British Tennis Equity, Diversity and Inclusion Policy

Including Code of Conduct and Reporting Procedure

(Woodstock Bowls and Tennis Club: updated, October 2026)

Concern Reporting Procedure

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

Respond	Listen carefully to what the person is telling you. Do not interrupt; keep questions to a minimum; do not promise to keep the information secret	
Refer	**Is someone in immediate danger?** **YES** Call the police (999) **THEN**	**NO** Talk to the club's Welfare Officer in confidence Victoria Houghton safeguarding@wbtc.org.uk; (Tel: 07881 888901) Talk to the LTA Safeguarding Team * (020 8487 7000) as soon as possible [Mon-Fri, 9am-5pm]. If the Safeguarding Team is unavailable and you want advice before the next working day, call the NSPCC (0808 800 5000) or Parent Line Scotland (0800 028 2233) if your concerns is about a child. If your concern us about an adult ask them for details of your Local Authority Adult Social Care Services. Hate crime can alternatively be reported through True Vision at www.report-it.org.uk
Record	Write an objective account of your concerns immediately using the Reporting a Concern Form found on the safeguarding page. Send it to the Safeguarding Team within 48 hours of the concern/disclosure (safeguarding@lta.org.uk) Handling a concern/disclosure can be emotionally difficult. If you would like to talk to someone after making a concern/disclosure, contact the LTA Safeguarding Team by phone 020 8487 7000 or email safeguarding@lta.org.uk	

Tennis Wales Safeguarding Lead (029 2046 3335)
Tennis Scotland Safeguarding Lead (0131 444 4154).

Diversity and Inclusion in Woodstock Bowls and Tennis Club

Purpose of this policy

This policy sets out Woodstock Bowls and Tennis Club's commitment to a culture of everyday inclusion and driving greater diversity and equitable outcomes in tennis. 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.

This Policy sets out our commitment and includes our Safe and Inclusive Standards, Code of Conduct (page 8) and Reporting Procedure (page 2) and it supports our overall aims for diversity and inclusion that are to ensure that:

- Tennis is diverse and inclusive
- Diversity and inclusion are embedded in our club's culture and our behaviours
- We create a culture where inclusive leadership thrives
- We take a proactive approach using positive action to ensure that communities and individuals are valued and able to achieve their full potential.

Who is responsible for the implementation of this policy?

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

However, to achieve these aims we believe that everyone involved in Tennis has a vital role to play in promoting diversity and inclusion and we ask *everyone* to become Safe and Inclusive Tennis Champions – proactively promoting Safe and Inclusive tennis and taking action against all forms of discrimination.

What does this policy cover?

This policy applies to all aspects of Woodstock Bowls and Tennis Club's work and to all people who work or volunteer for it as they conduct those roles, as well as anyone taking part in tennis related activity which Woodstock Bowls and Tennis Club is responsible for.

We are proud to have a Diversity and Inclusion Policy that demonstrates our commitment to making tennis diverse and inclusive. The commitment to Diversity and Inclusion is upheld by all - Lawn Tennis Association (LTA), Tennis Scotland, Tennis Wales and the Tennis Foundation.

These commitments are fully supported by the Woodstock Tennis Committee.

Together we can make a positive difference to people from different backgrounds to participate in Tennis at our club.

Thank you.

Equity, Diversity and Inclusion Policy

1. Policy Statement

This Diversity and Inclusion Policy, Standards, Code of Conduct and Reporting Procedure are applicable to **Woodstock Bowls and Tennis Club** and is based on similar policies of:

- The Lawn Tennis Association (LTA)
- Tennis Scotland
- Tennis Wales
- The Tennis Foundation.

As a club we contribute actively to enable more people to play tennis more often, in a manner that it is safe, inclusive, and fair. This applies regardless of a person's age, disability, gender reassignment status, sex, marital or civil partnership status, pregnancy or maternity, race, sex, sexual orientation, religion, race or sexual orientation, socio-economic status or any other background.

We recognise that many concerns and/or disclosures may have both safeguarding and diversity and inclusion elements to them. This policy reflects this through its reporting procedures, which replicate the safeguarding concern reporting procedures.

This Policy strives to minimise risk and support our venue, programmes, events and individuals to deliver and experience a positive tennis experience for everyone. The Reporting Procedures in page 2 outlines how to respond to safeguarding or discrimination concerns/disclosures.

2. Use of Terminology

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

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

Diversity 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.

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.

Harassment – unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and 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.

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 or an organisation which come with it, will not last.

