

# **Sydenham Lawn Tennis and Croquet Club Ltd ('the Club')**

## **Volunteer Information**

### **Welcome**

Volunteering with the Club gives you the opportunity to make a difference in how the Club is run and the activities on offer. The Club relies on volunteers to help with the running of the Club in many different ways. Volunteering will give you the opportunity to work with other Club members and should be both enjoyable and rewarding.

This document is to provide you with some important information about the Club, including the opportunities for volunteering, how to volunteer and the rules and policies of the Club.

### **What roles are available for volunteers?**

Volunteers include directors on the Board, volunteer Welfare Officers, section committee members – tennis, squash and bar and other working groups, team captains and all other members or non-members who help the Club in any other capacity, such as helping with one-off activities or providing advice ('Volunteers').

### **Recruitment**

The Club uses appropriate means to advertise for Volunteers within the Club, taking into account the principles of its Safeguarding and Equity, Diversity and Inclusion policies.

If you are interested in joining the Board or one of the three committees, or any other working group you will be given the opportunity to attend one or more of the meetings so you can decide whether you are interested in becoming a director or a member of that committee or group. Please speak to the Club Manager or any member of the Board or committee.

The Club will follow the principles set out in the Club's Safe Recruitment Policy for all Volunteers who will work with or assist with children, or adults at risk, including ensuring that they obtain an appropriate DBS check through the LTA where appropriate.

### **Induction and training**

Volunteers' inductions will be supplied by the Chair or other member of the Board, the Chair or other member of the relevant committee or, if the role does not involve joining a committee or the Board, by the Club Manager, or other suitable person.

If you need any training for your role, such as for becoming a Welfare Officer, you will be advised of the training required and you can recover your expenses from the Club.

## **The Club**

Sydenham Lawn Tennis and Croquet Club Ltd is a company limited by guarantee which means that it is a legal entity separate from the persons involved in it.

The trading name of the Club is currently Sydenham Tennis Club. Following the proposed rebranding it will be called Sydenham Tennis and Squash Club.

The company has no shareholders. When they join the Club each member of the Club guarantees that, should the Club be wound up, they will contribute the sum of £1 in the event that there is a shortfall of assets.

No one who volunteers to help with the Club will be asked to take on any personal financial responsibility for the running of the Club.

## **The Club Manager**

The Club Manager, currently Dez Lewington, is a paid employee of the Club. The Club Manager's role is to deal with the day to day running of the Club. The Club Manager is directly accountable to the Board.

## **The Board**

The Board is the governing body of the Club. It consists of the directors who have been elected by the members. The board is responsible for the corporate management of the Club and the oversight of all management issues, including the employment of all staff, whether employees, workers or independent contractors.

The election of directors takes place at the Annual General Meeting ('AGM') each year. In between AGMs a director may be co-opted onto the Board by other directors but they must then be elected by the members at the next AGM.

Each director is appointed for three (3) years and must then be re-elected by the members.

When you are elected you will need to verify your identity on the government website and obtain an official number. Your name will then be registered on the public records as a director of the Club at Companies House.

The Chair of the Board of Directors is currently Gillian Bartlett. All the directors are listed on the Key Roles list which can be found in the Members' Area of the website.

If you are interested in becoming a director, please contact Gillian or one of the other directors who will provide further information. You will then have the opportunity to attend one or more board meetings to see if you are interested in joining and to enable the other directors to consider whether you would be suitable for the role.

If you are invited to be a director you will be asked to sign a letter of appointment setting out your responsibilities.

You will also be provided with the Board Members Induction Document which will provide you with further information about directors' responsibilities.

### **Policies or other documents relating to the rules of the Club and use of data**

The following documents and policies relate to the rules of the Club; Articles of Association Bye Laws Compliments and Complaints Policy, Conflict of Interest Policy, Disciplinary Policy, Volunteer Induction Policy and Staff Induction Policy.

There are also several policies that relate to the use of data at the Club. These are: Privacy Policy, Privacy Policy for Role Holders, CCTV Policy Security of Data Policy.

A summary of each of these policies or other documents can be found in Annexe 1 and the full policies can be found on the Club's website, either in the Members' Area or under the Policies tab.

### **Section Committees**

There are three section committees one for each of tennis, squash/racketball and a bar committee

The role of the section committees is to represent the members, as relevant to their particular committee.

The Club Manager will attend all committee meetings.

All committee members are able to put forward their own views on relevant issues and consider and provide views on proposals put forward by the Club Manager and other committee members. They will also assist with the organising and running of any Club activities when needed.

