Diversity & Inclusion Policy

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Approved By:	Sport & Communities Director				

1.0 About This Policy

1.1 This policy sets out Active Bolton's commitment to diversity and inclusion in tennis. It incorporates safe and inclusive standards, codes of conduct and a procedure for reporting concerns.

1.2 Active Bolton aims to ensure that tennis is diverse and inclusive; diversity and inclusion are embedded in organisational culture and behaviour; inclusive leadership is encouraged; and positive action is used so communities and individuals are valued and able to achieve their potential.

1.3 Everyone involved in tennis has a role in promoting diversity and inclusion, creating a safe and inclusive environment and taking action against discrimination.

1.4 This policy supports Active Bolton's aim of enabling more people to play tennis more often in a safe, inclusive and fair environment.

2.0 Who Does This Policy Apply To?

2.1 This policy applies to every person and place for which Active Bolton has direct safe and inclusive responsibility in relation to tennis.

2.2 This includes:

- employees, consultants, coaches and officials engaged by Active Bolton;
- volunteers, including trustees and committee members;
- venues owned or managed by Active Bolton;
- tennis events and programmes run by Active Bolton; and
- accredited coaches, officials and venues where Active Bolton is responsible for ensuring accreditation requirements are met.

2.3 Active Bolton also recommends and supports good diversity and inclusion practice among accredited coaches, officials and venues; players, parents and carers; volunteers recruited by other organisations; hired venues; and club events.

3.0 Who Is Responsible for This Policy?

3.1 The Board of Trustees has overall accountability for this policy and the concern reporting procedure, including strategic leadership on diversity and inclusion and oversight of compliance with relevant legislation.

3.2 The Board, designated safeguarding lead and Welfare Officer are responsible for implementing and updating this policy and reporting procedure in line with legislative and organisational developments.

3.3 The Board, designated safeguarding lead and Welfare Officer are responsible for identifying where support is required, implementing safe and inclusive procedures and promoting diversity and inclusion principles across venues, programmes, events and individuals.

3.4 Employees, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns through the Welfare Officer and, where appropriate, the LTA safeguarding arrangements.

3.5 Players, parents and guardians are responsible for upholding the applicable codes of conduct and reporting procedure.

3.6 This policy will be reviewed annually by the appropriate Active Bolton lead, or earlier following a change in legislation or organisational guidance.

4.0 Policy Statement

4.1 Active Bolton will contribute actively to enabling more people to participate in tennis in a manner that is safe, inclusive and fair.

4.2 Active Bolton will seek to ensure that people can participate regardless of protected characteristics, socio-economic status or other background.

4.3 Active Bolton recognises that some concerns or disclosures may have both safeguarding and diversity and inclusion elements. The reporting procedure therefore aligns with safeguarding concern reporting arrangements.

4.4 This policy aims to minimise risk and support venues, programmes, events and individuals to deliver and experience a positive tennis environment.

5.0 Terminology

5.1 Discrimination means treating someone less favourably and causing harm because of a protected characteristic.

5.2 Diversity means acknowledging, celebrating and respecting differences between groups and individuals. Active Bolton will work to support an environment in which rights, dignity and

individual worth are respected and tennis can be enjoyed without intimidation, victimisation, harassment or abuse.

5.3 Harassment means unwanted conduct related to a relevant protected characteristic that has the purpose or effect of violating dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

5.4 Inclusion means making tennis accessible so members of the community can be fully involved in the capacity they choose and supported to achieve their potential as a player, employee, volunteer, coach or official.

5.5 Positive action means lawful steps intended to address disadvantage, remove physical or cultural barriers and improve access for groups that are under-represented in tennis or experience difficulty accessing it.

5.6 Equality means treating people with fairness and respect, recognising and responding to individual needs and taking positive steps to address disadvantage and barriers to participation.

6.0 Active Bolton Commitments

6.1 Active Bolton will formally adopt this policy and take reasonable steps to ensure trustees, committee members, participants, employees and volunteers behave in accordance with it.

6.2 Active Bolton will ensure that access to membership and participation is open and inclusive.

6.3 Active Bolton will publish accurate information about the location and accessibility of facilities.

6.4 Active Bolton will support appropriate measures and initiatives that advance the aims of this policy and its LTA membership commitments.

6.5 Where appropriate, breaches may be addressed through applicable conduct, complaints, disciplinary, membership or contractual procedures.

7.0 Concern Reporting Procedure

7.1 Anyone who is concerned that they or another person is being discriminated against, or has experienced discriminatory language or behaviour, should report the concern.

7.2 Respond: listen carefully to what the person is saying; do not interrupt; keep questions to a minimum; and do not promise to keep the information secret.

7.3 If someone is in immediate danger, call the police on 999 and then notify the appropriate safeguarding contact.

7.4 Where there is no immediate danger, speak to the Active Bolton Welfare Officer in confidence and contact the LTA Safeguarding Team on 020 8487 7000 as soon as possible during its published operating hours.