Positive action – Woodstock Bowls and Tennis Club is committed to taking positive steps to counteract the effects of physical or cultural barriers – whether real or perceived – that restrict the opportunity for all sections of the community to participate equally and fully. We will ensure that we institute, support or contribute to appropriate measures or initiatives that enable access to tennis and participation in associated activities by people from any group that is under-represented in tennis or has difficulty accessing it and that they can do so with dignity or without being singled out.

(See Appendix A for full glossary of terms)

3. Scope

Woodstock Bowls and Tennis Club has direct safe and inclusive responsibility for:

- Staff, consultants, coaches and officials they employ;
- Volunteers, including board members and councillors they recruit;
- Venues they own;
- Events and programmes they run; and
- Ensuring all accreditation requirements are met by accredited coaches, officials and venues.

We recommend and support the development of good diversity and inclusion practice to:

- Accredited coaches, officials and venues;
- Players, parents and carers;
- Volunteers recruited by other organisations;
- Venues hired by or on our behalf
- Club Events.

This Policy is in line with national legislation (see appendix B for details of the relevant legislation) and applicable to our club, specifically to every person and place that we have direct safe and inclusive responsibility for.

4. Responsibility for implementation of the Diversity and Inclusion Policy

Diversity and inclusion is everyone's responsibility: not responding to discriminatory or unacceptable language and behaviour is not an option.

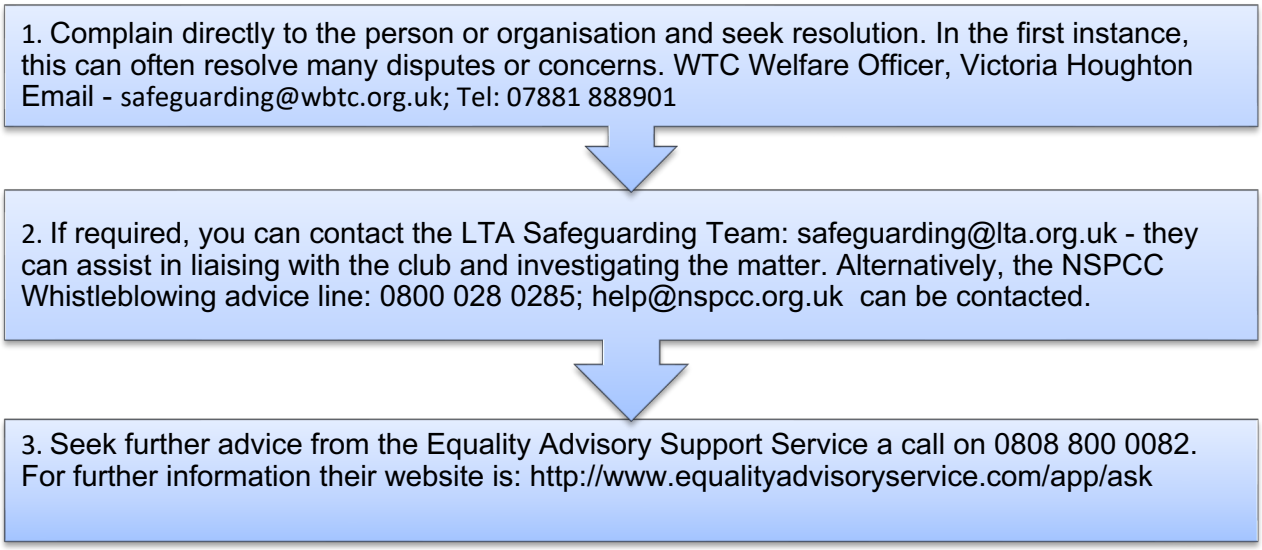
- The club's Committee and Chair have overall accountability for this Policy and Reporting Procedure, for being the strategic lead on diversity and inclusion and for ensuring compliance with the relevant legislation (see Appendix for details).
- The club's chair Fiona Sutherland and Welfare Officer Victoria Houghton have overall responsibility for implementation of the policy.
- The Chair and Welfare Officer of the club are responsible for updating this Policy and Reporting Procedure in line with legislative and organisational developments; and develop a strategic and proactive approach to diversity and inclusion and respond to discrimination concerns.
- The Woodstock Bowls and Tennis Club Club's Welfare Officer Victoria Houghton is responsible for supporting the club to identify where diversity and inclusion support is required; to implement safe and inclusive procedures; promote diversity and inclusion principles, including the Safeguarding and Reporting Procedure, to all the venues they manage, programmes, events and individuals including players, parents and carers.
- All staff, consultants, coaches, officials and volunteers involved in tennis are responsible for raising diversity and inclusion concerns with the club's Welfare Officer to start with; then the Safe and Inclusive Tennis team if applicable, as outlined in the Reporting Procedure.
- Players, parents and guardians are responsible for upholding the Code of Conduct and Reporting Procedure.
- The Woodstock Bowls and Tennis Club committed to:
    - formally adopt this policy,
    - take steps to ensure that our committee, members, participants and volunteers behave in accordance with the policy, including where appropriate taking disciplinary action under our constitution;
    - ensure that access to membership as well as access to participation is open and inclusive;
    - publish accurate information about the location and accessibility of our facilities; and
    - support measures and initiatives that British Tennis may institute or take part in to advance the aims of this policy as part of our commitment to our LTA membership.