#### **Tennis Committee**

The chair of the tennis committee is Katharine Beaudry. The other members are listed on the Key Roles list.

The committee has a Terms of Reference document which can be found in the Member's Area of the website. This sets out the tennis committee's role in further detail.

The committee discusses issues relating to the tennis activities of the Club including, juniors, all competitions, Club Play, teams and all issues relating to tennis activities at the Club.

The committee meets approximately every 10-12 weeks.

### Squash Committee

The chair of the squash committee is Simon Taylor. A list of the other members of the Committee can be found on the Key Roles' list.

The committee discusses issues relating to squash and racketball activities at the Club, including box leagues, ladders, Club Play, teams, competitions and all activities relating to squash and racketball.

The committee meets quarterly.

### Bar Committee

The Club has a Club licence for the sale of alcohol. This licence covers selling alcohol between 10.00 and 23.00 Monday to Saturday and between 12.00 and 23.30 on Sundays.

To maintain this licence, it is a legal requirement for the Club to have a bar committee. The rules regarding the Bar Committee are contained in the Bye-Laws which can be found on the Members' Area of the website.

The Chair of the Bar Committee is Keith McMillan and a list of the other members of the Committee can be found on the Key Roles list.

Bar committee members are elected each year at the AGM and their appointment lasts for a year, after which they may be reappointed. Bar committee members can also be coopted during the year by the committee and their appointment will then run to the next AGM when they will have to be elected by the members.

The committee is responsible for oversight of the running of the bar, including financial, operational and social oversight of the club's bar facilities. The committee is responsible for ensuring adherence to Club rules and compliance with the Club licensing requirements.

The bar committee will also monitor the efficient stock management of the bar and will assist the Club Manager with quarterly stock checks. The committee will produce and approve a quarterly income and expenditure report.

The committee will also help to plan social events and activities for the Club and, where required, assist with the running of these activities.

## Other committees or working groups

The Club may set up other working groups or committees from time to time to deal with particular issues, such as fundraising or planning a particular project.

One group that we have at present is an Eco/Sustainability Group who are involved in discussing various issues to do with environmental sustainability

## **Policies**

The Club has implemented a number of policies that volunteers need to be aware of. Many of these are on the lines of the LTA templates but others are policies prepared by the Club. These can all be found on the Club's website under the tab 'Policies' or in the Members's Area of the website. All policies are reviewed and, where necessary, updated every three years.

## **Safeguarding Policy**

The Club is committed to prioritising the welfare of children and adults at risk. We take safeguarding very seriously. All staff and volunteers must be alert to signs of abuse and neglect and follow our procedures to ensure that children and adults at risk receive the necessary support and protection.

The Club's safeguarding policy can be found on the tab on the top of the website page. The policy can also be found in the foyer of the Clubhouse. A summary of the policy is also on the board in the foyer

The Safeguarding Policy sets out the procedure to follow in the event of a concern by anyone, member or non-member, regarding a child or adult at risk..

All new volunteers will need to watch a safeguarding video produced by the LTA which explains the responsibilities of all volunteers to be alert for potential safeguarding problems.

The current Welfare Officer is Gillian Bartlett. Dez Lewington and Keith McMillan are Deputy Welfare Officers.

If any volunteers will work with children or give any person under 18 a lift, for example to a Club match, they will need to obtain a DBS check through the LTA.

## **Other policies relating to safeguarding**

There are other policies relevant to safeguarding: Antibullying policy, Club's Code of Conduct, Equity Diversity and Inclusion Policy, Online Safety and Communication Policy, Photography and Filming Policy, Safe Recruitment Policy, Use of Changing Rooms and Showering Policy. A summary of each policy can be found in Annexe 1 and the full policies are on the Club's website.

## **Insurance**

The Club is covered by the LTA insurance policy which is part of the benefit to the Club when it registers with the LTA and covers directors' liability. The Club also has a separate insurance policy for buildings.

## **Expenses**

All the volunteering posts are unpaid but Volunteers are entitled to claim reimbursement of expenses necessarily and reasonably incurred in the course of carrying out their duties. This includes any previously agreed training events. Save for exceptional circumstances, the expenses should be authorised in advance by the Chair of the Board or the Club Manager or chair of the section committee?

A receipt must be produced to the Club Manager for reimbursement.

## **Volunteer Awards**

The Club runs an award scheme to contributions to the Club by Volunteers. The Volunteer Recognition Award (VRA) recognises short- and long-term contributions by Volunteers. The Special Recognition Award recognises especially outstanding service by Volunteers or staff at the Club over a long period of time.

Any awards granted will be announced at the AGM each year.

