NAPTON PADEL CLUB

Safeguarding Policy and Reporting Procedure

Keeping children, young people and adults at risk safe at Napton Padel Club

Worried about someone? Here's what to do

If anyone is in immediate danger, call 999.

Otherwise, tell our Club Safeguarding Lead **Beth Hanna** the same day: email **safeguarding@naptonpadel.org** or use the confidential form at **naptonpadel.org/safeguarding**.

Can't reach Beth, or would rather talk to someone outside the club? Contact the **LTA Safeguarding Team** on **020 8487 7000**, email safeguarding@lta.org.uk, or use the online form at safeguardingconcern.lta.org.uk.

You don't need proof, and no concern is too small. Don't investigate it yourself.

For young players

If anything at the club makes you feel unsafe, worried or uncomfortable, tell your parent, your coach or Beth. You can also call **Childline free on 0800 1111**, any time, day or night.

Document	Safeguarding Policy and Reporting Procedure
Version	1.1, approved by the Board of Trustees on 3 November 2026 (v1.0: 27 October 2026)
Owner	Club Safeguarding Lead (Beth Hanna), on behalf of the Board of Trustees. Deputy: Tim Coker
Applies to	Everyone at or connected with the Club: trustees, coaches, volunteers, members, Day Members, parents, guests and visitors
Related	Governance & Operations Handbook, Section 3 (paragraphs 31–47); LTA Safeguarding Policy and venue safeguarding standards
Review	Annually, after any serious incident, or when law or LTA guidance changes
Charity	Napton Padel Club CIO, registered charity no. 1216376. Napton Sports Field, Butt Hill, Napton, Southam CV47 8PJ
Next review	October 2027

Key safeguarding contacts

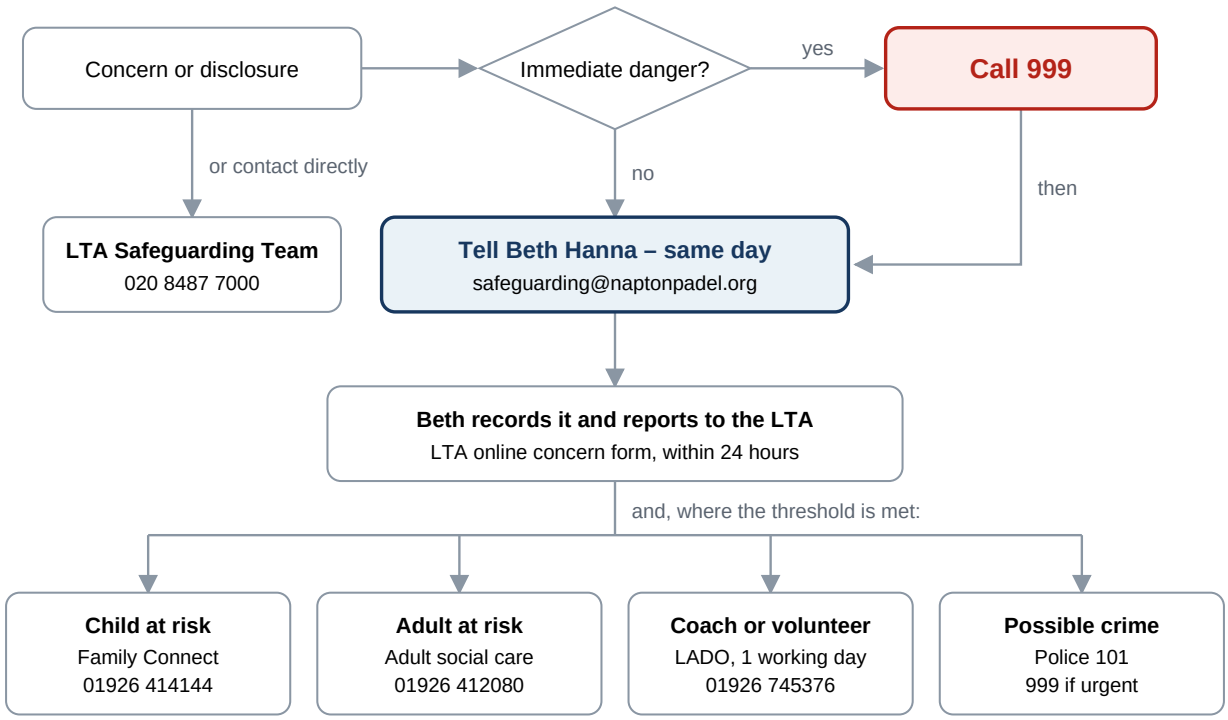
If anyone is in immediate danger, call 999 first. For everything else, start with the Club Safeguarding Lead. Anyone may also contact the LTA, Warwickshire services or the police directly.