Where there is a diversity and inclusion concern/disclosure:

- The individual who is told about, hears, or is made aware of the concern/disclosure is responsible for following the Concern Reporting Procedure on page 2

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

Where there are concerns that diversity and inclusion good practice has not been followed, all staff are encouraged to follow the club's whistleblowing policy; consultants, coaches, officials, volunteers and players are encouraged to:



If someone comes to you with a concern around discrimination, listen to their complaint, reassure them and advise them of the routes listed above (1-3).

Breaches of this Policy and/or failure to comply with the outlined responsibilities may result in the following by the LTA, Tennis Scotland, Tennis Wales and/or the Tennis Foundation:

- Venues – Potential removal of LTA accreditation
- Staff – disciplinary action leading to possible dismissal and legal action.
- Contracted consultants, officials and coaches – termination of current and future roles within all four organisations and possible legal action.
- Recruited volunteers – termination of current and future roles within the club and possible legal action.

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

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

6. **Related policies and guidance**

- Safeguarding Policy
- Grievance Policy
- Bullying Policy
- Data Protection Policy
- Harassment Policy
- Complaints Policy
- LTA transgender and non-binary individuals policy
- And others as may be identified.

Codes of Conduct

All members of staff and volunteers agree to:

- Prioritise the well-being of all children and adults at risk at all times
- Treat all children and adults at risk fairly and with respect
- Be a positive role model. Act with integrity, even when no one is looking
- Help to create a safe and inclusive environment both on and off court
- Not allow any rough or dangerous behaviour, bullying or the use of bad or inappropriate language
- Report all allegations of abuse or poor practice to the club Welfare Officer
- Not use any sanctions that humiliate or harm a child or adult at risk
- Value and celebrate diversity and make all reasonable efforts to meet individual needs
- Keep clear boundaries between professional and personal life, including on social media
- Have the relevant consent from parents/carers, children and adults before taking or using photos and videos
- Refrain from making physical contact with children or adults unless it is necessary as part of an emergency or congratulatory (e.g. handshake / high five)
- Refrain from smoking and consuming alcohol during club activities or coaching sessions
- Ensure roles and responsibilities are clearly outlined and everyone has the required information and training
- Avoid being alone with a child or adult at risk unless there are exceptional circumstances
- Refrain from transporting children or adults at risk, unless this is required as part of a club activity (e.g. away match) and there is another adult in the vehicle
- Not abuse, neglect, harm or discriminate against anyone; or act in a way that may be interpreted as such
- Not have a relationship with anyone under 18 for whom they are coaching or responsible for
- Not to have a relationship with anyone over 18 whilst continuing to coach or be responsible for them

All children agree to:

- Be friendly, supportive and welcoming to other children and adults
- Play fairly and honestly
- Respect club staff, volunteers and Officials and accept their decisions
- Behave, respect and listen to your coach
- Take care of your equipment and club property
- Respect the rights, dignity and worth of all participants regardless of age, gender, ability, race, culture, religion or sexual identity
- Not use bad, inappropriate or racist language, including on social media
- Not bully, intimidate or harass anyone, including on social media
- Not smoke, drink alcohol or drugs of any kind on club premises or whilst representing the club at competitions or events

- Talk to the club Welfare Officer about any concerns or worries they have about themselves or others

All adults agree to:

- Positively reinforce your child and show an interest in their tennis
- Use appropriate language at all times
- Be realistic and supportive
- Never ridicule or admonish a child for making a mistake or losing a match
- Treat all children, adults, volunteers, coaches, officials and members of staff with respect
- Behave responsibly at the venue; do not embarrass your child
- Accept the official's decisions and do not go on court or interfere with matches
- Encourage your child to play by the rules, and teach them that they can only do their best
- Deliver and collect your child punctually from the venue
- Ensure your child has appropriate clothing for the weather conditions
- Ensure that your child understands their code of conduct
- Adhere to your venue's safeguarding policy, equity, diversity and inclusion policy, rules and regulations
- Provide emergency contact details and any relevant information about your child including medical history

Appendix A:

Glossary of terms

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

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

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

Cis-gender: this is a term meaning that whatever gender a person is now is the same as the sex you were assigned at birth, e.g. someone who identifies as a male and was assigned male at birth is a cis-gender male.

