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LTA Tennis Foundation



WELCOME

Welcome to the new look 'One Team Bulletin'. The new look is thanks to Lewis Woodham of Surrey Tennis who has volunteered his design skills. I hope you like it. I'm certainly very grateful for his help. I can't believe this is edition 28. It started as a fun way to keep connected during lockdown and we now have a readership of around 500 county volunteers. I get many positive comments, so the plan is to keep it going. But as many of you know, I have recently been appointed LTA President elect, starting in January 2023, and finding time is getting more difficult. If anyone else out there has editorial skills and would like to help, please come forward.

For now, I'm sure you are all looking forward to an exciting summer season of tennis and I hope I see many of you at our various major events. To whet your appetite here is a great video:

[WATCH HERE](#)

Sandi Proctor

LTA FINANCE & GOVERNANCE REPORT

LTA Board, Councillors and Past Presidents gathered at the NTC on 25 May for the LTA AGM. Simon Steele delivered a summary of the finance report and the good news that we managed business through Covid with a strong performance both financially and operationally and maintained investment in our 5-year strategy. David Rawlinson's address reflected on the various outstanding achievements of players and the support that goes on behind the scenes, the reintroduction of the colour holders programme, the successful return to competition, how we lead the way in safeguarding, the launch of our inclusion strategy, new development plans for coach development, the county governance framework and the landmark achievement of £22m government funding to refurbish park courts. The mood was positive as we moved into the LTA Council meeting which followed.

The full LTA Finance and Governance Report is an excellent read.

[READ HERE](#)



EMMA'S TROPHY TOUR



The tour began in London on 9 May at St Paul's Way School in London's Tower Hamlets and continued around Britain with stops in Cambridge, Bristol, Pontypridd, Birmingham, Nottingham, Leeds, Middlesbrough, and finally ending in Broughton Primary School, Edinburgh on 13 May. The iconic trophy was displayed at each school with Emma delivering a video message to all the pupils. One of the schools visited was Gretton School, Girton, Nr Cambridge, a specialist provider for students on the autism spectrum where tennis is a key tool in helping the students both at the school and by their weekly visits to Cambridge Lawn Tennis Club. Mark Sanders reported that "The US Open trophy had pride of place at the front of the hall, and after Emma's video, there was a rush for selfies and photos before leaving for the sports field to try out some tennis.

For a further 3 min read about the tour, click below:

[READ HERE](#)

On Friday 13 May the Trophy tour went to Broughton Primary School, Broughton, just north of Edinburgh; a school with a rich social and cultural mix of pupils. The lucky Yr 6 pupils had a coaching session with Tennis Scotland and also saw a presentation about Emma. Many of them got a chance to see and have photos taken with her US Open trophy. Exciting times! Blane Dodds, Tennis Scotland CEO, was in attendance for the Scotland leg of the tour and said: "The US Open trophy tour is the perfect opportunity to highlight Emma's incredible success and showcase the opportunities in tennis. We hope this tour will inspire younger players to keep working hard and follow in Emma's footsteps."

COLOUR HOLDERS LUNCH



You may remember from a previous bulletin that a new colour holders programme was unveiled last year. Colour holder status is achieved when a player steps onto court to play for Great Britain for the first time and there are 319 players on the list. You can read more and watch a video on the LTA website:

WATCH HERE

On 17 May, 38 colour holders were guests of David Rawlinson and Scott Lloyd for lunch at the NTC. After enjoying catching up with each other, they had a brief presentation of current LTA activity and were presented with their new colour holders' badges, each of them numbered. For instance, those in the photo include Mark Kleingeld #189, Lorna Woodroffe #223 and Jo Ward #232.



READY FOR VOLUNTEER WEEK



Volunteer week starts today 1 June and there has been a wonderful response from colour holders, colleagues and councillors ready to make a record number of calls to the volunteers who have been nominated by counties. Lined up to call and say thank you to volunteers, include colour holders Virginia Wade, Mark Cox and Greg Rusedksi, CEO Scott Lloyd, and President David Rawinson. Jonathan Dawes from the DTAG Volunteer workstream has matched up callers and volunteers appropriately and we anticipate much excitement and inspiration.

Thanks to all those who offered to make calls and to counties who nominated. We're hoping that counties will also be busy adding posts on social media with thank you videos, volunteer profiles and much more. It's so important that we make the most of this opportunity to say thank you to those who are the lifeblood of our sport. We hope it goes well on all counts.



AWARDS BIG NIGHT IN

The most inspirational night of the year so far, was on 19 May with the virtual LTA Awards announcements for 2022. There were 1700 views on YouTube and many more on other channels. The ceremony was led by David Rawlinson and Leon Smith telling heart-warming stories about coaches, volunteers and officials. Amongst the presenters were HRH Duchess of Gloucester, Dame Katherine Grainger, Bear Grylls, Judy Murray and James Keothavong. Winners and runners-up are invited to a presentation at NTC on 28 June followed by a day at The Championships, Wimbledon. Meanwhile look out for the presentations to regional award winners at the tournaments at Ilkley, Nottingham, Birmingham, Queens and Eastbourne.

Give them a big round of applause if you are there. If you missed the video, you can find it here:

[WATCH HERE](#)



TENNIS LEADERS AT SCHOOL OF THE YEAR



Deal Parochial School was announced as LTA School of the Year on 19 May for their achievements in 2021. Before they knew about that, the teachers were already adding to the many tennis opportunities they offer at their primary school. Now that the new Tennis Leaders programme makes the programme accessible to 11 year olds, they ran a core module and competition module for some Year 6 players plus 'old' students who are now in local secondary schools. The courses were delivered by teachers with the guidance of the Level 4 coach at the local Deal Indoor Tennis Centre.