Who	When to use	Contact
Beth Hanna Club Safeguarding Lead (Welfare Officer) Deputy: Tim Coker	Any concern at or connected with the Club	**safeguarding@naptonpadel.org** Form: naptonpadel.org/safeguarding
Police	Immediate danger, or to report a crime	**999** emergency 101 non-emergency
LTA Safeguarding Team	All Club concerns are reported here. Anyone may contact them directly	020 8487 7000 safeguarding@lta.org.uk safeguardingconcern.lta.org.uk
Warwickshire Family Connect (children's social care)	A child may be suffering abuse or neglect. Mon–Thu 8.30am–5.30pm, Fri 8.30am–5pm	01926 414144
Warwickshire Social Care and Support (adults)	An adult with care and support needs may be experiencing abuse or neglect. Mon–Thu 9am–5pm, Fri 9am–4.30pm	01926 412080
Warwickshire Emergency Duty Team	Urgent child or adult concern outside office hours	01926 886922
Warwickshire LADO	Concern about a coach, volunteer or trustee in relation to a child. Refer within one working day	01926 745376 lado@warwickshire.gov.uk
NSPCC Helpline	Advice for any adult worried about a child	0808 800 5000
NSPCC Whistleblowing Advice Line	Concerns about how an organisation handles safeguarding	0800 028 0285
Childline	For children and young people, free and confidential, 24 hours	0800 1111

Numbers checked October 2026. Local authority services are sometimes renamed or renumbered; the Safeguarding Lead re-checks this table at each review.

How to report a concern at a glance

Every concern goes to the Club Safeguarding Lead the same day. Section 12 sets out the full procedure.



Out of hours (child or adult): Warwickshire Emergency Duty Team 01926 886922

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1. Policy statement

1.1 Our commitment

Napton Padel Club believes everyone has the right to enjoy padel in a safe, welcoming and inclusive environment. The Club is committed to protecting children and young people, adults at risk, members, volunteers, coaches and visitors. Abuse, neglect, bullying, discrimination, harassment or exploitation of any kind will not be tolerated. Safeguarding is everyone's responsibility, and the welfare of the child or adult at risk is always the paramount consideration.

1.2 Objectives

The Club aims to:

- provide a safe environment for participation;
- promote the welfare of children and adults at risk;
- make sure every concern is taken seriously, recorded and acted on promptly;
- recruit suitable coaches, volunteers and trustees;
- make sure everyone knows who the Safeguarding Lead is and how to report a concern;
- comply with legislation, LTA requirements and recognised good practice.

1.3 Definitions

- **Child:** anyone under the age of 18.
- **Adult at risk:** an adult aged 18 or over who has care and support needs, is experiencing or at risk of abuse or neglect, and cannot protect themselves because of those needs.
- **Abuse** includes physical, emotional, sexual and financial abuse, neglect, bullying (including online), discriminatory abuse, exploitation and domestic abuse.
- **Safeguarding concern:** any worry about the welfare of a child or adult at risk, or about the behaviour of anyone towards them.
- **Disclosure:** when a person tells someone that they, or someone else, is being harmed or is at risk of harm.

1.4 Adoption of LTA policy

Napton Padel Club adopts the LTA Safeguarding Policy and LTA venue safeguarding standards. They apply alongside this policy. Where they conflict, whichever gives greater protection to the child or adult at risk applies.

2. Responsibilities

2.1 Trustees

The trustees are collectively responsible for safeguarding at the Club. They must:

- appoint and support a Club Safeguarding Lead and a deputy;
- make sure this policy is implemented, publicised and reviewed;
- make sure concerns are acted on and reported;
- report serious incidents to the Charity Commission (Handbook paragraph 9);
- make sure safeguarding is a standing item at every Board meeting.