Cisgender man: refers to an individual who was assigned male sex at birth and has a male gender identity.

Cisgender woman: refers to an individual who was assigned female sex at birth and has a female gender identity.

Dead naming: this is the act of referring to someone to someone who is transgender, whether intentionally or not, by the name they used before they transitioned. This can be very harmful to them.

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

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

Discrimination: There are different types of discrimination:
Direct discrimination – this is when you are treated worse than another person or other people because: you have a protected characteristic (including sex and gender reassignment); someone thinks you have that protected characteristic; or you are connected to someone with that characteristic.

Indirect discrimination – this happens when there is a policy which applies in the same way for everybody but which disadvantages a group of people who share a protected characteristic.

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

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

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

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

Gender: this refers to how a person identifies. It is not made up of binary forms but, instead, can be a broad spectrum. A person may identify at any point on this spectrum or outside it entirely. These identities may include transgender, non-binary, gender fluid or gender-neutral. There are many other ways in which a person might define their own gender.

Gender affirming hormone treatment: this is hormone therapy, such as the taking of testosterone or oestrogen supplements, to help better align a person's body/physical appearance with their gender identity.

Gender dysphoria: this describes a sense of unease or distress that a person may have because of a mismatch between their biological sex and their gender identity.

Gender pronouns: personal pronouns are words we use every day to refer to ourselves or others. They can be an important way to express and recognise someone's gender identity and should be respected and used in relation to that person at all times.

Gender reassignment: is where a person undergoes or proposes to undergo, a process for the purposes of reassigning their sex.

Gender recognition certificate (GRC): this is a legal document which a person can apply for if they want their acquired gender to be legally recognised in the UK.

Harassment: unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating and 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 difference needs and expectations and may experience barriers in trying to access tennis. An inclusive venue is one that takes steps to attract and engage with people from many different backgrounds and meet their needs so that everyone has a positive experience and has the opportunity to achieve their potential.

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

Intersex: is a general term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy which does not fit the typical definitions of female or male. For example, a person might be born with female typical appearance on the outside but having mostly male typical anatomy on the inside.

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

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 of the number of people with a disability who play tennis at our venue.

Non-binary individual: someone whose gender identity does not sit comfortably with 'female' or 'male'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.

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

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

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

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

Radicalisation, extremism and terrorist 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.

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: this refers to the physical differences between people who are male, female, or intersex. A person typically has their sex assigned at birth based on physiological characteristics, including their genitalia and chromosome composition.

Sex assigned at birth: this means the male or female designation which doctors ascribe to infants based on their factors including their genitalia, which is marked on their birth records.

Sexual orientation: this is about who you are attracted to and want to have romantic or sexual relationships with. This includes gay, lesbian, heterosexual, bisexual

Transgender: an umbrella term to describe people whose gender identity is different from, or does not sit comfortably with, the sex they were assigned to at birth. ‘Trans’ is often used simply as shorthand to Transgender.

Transgender woman: someone who was assigned the male sex at birth but who identifies as a woman.

Transgender man: someone who was assigned the female sex at birth but who identifies as a man.

Transition: every person’s transition is different; it is the process which some people, whose gender identity and sex assigned at birth do not match, go through to align their life and/or physical identity to match their gender identity. This can include different steps such as social transition (e.g. changing the name or pronouns they wish to be known by), medical transition (e.g. taking medical steps such as hormone therapy), or legal transition (e.g. changing their name, gender and/or sex on legal documents).

Transphobia: this is intolerance of gender diversity or fear, dislike or prejudice against someone on the basis that they are transgender.

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

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

Appendix B:

Legislation

The **Equality Act 2010**[1] is the main, overarching anti-discrimination law which Woodstock Bowls and Tennis 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 we do.

It is unlawful for Woodstock Bowls and Tennis Club as an employer, potential employer, tennis 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.

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.

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

- Venue complaints
- LTA Inclusion Strategy
- LTA Code of Conduct
- LTA Disciplinary Code

[1] http://www.legislation.gov.uk/ukpga/2010/15/contents