CORE PADEL

Safeguarding, Inclusion & Safe Practice Policy Pack

Version: 1.0 | Policy owner: Core Padel Management | Applies to: staff, coaches, contractors, volunteers, participants, parents/carers, visitors and event organisers

Review cycle: Policies should be reviewed at least every three years, or earlier where legislation, safeguarding guidance, governing-body requirements or Core Padel operations change.

This pack has been consolidated from the supplied LTA venue templates. LTA-specific tennis terminology has been adapted for Core Padel.

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1. Safeguarding & Child Protection Policy

Core Padel recognises its moral and statutory responsibility to safeguard and promote the welfare of all children (anyone under 18) and adults at risk. We are committed to providing a safe, welcoming environment in which participants are respected and valued, and to operating in line with relevant statutory responsibilities, government guidance and applicable LTA safeguarding standards.

Purpose and scope

This policy protects children and adults at risk, provides clear information about safeguarding responsibilities, promotes good practice and sets out Core Padel's commitment to safety. It applies to anyone who plays, coaches, officiates, works, volunteers, participates in or visits Core Padel.

Core commitments

- Prioritise the welfare and safety of children and adults at risk.
- Appoint a Welfare Officer with responsibility for safeguarding.
- Ensure staff and coaches understand their safeguarding responsibilities and receive appropriate induction and learning.
- Safely recruit and select staff, coaches and volunteers and prevent unsuitable people from working with children or adults at risk.
- Maintain a culture in which genuine concerns are welcomed and taken seriously.
- Take appropriate action when concerns, incidents or allegations arise and support people who raise or disclose concerns.
- Maintain confidential, detailed and accurate safeguarding records securely.
- Maintain safeguarding arrangements for coaching, competitions, holiday activities, social activities, online activity and social media, transport and supervision.

Raising a safeguarding concern

Concerns should be raised with the Core Padel Welfare Officer using the details below. If the Welfare Officer is unavailable, or the concern relates to the Welfare Officer, the concern should be escalated to the appropriate external safeguarding authority and, where applicable, the LTA Safeguarding Team.

Welfare Officer: Jens Seidler Contact: info@corepadel.uk

LTA safeguarding reporting portal (where applicable): https://safeguardingconcern.lta.org.uk/

Birmingham LADO: Telephone: 0121 675 1669, Email: ladoteam@birminghamchildrenstrust.co.uk

Out of Hours (Emergency Duty Team): 0121 675 4806

In an emergency or where someone is in immediate danger, call 999.

Equality and additional vulnerability

All children and adults at risk have an equal right to protection from harm. Core Padel recognises that some people, including disabled people, LGBTQ+ people and people from ethnic minority communities, may face additional vulnerabilities and may need additional safeguards or adjustments.

Responding to a disclosure or concern

1. Listen calmly and carefully. Do not promise confidentiality.
2. Reassure the person that they have done the right thing by speaking up.
3. Ask only questions necessary to clarify what has been said; do not investigate.
4. Explain what you need to do next and, for adults, seek consent to share information where appropriate, while recognising that safeguarding duties may require information to be shared.
5. Record what was seen, heard or disclosed as soon as possible, distinguishing fact from opinion or hearsay.
6. Pass the concern promptly to the Welfare Officer or appropriate safeguarding authority. Do not delay reporting while attempting to establish whether abuse has occurred.

Recording

Records should include the name of the person involved, nature of the concern, relevant observations or injuries, the person's account, dates/times, people involved, actions taken and any follow-up. Records must be factual, securely stored and accessible only to those who need them.

2. Safeguarding at Events, Activities & Competitions

Every Core Padel event involving children or adults at risk should be planned with safety and wellbeing in mind. The level of planning should reflect the size, duration, location, participants, staffing and nature of the event.

Event roles

- Event Organiser: overall responsibility for event delivery, health and safety, duty of care and ensuring appropriate safeguarding arrangements.
- Event Safeguarding Lead: receives and manages safeguarding concerns, supports the event plan, briefs staff and ensures concerns are escalated appropriately.
- Coaches, staff and volunteers: understand their responsibilities, relevant code of conduct, reporting route and event safeguarding plan.