2.2 Club Safeguarding Lead (Welfare Officer)

The Club Safeguarding Lead is **Beth Hanna**, a trustee of the Club (email safeguarding@naptonpadel.org). The Safeguarding Lead will:

- be the first point of contact for any safeguarding concern;
- report concerns to the LTA Safeguarding Team and, where needed, to Warwickshire services or the police (section 12);
- keep secure, confidential records (section 14);
- make sure coaches and volunteers hold the required checks and training (section 11);
- advise trustees and report to each Board meeting, anonymised where needed;
- make sure contact details are displayed at the courts and on the Club website;
- hold a current DBS check and complete the LTA Welfare Officer training.

The Deputy Safeguarding Lead is **Tim Coker**, a trustee of the Club. If the Safeguarding Lead is unavailable, the Deputy, or failing that the Chair, takes on these duties.

2.3 Coaches

Coaches must place welfare above performance, maintain professional boundaries and report any concern to the Safeguarding Lead on the same day.

2.4 Volunteers

Volunteers must follow Club policies, treat everyone with dignity and respect, and report concerns.

2.5 Members, parents and visitors

Members, parents and visitors should respect others, support an inclusive environment and report concerns.

3. Code of conduct for adults

Adults using the Club should behave respectfully, encourage fair play, respect coaches, officials and volunteers, and act as positive role models. Adults must never:

- bully, humiliate, threaten or abuse anyone, physically, verbally or online;
- discriminate against anyone;
- use illegal drugs at the Club;
- develop inappropriate relationships with children or adults at risk;
- contact a child privately by phone, text or social media other than through approved Club channels and with parental knowledge.

4. Code of conduct for parents and guardians

Parents are encouraged to support all players, respect coaches and officials, encourage enjoyment over winning, and collect children promptly. They should tell the coach about any relevant medical conditions or additional needs. Parents should not coach from outside the court unless invited, verbally abuse players or officials, or put unreasonable pressure on children.

5. Code of conduct for junior players

Junior players are expected to be polite, follow instructions, respect coaches, volunteers and other players, and look after Club equipment. They should tell a parent, their coach or the Safeguarding Lead about anything that makes them feel uncomfortable or unsafe. Bullying, abusive language and discrimination will not be tolerated.

6. Supervision of children

Parents and guardians remain responsible for children except during organised coaching sessions and Club activities where supervision has been arranged. Children should not be left unattended before or after activities. The Club is not a childcare provider. Coaches must agree collection arrangements for junior sessions and must not leave a child alone when a session ends.

7. Photography and video

The Club may take photographs or videos for its website, newsletters, promotional material and social media. Consent is obtained before identifiable images are used, and parental consent is required for anyone under 18. Children's full names are not published alongside their images. Anyone who does not want photographs used should tell the Club. Concerns about inappropriate photography must be reported to the Safeguarding Lead.

8. Social media and online safety

Members should behave online as they would at the Club. Online bullying, harassment, discrimination or offensive comments about the Club or its members may lead to disciplinary action. Coaches and volunteers must not become social-media “friends” with juniors they coach. Club group chats that include under-18s must include at least two adults.

9. Changing and toilet facilities

Adults must respect others' privacy. Photography and video are never permitted in changing or toilet facilities. Children should be supervised only by their own parent or guardian or by authorised persons.

10. One-to-one situations and transport

Where practical, coaching takes place in open view and unnecessary one-to-one situations are avoided. Parents must be told about private coaching arrangements for juniors and are welcome to watch. Lifts to or from the Club for juniors are a private arrangement between parents. Coaches and volunteers should not give lifts to juniors unless the parent has agreed in advance.

11. Recruitment, checks and training

11.1 Recruitment and checks

Before starting, coaches, volunteers and trustees may be required to provide references, proof of identity, coaching qualifications and a disclosure check appropriate to their role. Coaches must hold current LTA accreditation for padel. Anyone who regularly coaches, supervises or is in sole charge of children must have an enhanced DBS check, renewed at least every three years. Trustees with contact with children or adults at risk also need a DBS check at the appropriate level.

11.2 Training

Role	Required training
Safeguarding Lead and deputy	LTA Safeguarding and Protection in Tennis & Padel course, plus LTA Welfare Officer training
Coaches	Safeguarding training as required for LTA accreditation, kept current
Trustees	LTA safeguarding training for committees, at induction
Volunteers working with juniors	Safeguarding awareness briefing from the Safeguarding Lead

The Secretary records DBS and training renewal dates in the trustee and volunteer records (Handbook paragraph 120).