## **Annexe 1 – Summaries of Policies and other documents**

### **1. Policies related to Safeguarding**

#### Anti-bullying Policy

This document sets out how to help prevent bullying from happening to all children and adults at risk. It also sets out how to make sure bullying is stopped as soon as possible and, if it does happen, that those involved receive the support they need. It also provides information to all staff, volunteers, children and their families about what should be done to prevent and deal with bullying.

#### Club's Code of Conduct

The Club's Code of Conduct can be found in the members' area of the Club's website. This sets out the responsibilities of volunteers and members of staff and the responsibilities of Club members, particularly in relation to children and adults at risk.

#### Equity Diversity and Inclusion Policy

This policy sets out the Club's commitment to a culture of everyday inclusion and driving greater diversity and equitable outcomes in sport. 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.

#### Online Safety and Communication Policy

This policy sets out how the Club uses the internet and social media, and the procedures for doing so. It also outlines how we expect staff, coaches, volunteers, players and parents/carers, to behave online and communicate with players.

#### Photography and Filming Policy

The purpose of this policy is to:

- Protect children who take part in the Club's activities and events, specifically those where photographs and videos may be taken
- Set out the overarching principles that guide our approach to photographs/videos being taken of children during our events and activities
- Ensure that we operate in line with our values and within the law when creating, using and sharing photographs/videos of children

## Safe Recruitment Policy

The aim of the Safe Recruitment policy is to help deter people who might abuse children or adults at risk from applying for roles where they will have access to those vulnerable groups. This sets out the recruitment process and the necessity of obtaining relevant information from candidates, including employment history and spent criminal convictions. It also sets out the necessity of obtaining DBS checks for those staff or volunteers dealing with children or adults at risk.

## Use of Changing Rooms and Showering Policy

This document sets out the Club policy for the acceptable use of our changing rooms, particularly in relation to the procedures to avoid risk to children.

## **2. Policies relating to use of data**

### Privacy Policy

This covers how the Club will process the personal data of all members and non-members who provide their personal information to the Club. The policy explains how we collect, use and share your personal data, and your rights in relation to the personal data we hold.

### Privacy Policy for Role Holders

This privacy policy concerns our processing of personal data of all role holders, namely employees, workers, independent contractors (including coaches and grounds staff) volunteers, including all Club officers and directors, team captains and other volunteers in any capacity.

We will ask you to complete an online consent form when confirming that we may use your data for certain purposes when you volunteer for certain roles –

### CCTV Policy

We currently use CCTV cameras to view and record individuals on and around our the Club grounds. This policy outlines why we use CCTV, how we will use CCTV and how we will process data recorded by CCTV cameras to ensure we are compliant with data protection law and best practice.

## Security of Data Policy

This policy covers how data relating to Sydenham Lawn Tennis and Croquet Club Ltd (the 'Club') should be kept secure, be safely transferred, and safely disposed of. It deals with the safeguarding of both sensitive and non-sensitive data.

### **3. Policies and other documents relating to the Club rules and administration.**

#### Articles of Association

The Articles of Association can be found in the Members' Area of the website contains the rules that govern the way that the Club must operate. It includes the rules regarding the appointment of directors and AGMs.

#### Bye Laws

The Bye Laws are rules that have been made by the directors of the Club from time to time. They include general rules about smoking, dogs in the grounds, lost property, lights and private advertising. The rules also cover visitors including the number of times a visitor may play. There are also rules regarding the bar committee.

#### Compliments and Complaints Policy

This policy sets out the procedure that the Club will follow in the event of a complaint to the Club.

#### Conflict of Interest Policy

It is recognised that members and employees of the Sydenham Lawn Tennis & Croquet Club Ltd ('the Club') and contractors, staff and volunteers may have interests associated directly or indirectly with the functions of the Club. It is therefore possible that a conflict of interest may arise. This policy sets out how to disclose, record and manage conflicts of interest.

#### Disciplinary Policy

This policy sets out the procedure where a member is in breach of the rules of the Club. The Club may suspend or terminate the membership of any member or impose any other sanction it deems reasonably appropriate in the event of any breach of the rules, depending on whether the breach is minor or more serious. The policy also sets out the procedure for an appeal by the member.

#### Staff and Contractor Induction Policy

This sets out the Club's policy for the induction of all paid staff and contractors working for the Club.

#### Volunteer Induction Policy

This sets out the Club's policy for the induction of all volunteers.

### **4. Other documents on Members' Area of website**

There are many other documents in the Members' Area of the website such as the most recent Business Plan, the Environmental Sustainability Plan, court etiquette guides, competition rules, AGM reports and minutes and much more.

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