Event safeguarding plan

For smaller venue events, the plan may consist of the relevant Core Padel policies and a completed event checklist. Larger or higher-risk events should have a specific written safeguarding plan covering staffing, risk assessment, supervision, registration, consent, medical information, photography, communication, emergency procedures and reporting.

Risk assessment

- Facilities, courts and equipment, including accessibility.
- Supervision ratios and age mix.
- One-to-one contact and coaching arrangements.
- Changing rooms and toilets.
- Transport, if Core Padel is involved.
- Health and safety, first aid and emergency arrangements.
- Communication, technology and photography.
- Any additional needs, medical conditions or medication.

Supervision and registration

Responsibility for children must be clear at all times. Parents/carers or the responsible organisation should understand whether they are responsible for supervision. Participants should be registered where appropriate and organisers should be able to account for children during the event. For events involving children, at least two suitable adults should supervise children/young people at all times; the appropriate ratio should be determined by age, group needs, activity and risk.

Mixed-age events

Mixed-age padel involving under-18s and adults requires specific consideration of physical safety, competitive behaviour, language, changing arrangements and supervision. A young person's vulnerability must not be judged solely by size, age or playing ability.

Emergencies and missing participants

For a medical emergency call 999 and follow instructions. Keep the remaining group appropriately supervised. If a child is missing, alert venue management immediately, maintain supervision of other children, search the venue and surrounding areas where safe to do so, contact the parent/carer and relevant safeguarding contacts, and contact the police immediately if there is an immediate safety concern. Complete an incident/missing-person record afterwards.

Transport and overnight activities

Core Padel does not routinely provide transport or overnight accommodation. If such arrangements are ever undertaken, a separate risk assessment, parental consent, suitable supervision, appropriate driver/vehicle checks and emergency arrangements must be established before the activity.

3. Equity, Diversity & Inclusion Policy

Core Padel is committed to a culture of everyday inclusion, greater diversity and equitable outcomes. Equity recognises that people may have different needs and starting points and that reasonable or targeted adjustments may be required to give people a fair opportunity to participate.

Scope and responsibility

This policy applies to all Core Padel work and to everyone working, volunteering or participating in activities for which Core Padel is responsible. Inclusion is everyone's responsibility, with management responsible for ensuring the policy is implemented.

Our commitments

- Provide an environment free from bullying, harassment, victimisation and unlawful discrimination.
- Treat people with dignity and respect and value individual differences.
- Consider the different needs and circumstances of participants in how activities, communication and facilities are provided.
- Encourage people from all backgrounds to participate, work and volunteer with Core Padel.
- Take complaints of discriminatory or non-inclusive behaviour seriously and deal with them through the complaints and safeguarding procedures where appropriate.
- Consider accessibility and reasonable adjustments for disabled participants.
- Use inclusive language and challenge discriminatory remarks or behaviour.

Protected characteristics

Core Padel will comply with the Equality Act 2010 and applicable equality law. This includes protection in relevant circumstances relating to age, disability, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation.

Reporting

Concerns about discriminatory behaviour, harassment, victimisation or breaches of this policy should be raised through the Core Padel complaints procedure. Where the behaviour may constitute a safeguarding concern, the safeguarding procedure also applies.

4. Anti-Bullying Policy

Core Padel aims to ensure that children and adults at risk can enjoy padel safely and without bullying. Bullying is repeated behaviour intended to hurt, intimidate, upset or make another person feel uncomfortable or unsafe. It can occur face-to-face or online.

This policy applies to staff, coaches, volunteers, players, parents/carers and anyone else associated with Core Padel.

We will

- Not tolerate or condone bullying.
- Promote respectful behaviour and a clear code of conduct.
- Encourage people to report bullying they experience or witness.
- Take reports seriously and listen to everyone involved.
- Consider the needs of the person experiencing bullying, the person displaying the behaviour, other affected people and the wider venue.
- Provide appropriate support and use proportionate, fair responses.
- Address online bullying under this policy and the Online Safety & Communication Policy.

Support

Children will be told who they can approach. Barriers to disclosure, including disability or communication needs, should be considered. Parents/carers will be informed and consulted where appropriate. Useful support contacts include NSPCC Helpline 0808 800 5000 and Childline 0800 1111.

5. Online Safety & Communication Policy

Core Padel recognises that websites, social media, messaging, mobile devices and video platforms offer opportunities but also create safeguarding risks. This policy applies regardless of the technology or device used.