12. Reporting framework

Every concern goes to the Club Safeguarding Lead on the same day. The Safeguarding Lead reports it to the LTA Safeguarding Team and, where the threshold is met, to Warwickshire services or the police. Doing nothing is never an option. You do not need proof, and it is not your job to investigate. The flowchart on page 3 summarises the steps.

12.1 When to report

Report if you:

- see or hear something that worries you about the welfare of a child or adult at risk;
- receive a disclosure from a child or adult;
- are worried about the behaviour of a coach, volunteer, trustee, member or visitor towards a child or adult at risk;
- see poor practice, such as breaches of sections 3–10, even if it seems minor.

12.2 What anyone at the Club should do

1. **Is anyone in immediate danger?** If yes, call **999** first. Stay with the person if it is safe to do so.
2. **Tell the Club Safeguarding Lead the same day.** Email Beth Hanna at safeguarding@naptonpadel.org or use the form at naptonpadel.org/safeguarding. If it is urgent and Beth has not replied the same day, contact the Deputy (Tim Coker), the Chair or the LTA Safeguarding Team.
3. **If you cannot reach anyone at the Club, or do not feel comfortable reporting to the Club,** contact the LTA Safeguarding Team directly on 020 8487 7000, at safeguarding@lta.org.uk, or through the online form at safeguardingconcern.lta.org.uk. Out of hours, contact the NSPCC (0808 800 5000) or the Warwickshire Emergency Duty Team (01926 886922).
4. **Write down what you saw or heard as soon as possible.** Use the person's own words. Include the date, time, place, who was present and what you did. Sign and date it, then give it to the Safeguarding Lead. The Record of Concern form in Appendix A can be used. Do not keep copies.
5. **Do not investigate, confront the person concerned, or discuss it with anyone else.** This applies even when the concern is about someone you know.

12.3 Responding to a disclosure

If a child or adult tells you about harm:

- stay calm, listen and take them seriously;

- let them speak freely, and ask only open questions such as “Tell me what happened” – never leading ones;
- do not promise to keep it secret, and explain that you must tell the person whose job is to help keep them safe;
- reassure them that telling was the right thing to do;
- tell them what happens next;
- then follow the steps in 12.2.

12.4 What the Safeguarding Lead does

1. **Within 24 hours,** records the concern and reports it to the LTA Safeguarding Team using the LTA online concern form.
2. **Where a child may be at risk of significant harm,** refers to Warwickshire Family Connect (01926 414144), or out of hours to the Emergency Duty Team (01926 886922). Where a crime may have been committed, also contacts the police (101, or 999 in an emergency).
3. **Where an adult with care and support needs may be at risk,** refers to Warwickshire Social Care and Support (01926 412080), or out of hours to 01926 886922. The adult's views and consent are sought unless doing so would put them or others at greater risk.
4. **Informs parents and carers** unless this could put the child at greater risk, or the police or social care advise against it. Takes advice from the LTA or Family Connect when unsure.
5. **Tells the Chair** that a concern has been reported, sharing details only as needed. The Chair and Safeguarding Lead decide whether a Charity Commission serious incident report is required (Handbook paragraph 9).
6. **Follows LTA and agency advice** on next steps, including any temporary suspension of the person concerned (Handbook paragraph 106).
7. **Keeps a record** of all decisions and actions (section 14).

12.5 Concerns about a coach, volunteer, trustee or the Safeguarding Lead

- **Concerns about a coach, volunteer or trustee** go to the Safeguarding Lead, who reports them to the LTA Safeguarding Team within 24 hours. Where the concern involves a child, the Safeguarding Lead also refers to the Warwickshire LADO within one working day (01926 745376, lado@warwickshire.gov.uk, using the Position of Trust MARF form). The person concerned must not be told about the allegation until the LTA or LADO agree.
- **Concerns about the Safeguarding Lead** go to the Chair, or directly to the LTA Safeguarding Team.
- **Concerns about the Chair** go to the Safeguarding Lead, or directly to the LTA Safeguarding Team.
- **Anyone may contact the LTA, LADO or police directly** at any time, without going through the Club.
- **The person concerned must not take part in decisions** about the case (Handbook paragraph 110).

