



Elmbridge Phoenix Swimming Club

Diversity and Inclusion Policy

Document Control

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1.0	01/07/2026	EPSC Executive Committee	01/07/2027



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1. Vision

Our vision is to be a welcoming, respectful and inclusive swimming club where everyone feels safe, valued and able to participate to the best of their ability, regardless of age, disability, sex, race, religion or belief, sexual orientation, gender reassignment, pregnancy or maternity, background or circumstance.

2. Purpose

The club is committed to providing a safe, welcoming, and inclusive environment where everyone is treated with dignity and respect. We are committed to promoting equality of opportunity and not discriminating unlawfully under the Equality Act 2010. We aim to remove unnecessary barriers to participation and ensure fair access to opportunities within the club.

3. Scope

This policy applies to:

- All swimmers, parents and carers
- Coaches, volunteers and officials
- Committee members and anyone representing the club
- All club activities, including training, competitions, events and communications

Out of scope

This policy does not:

- Override Swim England competition regulations or national eligibility policies
- Guarantee specific services, facilities, sessions or participation outcomes
- Replace safeguarding, welfare, disciplinary or complaints procedures (these operate alongside this policy)

4. Our Approach



As a volunteer-run club, our approach to diversity and inclusion is proportionate and practical. We focus on inclusive behaviour, fair processes, and responding appropriately to individual needs, rather than guaranteeing outcomes we cannot control.

5. Inclusive Environment

We aim to create a welcoming atmosphere by:

- Using friendly, clear, and accessible communication
- Treating all members, families, volunteers, and visitors with respect
- Encouraging questions and open discussion
- Promoting inclusive behaviour among coaches, volunteers, and members
- Challenging discriminatory or inappropriate behaviour in line with club codes of conduct

The club does not tolerate discrimination, harassment, bullying or victimisation. Any behaviour that undermines dignity or inclusion will be addressed through the club's welfare, safeguarding and disciplinary processes.

6. Access, Barriers and Reasonable Adjustments

The club recognises that some individuals and groups may face additional barriers to participation. Where reasonably possible and within our control, we will:

- Discuss individual needs openly and confidentially
- Make reasonable adjustments to coaching or session delivery
- Be transparent about the accessibility of the facilities we use
- Advocate with facility providers where issues are identified

7. Fair Access to Roles and Opportunities

We aim to ensure that:



- Routes into coaching, officiating, and volunteer roles are open and accessible
- Opportunities are communicated clearly and fairly
- A range of perspectives are valued in decision-making

We cannot guarantee representation at all levels, but we seek to avoid unnecessary barriers to involvement or progression.

8. Financial Considerations

We recognise that cost can be a barrier to participation. The club will:

- Be transparent about fees and expected costs
- Clearly distinguish between essential and optional costs
- Be open to confidential conversations about financial concerns
- Consider flexible arrangements where feasible

9. Transgender and Non-Binary Inclusion

We aim to provide a respectful and supportive environment for transgender and non-binary swimmers by:

- Using correct names and pronouns
- Maintaining confidentiality
- Following Swim England guidance relating to competition participation and eligibility
- Addressing transphobic language or behaviour

10. Reporting complaints and Concerns

The club is committed to listening to and addressing concerns relating to inclusion, behaviour or discrimination in a fair, respectful and timely way.

10.1 Raising a Concern



Concerns can be raised by the individual affected or on their behalf. Where appropriate and safe to do so, concerns may be resolved informally through discussion. Options include:

- Speaking directly with the person involved (if comfortable)
- Raising the issue with a coach or team leader
- Contacting the Diversity & Inclusion Lead or Welfare Officer for advice

Many issues can be resolved through understanding, discussion or education.

10.2 Formal Concerns

Where a concern is serious, involves inappropriate behaviour, or cannot be resolved informally, it should be raised formally. This will usually involve:

- A written account of what happened, when it occurred and who was involved
- Submission to the Welfare Officer or Diversity & Inclusion Lead

Formal concerns will be acknowledged, and the individual raising the concern will be informed of the next steps and offered appropriate support.

10.3 Handling Concerns

All concerns will be:

- Taken seriously and handled sensitively
- Considered fairly and without bias
- Managed confidentially on a need-to-know basis
- Addressed in line with the club's safeguarding, welfare and disciplinary procedures

Investigations will be proportionate to the nature of the concern and conducted by individuals not directly involved in the matter.

10.4 Outcomes

Where concerns are upheld, outcomes may include:



- Apology or restorative discussion
- Guidance, education or training
- Formal warning or change to role
- Suspension or termination of membership in serious cases
- Referral to Swim England or external bodies where required

Support will be offered to those affected, and retaliation against anyone raising a concern will not be tolerated.

10.5 Appeals and external routes

Individuals may request a review of how a concern was handled if they believe the process was unfair. Concerns can also be raised directly with Swim England or relevant external bodies, and the club will cooperate fully with any external investigation.

11. Responsibility and Review

All members, parents, volunteers, coaches and committee members share responsibility for promoting inclusive behaviour and challenging inappropriate conduct.

This policy is informed by Swim England guidance and the Equality Act 2010 and will be reviewed periodically as part of normal club governance. We welcome feedback as part of this review.

Inclusion is not just about compliance. It is about creating a positive, respectful and supportive swimming environment where everyone feels welcome and able to participate with confidence. Together, we aim to make swimming accessible and welcoming for all.

12. Related Policies

This policy should be read alongside:

- Safeguarding Protocol
- Anti-Bullying Policy
- Code of Conduct (all members)
- Social Media Policy
- Photography and Filming Policy
- Recruitment and Selection Policy
- Complaints and Disciplinary Procedures



- Data Protection and Privacy Policy
- Health and Safety Policy
- Changing Room Policy

All policies available at: <https://elmbridgephoenix.com/>

13. Contact Information

13.1 Internal Contacts

Role	Name	Email
Diversity and Inclusion Lead	Natalie van Staden	diversityandinclusion@elmbridgephoenix.com
Welfare Officer	Kelley Chenney	welfare@elmbridgephoenix.com
Club Chair	Cecile Stearn	chair@elmbridgephoenix.com

13.2 External Support and Resources

Organisation	Phone	Website
Swim England Equality Team	01509 618 700	equality@swimming.org
Equality Advisory Support Service	0808 800 0082	www.equalityadvisoryservice.com
Equality and Human Rights Commission	0808 800 0082	www.equalityhumanrights.com
Activity Alliance (disability sport)	01509 227 750	www.activityalliance.org.uk
Stonewall (LGBTQ+)	0800 050 2020	www.stonewall.org.uk



Kick It Out (anti-discrimination)	020 7566 6140	www.kickitout.org
Show Racism the Red Card	0191 257 8350	www.theredcard.org
Mind (mental health)	0300 123 3393	www.mind.org.uk
Citizens Advice	-	www.citizensadvice.org.uk
Refugee Council	020 7346 6700	www.refugeecouncil.org.uk



Document Sign-Off

This policy has been reviewed and approved by:

Diversity and Inclusion Lead: Natalie van Staden

Club Secretary: Celia Benham

Club Chair: Cecile Stearn

Club Vice-Chair: Karina Kajelova

Date: 1 July 2026