Managing Core Padel's online presence

- Organisational accounts must be password protected, with access arrangements that do not depend on one individual.
- Accounts should be monitored by a designated person and inappropriate content removed promptly.
- Communication with children should use organisational channels and a professional purpose.
- Personal information such as home address, school details, telephone number or personal email should not be published.
- Parents/carers should provide appropriate consent before Core Padel communicates directly with children through social media, video conferencing or other digital channels.
- Where video conferencing is used with children, privacy and access controls should be applied.

Staff, coaches and volunteers

- Do not add, follow or communicate with children from personal social-media accounts.
- Do not use personal accounts or private messaging for routine communication with children.
- Where communication with a child is necessary, communicate through a parent/carer or organisational channel, or include another appropriate adult where practicable.
- Keep necessary one-to-one communications professional, limited and auditable.
- Do not send abusive, obscene, indecent, threatening or otherwise inappropriate material.
- Respond to safeguarding concerns disclosed online in the same way as face-to-face disclosures.

Mobile phones and devices

Mobile-phone use during activities should be discouraged where it interferes with participation or safety. Children and parents should know how to contact an appropriate Core Padel person in an emergency.

One-to-one situations

One-to-one coaching with a child should only take place with appropriate parental/carer consent and arrangements that allow safeguarding oversight, such as a parent/carer being able to supervise or another suitable member of staff being present. Where direct digital communication is necessary for logistical reasons, messages should be retained to maintain an audit trail.

6. Photography & Filming Policy

Core Padel recognises that photography and filming can celebrate participation, support marketing and record events, but the welfare and privacy of children is paramount.

Consent and use

- Obtain appropriate written consent from the child and parent/carer before taking and using identifiable close-up photographs/videos of children.
- Explain how images will be used, shared, stored and retained and the potential risks of online distribution.
- Respect a decision not to consent and do not exclude a child from an activity because they do not consent.
- Use only necessary personal information alongside images; normally use first names only where a child's name is published.
- Never publish unnecessary personal information about children.
- If consent is withdrawn, take reasonable steps to remove images from public view, recognising that copies already distributed online or in hard copy may not be fully retrievable.

Professional photographers/videographers

- Agree permission in advance and provide a clear brief on appropriate behaviour and content.
- Ensure photographers/videographers are identifiable.
- Tell children and parents/carers that photography/filming will occur and identify anyone who has not consented.
- Prohibit photography/filming in toilets, changing areas and other private areas.
- Do not allow unsupervised access to children.
- Escalate concerns about inappropriate or intrusive photography through safeguarding procedures.

Personal photography

Parents/carers may generally take photographs of their own children for personal use, subject to event-specific rules. Core Padel may set restrictions for particular events. Commercial or professional photographers attending independently must have the relevant participant/parental permission and notify Core Padel in advance.

Storage

Images of children must be stored securely and in accordance with applicable data protection requirements. Access should be restricted and images should not be retained longer than necessary or beyond the period covered by consent.

7. Use of Changing Rooms Policy

Core Padel expects all users to respect privacy, dignity and safety in changing areas.

- No photography or filming in changing rooms, toilets or other private areas.
- Bullying, harassment, intimidation, sexualised behaviour or inappropriate conduct is prohibited.
- Adults should not enter children's changing areas unless there is a legitimate safeguarding reason and appropriate arrangements are in place.
- Staff and coaches should avoid changing or showering in the same space as children.
- School/youth organisers should agree supervision and changing arrangements with Core Padel in advance.
- Participants who feel uncomfortable changing or showering in front of others must not be pressured to do so.
- Any concern about behaviour or safety should be reported to Core Padel staff/Welfare Officer.

Accessibility and individual needs

Changing arrangements should take account of disability, gender identity, privacy, cultural or religious needs and any reasonable adjustments. Arrangements should be discussed sensitively with the participant and, where appropriate, their parent/carer or responsible organisation.

8. Safe Recruitment Policy

Core Padel is committed to safeguarding children and adults at risk through a consistent and thorough recruitment process. Relevant roles will be assessed to determine which checks are legally and operationally required.

