraged from transporting children to activities by car. However, when this situation cannot be avoided, the following guidelines should be followed to ensure the safeguarding of children and provide transparency for all concerned:

- Agree a collection policy with parents/carers which includes a clear and shared understanding of arrangements for collection at the end of a session.
- Where possible, have another adult accompany you on the journey.
- Call ahead to inform the child's parents/carers that you are giving them a lift and inform them when you expect to arrive
- Always tell another member of staff/volunteer that you are transporting a child, give details of the route and the anticipated length of the journey.
- Take all reasonable safety measures, e.g. children in the back seat, seatbelts worn

5. Other factors will also be taken into consideration in deciding how many adults are required to safely supervise the activity or event.

This list is not exhaustive, but it may include:

- The nature of the activity e.g. training session, match, an event, does it include a trip away or overnight stay?
- The number of children or young people involved in the activity
- The age, maturity and experience of the children and/or young people involved
- Whether any of the members of staff, volunteers or children or young people have a learning or physical disability or special requirements
- Whether any of the children or young people have challenging behaviour
- The particular risks associated with the activity or event
- The particular risks associated with the environment
- The level of qualification and experience of the members of staff and volunteers
- The programme of activities

Responsibility of Parents/Carers	
• Parents must complete a consent form declaring that they consent to	• Ask appropriate questions about journey time, route etc. · Make sure parents/carers are clear

their child being transported by persons representing GTS&H Club Parents/carers should inform those travelling with their child of any issues their child may have e.g. travel sickness	about the departure times and arrival time Make sure an appropriate adult is present when the child or young person is collected and dropped off
--	---

Adult to Child Ratios

All activities should be planned to involve at least two adults. For teams which include both girls and boys it is recommended that there is at least one male adult and one female adult present. For each activity a risk assessment should be completed and a decision as to how many adults are necessary to supervise the activity should be made based on that risk assessment. With a minimum of at least two adults present, the following ratios are recommended as a general guide:

AGE	RATIO
2 years to 3 years old	1.5
3 years to 7 years old	1.8
All children aged 8 years old and over	1:10

Responsibility GTS&H Club - DOs

- Check the driver(s) has a valid and appropriate licence for the vehicle being used e.g. D1 classification for driving minibuses - Ensure that all vehicles and drivers are correctly insured for the purpose of the trip - Ensure that all vehicles are fit for purpose and have relevant breakdown cover - Check that all reasonable safety measures are available e.g. fitted, working seatbelts, booster seats where appropriate - Require children and/or young people wear seatbelts at all times and travel in the back seat for health and safety reasons - Make sure there is an appropriate ratio of adults per child. - Require drivers to have adequate breaks when driving long distance. Further information on the legal	- Make sure there are signed consent forms for all children and young people who are being transported - Inform parents/carers that GTS&H Club will be transporting their child, the reasons why and how long the journey will take - Tell the children and/ young people about the travel arrangements to make sure they are comfortable with the plans - Agree a collection policy with parents/carers which includes a clear and shared understanding of arrangements for collection at the end of the sporting activity - Have a point of contact and a working mobile phone in case of break down or any other issues on route - When the transportation is not pre-planned, call ahead to inform
--	---

requirement on drivers in relation to appropriate breaks can be found at www.gov.uk/drivers-hours/gbdomestic-rules	the child's parents/carers that you are giving them a lift and inform them of when you expect to arrive
--	--

Responsibility GTS&H Club DON'Ts

- | | |
|---|---|
| <ul style="list-style-type: none"> • Travel alone with a child or young person. • Staff should travel in pairs or, in exceptional circumstances, with more than one child in the car. | <ul style="list-style-type: none"> • If you require to transport a child due to an emergency situation and it is not possible for another adult to travel with you, tell another member of staff or volunteer that you are transporting a child or young person, give details of the route and the anticipated length of the journey |
|---|---|

Travel and Away Trips (involving overnight stays)

Travel to away games and trips away from home should be both safe and fun for children and young people. It should be a chance for all children and young people to grow in confidence, self-esteem and skills. Parents and carers will often worry when their children are away, but careful planning and preparation should help to ease those worries and demonstrate that consideration has been given to the various needs of their children and the potential risks associated with trips away.

This Practice Note sets out what is expected of members of staff, volunteers and member clubs when travelling with children and young people as part of the sporting activities at GTS&H Club.

1. Designate a Child Wellbeing and Protection Officer (CWPO) for the trip and a home contact person

The CWPO should act as the main contact for dealing with concerns about the safety and wellbeing of children while away from home. Children and parents/carers should be given a detailed itinerary and should be informed of the CWPO contact details and arrangements for handling concerns.

There should be procedures in place to manage an emergency, this should include the appointment of a home contact person, (someone from within the organisation who is not on the trip), who would be the main point of contact for coaches and parents/carers.

2. Risk assessment

Potential areas of risk should be identified at the planning stage and safeguards should be put in place to manage them. Risk assessment should be an ongoing process throughout the trip.

3. Involving children/young people and parents/carers

A planning session with the children/young people to discuss the proposed programme and draw up an agreed code of conduct for the trip ensures that both coaches and athletes have a shared understanding of expectations and behaviours.

A meeting with parents/carers to share information about the trip, answer questions and make joint decisions is recommended. Parents/carers must complete a Partnership with Parents/Carers form and provide emergency contact details.

In the event of an emergency at home during the trip, parents/carers should be encouraged to contact the home contact in the first instance so that arrangements can be put into place to support the child.

4. Travel arrangements

If the trip involves travel abroad, ensure that those in charge are aware of local emergency procedures and how to deal with concerns about the wellbeing of children. Children and adults should be informed of any local customs and any differences to child protection legislation for the country being visited.