7.5 If the LTA Safeguarding Team is unavailable and advice is required before the next working day, contact the NSPCC on 0808 800 5000 for a concern about a child. For a concern about an adult, seek details of the relevant local authority Adult Social Care service.

7.6 A hate crime may also be reported through the police or the appropriate national hate-crime reporting service.

7.7 Record: write an objective account of the concern immediately using the applicable reporting form. Send the record to the safeguarding team within 48 hours of the concern or disclosure using safeguarding@lta.org.uk.

7.8 Anyone who requires support after handling a concern or disclosure may contact the LTA Safeguarding Team by telephone on 020 8487 7000 or email safeguarding@lta.org.uk.

8.0 Responding to Breaches and Concerns

8.1 Where diversity and inclusion good practice may not have been followed, employees should use the appropriate whistle-blowing, complaints, grievance or safeguarding process.

8.2 A person raising a discrimination concern should be listened to, reassured and advised of the available reporting routes.

8.3 Where appropriate, the concern may first be raised directly with the person or organisation to seek resolution.

8.4 The LTA Safeguarding Team may be contacted at safeguarding@lta.org.uk. The NSPCC Whistleblowing Advice Line may be contacted on 0800 028 0285 or at help@nspcc.org.uk.

8.5 Further advice may be sought from the Equality Advisory Support Service on 0808 800 0082.

8.6 Breaches of this policy or failures to meet the stated responsibilities may lead to action under relevant accreditation, membership, disciplinary, contractual or legal procedures.

9.0 Code of Conduct: Employees and Volunteers

9.1 Employees and volunteers must:

- prioritise the well-being of children and adults at risk;

- treat children and adults at risk fairly and with respect;
- act with integrity and be positive role models;
- help create a safe and inclusive environment on and off court;
- not permit dangerous behaviour, bullying or inappropriate language;
- report allegations of abuse or poor practice to the Welfare Officer;
- not use sanctions that humiliate or harm;
- value diversity and make reasonable efforts to meet individual needs;
- maintain appropriate professional and personal boundaries, including online;
- obtain relevant consent before taking or using photographs and videos;
- avoid unnecessary physical contact;
- not smoke or consume alcohol during club activities or coaching sessions;
- ensure roles and responsibilities are clear and appropriate training is completed;
- avoid being alone with a child or adult at risk unless exceptional circumstances apply;
- not transport a child or adult at risk unless this is an authorised part of an activity and appropriate safeguards are in place;
- not abuse, neglect, harm or discriminate against anyone; and
- comply with safeguarding requirements concerning relationships with people for whom they coach or hold responsibility.

10.0 Code of Conduct: Children and Young People

10.1 Children and young people are expected to:

- be friendly, supportive and welcoming;
- play fairly and honestly;
- respect employees, volunteers and officials and accept their decisions;
- behave appropriately and listen to their coach;
- take care of equipment and property;
- respect the rights, dignity and worth of participants;
- not use inappropriate or discriminatory language, including online;
- not bully, intimidate or harass anyone, including online;
- not smoke, consume alcohol or use illegal drugs on club premises or while representing the club; and
- speak to the Welfare Officer about concerns or worries involving themselves or others.

11.0 Code of Conduct: Parents, Carers and Other Adults

11.1 Parents, carers and other adults are expected to:

- positively reinforce the child and show an interest in tennis;
- use appropriate language;
- be realistic and supportive;
- never ridicule or admonish a child for making a mistake or losing;
- treat children, adults, volunteers, coaches, officials and employees with respect;

- behave responsibly at the venue;
- accept officials' decisions and not interfere with matches;
- encourage children to play by the rules and do their best;
- deliver and collect children punctually;
- ensure appropriate clothing for weather conditions;
- ensure the child understands the applicable code of conduct;
- follow venue safeguarding, diversity and inclusion policies, rules and regulations; and
- provide emergency contact information and relevant information about the child.

12.0 Related Policies and Guidance

12.1 This policy should be read alongside relevant Active Bolton policies and procedures, including safeguarding, disciplinary, grievance, harassment, anti-bullying, complaints, whistle-blowing and data protection arrangements.

12.2 The policy should also be read alongside applicable LTA safeguarding, diversity and inclusion, accreditation and reporting guidance.

13.0 Legal Framework

13.1 The Equality Act 2010 protects people from discrimination in the workplace and wider society and sets out protected characteristics and forms of unlawful treatment.

13.2 The Act covers direct discrimination, indirect discrimination, harassment and victimisation, subject to its legal definitions and application.

13.3 This policy will be applied consistently with current legislation and applicable organisational and governing-body requirements.

Updates of Policy:

Issue No	Description of Revision	Date
1.0	First Active Bolton issue, formatted to the QMS policy standard.	October 2026