Recruitment process

- Use clear role descriptions and identify safeguarding responsibilities.
- Use an application process covering employment/voluntary history, qualifications and relevant experience.
- Verify identity, qualifications and professional memberships where relevant.
- Explore significant gaps or unexplained changes in employment history.
- Use interview questions that assess attitudes and values relevant to safeguarding.
- Obtain appropriate references, including experience working with children where relevant.
- Make offers conditional on satisfactory completion of required vetting and references.
- Provide safeguarding induction and appropriate probation/supervision.
- Apply equivalent safeguarding and vetting requirements to relevant agency workers and contractors.

DBS and vetting

Where a role involves children or adults at risk, Core Padel will assess whether a DBS check is required and what level is appropriate. Roles that legally constitute regulated activity must meet the applicable enhanced DBS and barred-list requirements before the individual starts. Other eligible roles may require an enhanced DBS check where appropriate. Requirements will be kept under review.

Core Padel will not invent or promise a fixed renewal period where the applicable rules may differ by role. Vetting will be renewed or reviewed in line with current legal, governing-body and organisational requirements.

Unsatisfactory checks

Where vetting, references or other information raises a safeguarding concern, Core Padel will assess the information appropriately and may withdraw an offer or prevent deployment in relevant work. Contractors and agencies must demonstrate that required checks have been completed.

9. Whistleblowing Policy

Whistleblowing enables staff, coaches, volunteers and contractors to raise concerns about serious wrongdoing, dangerous or illegal activity, safeguarding failures, fraud, health and safety risks, or attempts to conceal wrongdoing.

How to raise a concern

Concerns should normally be raised with Core Padel management or the Welfare Officer. If the concern involves that person, raise it with another senior manager or an appropriate external safeguarding/regulatory body. Concerns may be raised verbally or in writing.

Protection

Core Padel will seek to protect people who raise genuine concerns in good faith from retaliation or unfair treatment. Confidentiality will be maintained where reasonably possible, recognising that information may need to be shared to investigate or protect someone.

Whistleblowing does not replace emergency reporting. Immediate risks to life or safety should be reported to 999.

10. Code of Conduct

Everyone using or representing Core Padel is expected to contribute to a safe, welcoming and respectful environment.

Participants

- Treat others with respect and fairness.
- Demonstrate good sportsmanship and respect opponents, partners, coaches and staff.
- Follow venue rules and safety instructions.
- Players under the age of 18 must be accompanied and supervised by a responsible adult while on the premises.
- Do not bully, discriminate against, harass, threaten or abuse others.
- Use appropriate language and behaviour.
- Respect differences in gender, disability, culture, race, ethnicity, religion and other personal characteristics.
- Report safeguarding, bullying or safety concerns.
- Use phones, social media and photography responsibly and in accordance with venue policy.

Staff, coaches and volunteers

- Put participant welfare first.
- Maintain professional boundaries and act as positive role models.
- Never engage in abusive, discriminatory, sexualised or inappropriate behaviour.
- Know how to recognise and report safeguarding concerns.
- Follow recruitment, communication, photography, changing-room and event procedures.
- Respect confidentiality and only share information appropriately.

Breaches

Breaches may result in proportionate action, including removal from an activity or venue, disciplinary action, referral through safeguarding procedures or external reporting where appropriate.

11. Complaints & Reporting Procedure

Core Padel aims to deal with complaints fairly, promptly and proportionately. Complaints may relate to service delivery, behaviour, discrimination, bullying, safety or other concerns.

Route

7. Raise the issue with a Core Padel manager where safe and appropriate.
8. Safeguarding concerns should go directly to the Welfare Officer or appropriate safeguarding authority and should not wait for the ordinary complaints process.
9. Provide relevant factual information, dates, people involved and any supporting evidence.
10. Core Padel will assess the complaint, determine whether it is a safeguarding, disciplinary, operational or other matter, and decide the appropriate response.
11. Where required, the matter may be referred to the police, local authority, LTA or another relevant authority.

Complaints contact: Mia Dobson Email/phone: info@corepadel.uk

12. Incident / Safeguarding Concern Form

Date and time of incident/concern:

_____

Venue / event:

_____

Person making the report:

_____

Contact details:

_____

Person the concern relates to:

_____

Age (if relevant):

_____

Parent/carer or responsible organisation:

_____

Description of what was seen/heard/disclosed:

_____

Visible injury or other relevant indicators:

_____

Names of witnesses / others involved:

_____

Immediate action taken:

_____

Who was informed and when:

_____

External referrals made:

_____

Follow-up required:

_____

Completed by:

_____

Date:

_____

Record facts as accurately as possible and distinguish fact, opinion and hearsay. Do not investigate the allegation yourself.