5. Supervision

Trips should be planned to involve at least two adults and include female and male volunteers. The number of adults required for appropriate supervision will be based on the needs of the group and the size, age and vulnerabilities of the children and young people involved.

Adults responsible for managing the trip should be appointed and selected using the procedure for appointment and selection. All adults should sign up to the child wellbeing and protection policy, procedures and code of conduct for the trip.

Note: young people under the age of 18 should not be delegated sole charge or supervision of children and young people.

6. Accommodation

Find out as much as possible in advance about the venue/accommodation – wherever possible, a pre-event visit is useful.

Check the health and safety of any accommodation and the security and suitability of sleeping arrangements to allow supervision and access in case of emergency.

Sharing arrangements should be appropriate in terms of age and gender and parents/carers and children should be consulted in advance about arrangements.

Facilities checklist should include:

- Being appropriately licensed
- Having adequate and relevant insurance cover
- Having a policy on the protection of children
- Having health and safety policy and procedures
- Having adequate security arrangements
- Having staff that are vetted, qualified and trained.

7. During the trip

Organisers should have clear roles and responsibilities and must remember that they are always in a position of trust. As such, they should always adhere to the code of conduct and ensure that any concerns about a child are discussed with the CWPO while on the trip.

The use of alcohol and/or drugs or engaging in sexual relationships (between two young people) should not be allowed, even if the local legislation relating to these behaviours is different than in Scotland.

Organisers must ensure arrangements are in place for the supervision and risk assessment of activities during free time.

Group leaders should keep an overview of the wellbeing of all children, making sure they check in with them each day to try to identify any issues early on and resolve them quickly. Children can be encouraged to participate in this process. For example, participating in a debriefing at the end of each day or by completing a daily diary as a way for them to communicate both positive and negative things that they want the group leaders to know.

8. After the Trip

It is recommended that everyone involved in the trip, including the children/young people, takes part in a debrief to reflect on what went well, not so well and what could be done differently next time.

Youth Coaches

Guidance Note: Young Coaches under the age of 18 years.

Volunteering can be a great way for young people to develop new skills and to gain experience and confidence.

It is not only the young person that benefits from volunteering, at GTS&H Club, the young people who volunteer can enhance the coaching experience as well as share their experiences both within and out with the club.

This guidance note seeks to provide useful advice for clubs and officials in terms of ensuring young coaches are supported (should they be keen to do so) to take on a coaching role in the game that they love. Below is a list of hints/top tips to help coaches and officials navigate through the challenges and support them, to ensure they are as safe as they can be, and risk mitigated where possible.

Having young people (under the age of 18 years) coach is a unique position in that they are both in a position of power (as all coaches and officials are) but they are also vulnerable in the same way that other young people are.

Having young coaches is an asset at GTS&H Club and we want to encourage our Sports Convenors to consider developing young coaches rather than viewing this as something to avoid.

The list of actions below is not exhaustive; a lot is common sense and should be adapted to suit the scenario that clubs are faced with. For younger children and players, it is important that they are supported, and for older teenagers, a balance must be struck between ensuring risk is reduced and privacy maintained.

Some of the advantages that young coaches bring include:

- They bring fresh energy and enthusiasm for the game.
- They can have new ideas and fresh perspectives.
- They can seem more relatable and approachable to players.
- Helps prevent losing young people (and specifically young women) from the game.
- They can help future proof the game.

GTSH Club however want to encourage, support and protect everyone in a coaching environment – the players, the coach and the club and have developed some **Top Tips** for clubs considering (and already supporting) the development of young coaches.

1. Young coaches should not be a Head Coach (and should not be involved in team selection).
2. Young Coaches should not be expected to give feedback to parents and carers (and their contact details should not be made known).
3. Young Coaches should only be in sport related Group Chat with coaches, with the Club Wellbeing & Protection Convenor included in this group chat.
4. Young Coaches are subject to the same safeguards as under 18 players re: getting lifts from coaches, social media interactions etc.
5. Young Coaches should not be in a relationship with players they are assisting to coach.
6. The CWPO should make sure that they regularly engage with the Young Coach and check on their welfare.

7. Social media contact between a young coach and players should be determined by when they knew each other.
8. Young Coaches should not be coaching on their own, especially competitive sport.
9. Young Coaches should be supported by a mentor/buddy from within the Club.
10. Young Coaches should be supported to attend the SportScotland Young Coaches CWPS training.
11. Young coaches should sign the Coaches Code of Conduct
12. Young coaches should complete a PVG (applicable to all those aged over 14 years).

Remember **young coaches who are over the age of 18 years** can also be vulnerable. They can still be seen as peers to some of the players they coach. Given their role, they are however in a position of power regardless of their age.

As with all voluntary roles, we should carry out a risk assessment to identify any potential safeguarding issues. There will be particular things that we should consider in light of the volunteer's age. For example:

- The number of hours that they will be volunteering and the frequency of this
- Who will the volunteer be volunteering with
- When and where will the volunteer be volunteering. For example, will the volunteer be volunteering late into the evening, is it a school night and how will this impact their school day, will they be volunteering at the club premises or other facilities and how will they get home
- The impact of pressures young people may experience in their lives

We must:

- take the time to explain the role to the young person and make sure that they understand what their responsibilities will be
- ensure that they receive the relevant training in order to undertake the role and
- provide the relevant equipment (inc. clothing) for them to be able to fulfil the role
- ensure that they are supported to access training in relation to child wellbeing, first aid and anything else that is relevant to their role.

The young volunteer should be made aware of the Club's Policies and Procedures and specifically the Safeguarding Policies and understand their safeguarding responsibilities within. A buddy should be set up who can support them to understand what is expected of them and what steps they should take if a safeguarding matter arises.