12.6 Timescales

Action	By whom	Deadline
Call 999 if anyone is in immediate danger	Whoever is present	Immediately
Tell the Safeguarding Lead	Whoever has the concern	Same day
Hand over written note	Whoever has the concern	Within 24 hours
Report to LTA Safeguarding Team	Safeguarding Lead	Within 24 hours
Referral to LADO (concern about someone working with children)	Safeguarding Lead	Within 1 working day
Referral to Family Connect or Social Care and Support	Safeguarding Lead	Same day where there is risk of significant harm
Charity Commission serious incident report	Chair and Safeguarding Lead	Promptly (Handbook paragraph 9)

13. Confidentiality, information sharing and whistleblowing

13.1 Confidentiality

Safeguarding information is shared only with those who need it to protect someone or to meet a legal duty: the Safeguarding Lead, the Chair, the LTA, Warwickshire services and the police. Confidentiality can never be promised where someone's safety is at risk. Data protection law does not prevent sharing information to keep a child or adult at risk safe.

13.2 Whistleblowing

Anyone who raises a genuine concern in good faith will be supported. They will not suffer any disadvantage, even if the concern turns out to be unfounded. Concerns about how the Club handles safeguarding can be raised directly with the LTA Safeguarding Team, or with the NSPCC Whistleblowing Advice Line on 0800 028 0285.

14. Record keeping

The Safeguarding Lead keeps a secure, confidential record of each concern, covering the original written note; the date and time; the facts reported; who was told; referrals made, with reference numbers; advice received; and decisions and outcome.

Records are kept separately from membership records. Electronic records are password-protected and paper records are locked away. Access is limited to the Safeguarding Lead, the deputy and, where necessary, the Chair. Records are normally kept until the individual reaches age 25, or for 10 years from the event, whichever is longer. Records of allegations against people working with children are kept until the person's normal retirement age or for 10 years, whichever is longer, unless the allegation was found to be malicious (Handbook paragraph 117).

Email security. Safeguarding concerns sent to safeguarding@naptonpadel.org are forwarded to the email accounts of the Safeguarding Lead and Deputy, which may include personal Gmail accounts. Every email account that receives safeguarding concerns must have two-step verification turned on and a strong password that is not used for any other account. Concerns must not be forwarded to anyone else except as set out in section 13.1.

15. Anti-bullying

Everyone should enjoy padel free from bullying. Bullying includes physical or verbal abuse, online bullying, exclusion, intimidation and repeated unwanted behaviour. Reports of bullying go to the Safeguarding Lead or a coach and will be investigated promptly. Action may include education, mediation, disciplinary action under Section 6 of the Handbook, or referral under section 12 where a child or adult at risk may be harmed.

16. Equality and inclusion

Everyone is welcome regardless of any protected characteristic under the Equality Act 2010. Discrimination or harassment will not be tolerated (Handbook paragraph 5).

17. Review

This policy is reviewed annually, after any serious safeguarding incident, and when legislation or LTA guidance changes. The Safeguarding Lead gives the Board a short annual safeguarding report. This policy is displayed at the courts and published on the Club website.

Version history: version 1.0 approved 27 October 2026. Version 1.1 approved 3 November 2026: section 14 adds email security, requiring two-step verification on every email account that receives safeguarding concerns.

Appendix A – Record of Concern form

Complete as soon as possible and hand to the Club Safeguarding Lead the same day. Record facts and the person's own words. Do not investigate. Do not keep a copy.

Your name and role	
Your phone / email	
Date and time of this record	
Name and age of child or adult concerned (if known)	
Parent / carer details (if known)	
Date, time and place of what you saw or were told	
What happened? Use the person's own words where you can. Facts, not opinions.	
Any injuries or signs observed	
Who else was present / was anyone else told?	
What did you do or say in response?	
Signed	

For the Safeguarding Lead

Date received	
Reported to LTA (date / reference)	
Other referrals (Family Connect / Adult Social Care / LADO / Police) – date and reference	
Parents / carers informed? (date, or reason not)	
Chair informed (date) / Charity Commission report needed?	
Outcome and actions	

Appendix B – Poster for the courts

Worried about someone?

Napton Padel Club takes the welfare of children, young people and adults at risk seriously. If something doesn't feel right, tell us. No concern is too small.

In an emergency call 999

Club Safeguarding Lead

Beth Hanna

safeguarding@naptonpadel.org

or use the form at naptonpadel.org/safeguarding

Or contact the LTA Safeguarding Team

020 8487 7000 · safeguarding@lta.org.uk

Young people: talk to your parent, your coach or Beth, or call Childline free on **0800 1111**

NSPCC Helpline for adults worried about a child: **0808 800 5000**

Our full Safeguarding Policy is on our website: naptonpadel.org