13. Photography & Filming Consent Form

Event/activity: _____ Date(s): _____

Child/young person's name: _____

Parent/carer name: _____

I understand that Core Padel may take photographs and/or videos during the stated activity. I have been informed of the intended use, including relevant website/social-media or promotional use, how material will be stored and the potential risks associated with online sharing.

Please tick as appropriate:

□ I consent to identifiable photographs/videos of the child being taken during the activity.

□ I consent to Core Padel using suitable photographs/videos for the purposes explained to me.

□ I understand that I can withdraw consent for future use by contacting Core Padel.

□ I understand that material already published or distributed online may not be capable of complete removal.

Parent/carer signature: _____ Date: _____

Child/young person's signature (where appropriate): _____ Date: _____

Any restrictions or additional instructions: _____

14. Young Participant Online Safety Agreement

Event/activity: _____

Child/young person's name: _____

We have discussed responsible internet and social-media use. The participant agrees to:

- Behave responsibly online and not bully, threaten, harass or abuse others.
- Not deliberately access or share offensive, illegal or inappropriate material.
- Not share unnecessary personal information or passwords.
- Not arrange to meet someone known only online.
- Use mobile devices responsibly during activities and follow staff instructions.
- Tell a trusted adult/Core Padel Welfare Officer about online bullying, abuse or other concerns.

Child/young person signature: _____ Date: _____

Parent/carer signature: _____ Date: _____

15. Event Safeguarding Checklist

Check	Yes/No	Notes / action
Named event safeguarding lead	☐ Yes ☐ No	
Event safeguarding plan completed	☐ Yes ☐ No	
Pre-event risk assessment completed	☐ Yes ☐ No	
Staff/volunteers appropriately recruited and briefed	☐ Yes ☐ No	
Relevant DBS/vetting requirements checked	☐ Yes ☐ No	
Participant registration and parental consent arrangements confirmed	☐ Yes ☐ No	
Medical information / allergies considered	☐ Yes ☐ No	
Supervision arrangements and ratios confirmed	☐ Yes ☐ No	
Mixed-age arrangements assessed where relevant	☐ Yes ☐ No	
Changing-room arrangements considered	☐ Yes ☐ No	
Accessibility / additional needs considered	☐ Yes ☐ No	
Photography and filming arrangements communicated	☐ Yes ☐ No	
Online communication arrangements confirmed	☐ Yes ☐ No	
Emergency / first-aid arrangements confirmed	☐ Yes ☐ No	
Missing participant procedure understood	☐ Yes ☐ No	
Safeguarding contacts displayed/ available	☐ Yes ☐ No	
Code of conduct communicated	☐ Yes ☐ No	
Incident reporting process available	☐ Yes ☐ No	
Transport arrangements risk assessed (if applicable)	☐ Yes ☐ No	
Overnight arrangements risk assessed (if applicable)	☐ Yes ☐ No	

16. Contacts, Policy Approval & Review

Core Padel Welfare Officer: Jens Seidler

Core Padel Management contact: Mia Dobson, info@corepadel.uk

LTA safeguarding contact/portal (where applicable): safeguardingconcern.lta.org.uk
Birmingham LADO:
• Telephone: 0121 675 1669
• Email: ladoteam@birminghamchildrenstrust.co.uk
• Out of Hours (Emergency Duty Team): 0121 675 4806
• Website & Referral Form: lscpbirmingham.org.uk/working-with-children/lado

Emergency services: 999

NSPCC Helpline: 0808 800 5000 | Childline: 0800 1111

Related policies

This pack should be read as a whole. In particular, safeguarding should be read alongside the event safeguarding procedures, Code of Conduct, EDI, Anti-Bullying, Online Safety & Communication, Photography & Filming, Changing Rooms, Safe Recruitment, Whistleblowing and Complaints procedures.

Approval by:	Mia Dobson
Position	Manager
Date approved	01/08/2026
Next review date	01/08/2027