

Cambridge University Real Tennis Club
Grange Road, Cambridge, CB3 9DJ

Cambridge University Real Tennis Club: WELFARE POLICY

Aims

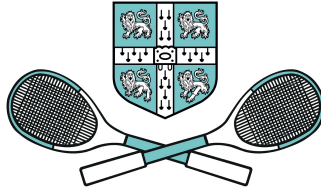
CURTC regards the health, safety and welfare of all members to be of paramount importance. The fundamental basis for our welfare policy is the desire to treat our members and guests responsibly and with respect and to support them in their pursuit of sporting goals. The Club recognises that welfare is not just about safety on court but covers the full breadth of Club activities from training and competition through to socials and our media presence.

To this end, CURTC aims to ensure, so far as is reasonably practicable, that policies, procedures and practices are in place to maintain a safe and healthy environment and promote a positive club culture, not only for its members but also for other people and organisations that may be affected by the activities of the Club.

ROLES AND RESPONSIBILITIES

Everyone involved in the club regardless of whether they are a participant, committee member, professional, coach, volunteer or spectator is expected to:-

- Respect the rights, dignity and values of others;
- Operate within the rules of the sport and respect the decisions of professionals and markers, making all appeals through the appropriate formal process and respect any final decisions;
- Treat facilities and people with respect and abide by any rules that may apply;
- Be aware of how their actions may be perceived by others;
- Conduct themselves in a reasonable manner relating to offensive language and temperament;
- Refrain from any form of bullying or harassment of others;
- Not act in any way that is, or could be deemed as, discriminatory. Discriminatory behaviour may include giving different treatment to an individual or group based, for example, on race, sex, gender identity, national origin, colour, disability, age, sexual orientation, marital status, religion or any other status protected by law;
- Not condone, or allow to go unchallenged, any form of bullying, harassment or discrimination if witnessed. It is not the responsibility of club members to judge



whether or not a welfare violation has taken place but it is their responsibility to act on any concerns that they may have.

- Refrain from the use of and involvement with illegal or prohibited substances at all times;
- Not act in an unlawful manner.

The Club Committee

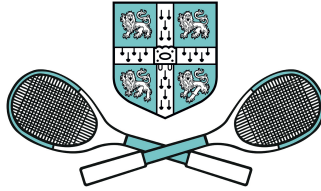
Overall responsibility for the management of welfare within CURTC rests with the Club Committee. As such, the Committee will aim, as far as is reasonably practical, to:-

- Create, promote and maintain an equitable, safe and positive environment for all club members to participate and/or compete in their sport.
- Develop, implement and monitor policies, procedures and codes of conduct that are suitable for the club environment and that these are well publicised and/or formally endorsed by the relevant individuals and/or governing bodies.
- Ensure that there is at least one competent Welfare Officer designated within the club to take the lead role in dealing with welfare matters;
- Ensure that there is at least one competent Safety Officer or person designated within the club to take the lead role in health and safety policies, procedures and practices.
- Ensure that professionals, coaches, markers, and other athlete support services provided, or endorsed, by the Club are at a suitable level for the activities that they run and the skills and abilities of members.
- Support Whistle Blowing and take steps to ensure members feel able to raise concerns without fear of negative repercussions;
- Ensure that confidentiality is maintained in relation to concerns and referrals, and information is only shared on a genuine 'need to know' basis.

Club Welfare Officer

Welfare Officer
Alasdair Bovaird
welfare@curtc.net

The role of the Club Welfare Officer is to promote welfare centred practices within the club environment, provide a confidential, initial contact point for members in relation to welfare concerns and signpost individuals to relevant University, College and Community support systems when required. The role holder will:-



- Assist the club in developing policies and procedures that prioritises equality and the ongoing welfare of club members. This should include welfare and equality policies.
- Work with the Club Committee to ensure that Codes of Conduct are in place for club staff, volunteers, coaches and competitors.
- Be a confidential point of contact for any issues concerning welfare within the Sports Club environment, e.g. poor practice, training/competition pressures from captains, coaches or other members, potential/alleged bullying or harassment.
- Ensure that all incidents are reported correctly and referred, in accordance with the Club Welfare Policy and, where appropriate, Disciplinary Policy.
- Keep up to date with referral routes available within the University, College and local area and signpost members accordingly.
- Be in attendance at Club Committee Meetings if requested, to advise on welfare matters.
- Ensure that confidentiality is maintained and that information is only shared on a genuine 'need to know' basis.

Please note that it is **NOT** the role of the Club Welfare Officer to provide individual counselling support to club members.

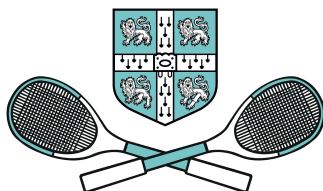
With respect to students, the Colleges work in close partnership with the University to provide the very best pastoral and welfare support to students and, as part of that partnership, individuals such as College Tutors and Senior Tutors have formal welfare roles and responsibilities and, as such, are better placed to provide guidance and support to students on non-sport specific welfare matters.

The University Counselling Service can provide individual counselling support for students in a range of areas, including anxiety, depression, academic related issues and relationships. In addition, Mental Health Advisors, working in the Counselling Service, can provide support and guidance to students who are in crisis or who are experiencing moderate to severe mental health difficulties. There are also a range of self-help guides, resources and information for students available on the University Counselling Service website at:

<https://www.counselling.cam.ac.uk/>

CLUB POLICIES AND PROCEDURES

CURTC recognises the importance of having clear policies and procedures in place to support welfare. Club Members should ensure that they read and adhere to the following policies and procedures:-



Policies	Web Link
Equality Policy	http://www.curtc.net/wp/curtc-forms-and-policies/
Disciplinary Policy	http://www.curtc.net/wp/curtc-forms-and-policies/
Complaints Policy	http://www.curtc.net/wp/curtc-forms-and-policies/
Communication with Under 18s	http://www.curtc.net/wp/curtc-forms-and-policies/
Photography of Under 18s and of vulnerable adults	http://www.curtc.net/wp/curtc-forms-and-policies/
Incident reporting	http://www.curtc.net/wp/curtc-forms-and-policies/
Transporting Under 18s	http://www.curtc.net/wp/curtc-forms-and-policies/

SPORTS SERVICE SUPPORT

The Sports Service has a number of staff available to support Clubs in setting up a positive welfare culture supported by clear policies and procedures. The Sports Service Welfare Officers are also available for students if they feel unable to speak to their Club Welfare Officer or College Tutor regarding sports related matters.

Sports Service Welfare Officer	Sports Service Welfare Officer	Welfare@Sport Strategic Lead
Tristan Coles Head of Fitness, S&C	Lucy McGennity Sports Club Support Manager	Karen Pearce Deputy Director of Sport
		
Tel: 01223 768215	Tel: 01223 336997	Tel: 01223 762954
welfare@sport.cam.ac.uk	welfare@sport.cam.ac.uk	Karen.Pearce@sport.cam.ac.uk