The new leaders soon got to use their new skills, helping at the Deal Tennis Festival where 180 children from 6 local primary schools played fun tennis games. As it happens, Tim Henman was in Deal to give a tennis lesson to a Tim Henman Foundation competition winner, and he joined in the fun. The new leaders were thrilled.



GB TEAM PADEL SUCCESS

The Senior Women's GB team enjoyed a very successful Senior World Championships, finishing 8th out of the 16 nations that were competing in Las Vegas. Aged from 36 to 58, the team had a fantastic week of international padel winning their first three matches of the Championship, to beat Denmark 2-1, Germany 3-0 and Portugal 2-1 and top their group. Finishing 8th is their strongest result yet and guarantees automatic qualification to the next European and World Championships.



As for the Senior GB Men's team, the team had an extremely tough draw in the group stage playing Spain (the eventual Champions), France and Chile but all the matches were great experience for the players. The standard of padel was exceptional and the European teams of Sweden, Italy and France had improved immensely from the last World Championships in 2018. Following closer matches against the USA and Germany, Great Britain eventually triumphed over Denmark to avoid the wooden spoon. In the Open Pairs event there were wins for the pairings of Paul Lansley/Michael Gradon and Will Wells/Paul Coeulle.

Anyone wishing to be considered for our Senior's squads, should contact Sally Fisher (sallyfisher@me.com) or Peter Vann (peter.vann@padelgb.org). Remember the monthly padel newsletter can be found on the County Communications Hub or the LTA padel page. Please upload to your County webpage.

LTA PRESIDENT VISITS...



MIDDLESEX:

On Friday 29 April, we welcomed David Rawlinson on a visit to showcase tennis across the county. Our first stop was our 2022 Middlesex Club of the Year, Conway LTC. David started off the morning joining the coffee and play session which was well attended by Conway LTC members from first team players to promising juniors. We were joined by Deputy Mayor Joanne McCartney and Local Enfield MP Bambos Charalambous for a tour of the grounds and recent history of the club.



Next, we visited one of Middlesex's most inclusive clubs, Highgate LTC. We explored the history, brookside development and future plans with the club. Currently Highgate offers a Saturday inclusive session, which started as a result of an outreach programme with 'Ignite', where they reached 300 disabled pupils locally and introduced them to tennis. Another pillar of their inclusion work is providing volunteers for metro blind tennis sessions held at Islington Tennis Centre.

So far 135 volunteers have been recruited to assist in those sessions including 35 teenagers as part of their Duke of Edinburgh Award. David, Louise (LTA Councillor) and Phil (Middlesex Chair) were challenged to a wheelchair tennis in a session led by Kate Chesser, a Highgate tennis player and wheelchair user.



Finally, we visited New River Tennis Centre, the home of our mid-week training hub with Georgians Tennis Club. David Dempsey and Claire Taylor led our 16U squad. Our mid-week hub provides indoor tennis sessions to local players within the county training programme. Thanks to David, for visiting Middlesex and giving us the opportunity to showcase how tennis is thriving across Middlesex and our clubs.

CHANNEL ISLANDS:

LTA President David Rawlinson, accompanied by wife Brenda, made his first visit to the Channel Islands, enjoying a weekend of holiday before joining the tennis and padel communities of both main islands from the 25 - 27 April, aiming to better understand the local tennis and padel developments and challenges.

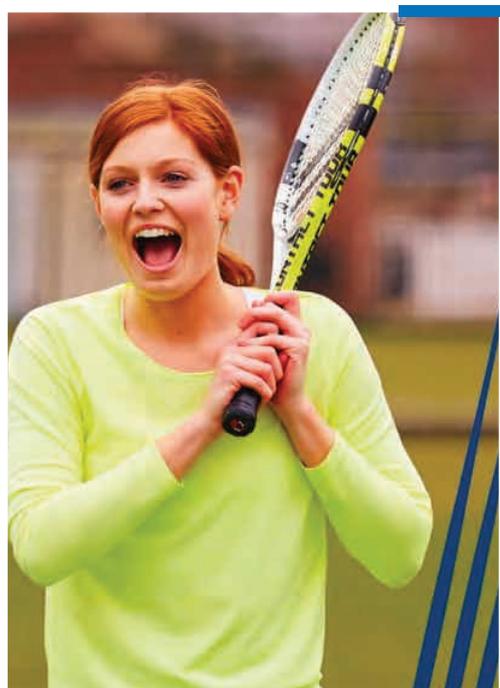
In Jersey, accompanied by Sonia Smith the Jersey LTA Chair and board member of the Channel Islands LTA, David and Brenda were both involved in tennis games against local veterans, played padel at the Jersey padel club, met local sponsors and visited the major clubs. David also visited the site where a new five court padel facility is being developed, accompanied by tennis player Scott Clayton who has previously competed at Wimbledon.



After a short flight to Guernsey, David was then hosted by Channel Islands and Guernsey Chair, Gerald Hough. He visited and met with local club committee members and participated in a coaching session with under 10 players at the Guernsey Tennis Club on their indoor courts. Channel Islands Councillor Rick Denton also hosted David to a further padel doubles match at the Guernsey Padel Club which already boasts three indoor courts and with a further two courts being added.

Somewhat exhausted, but equipped with a deeper knowledge of local developments, David and Brenda flew back to the UK having made many new friends in the Islands.

WTN, COUNTY CUP & LEAGUE WEBINARS



WTN

The World Tennis Number (WTN) has moved to the next step. Players can now enter results from any friendly matches they have played, whether tennis or padel, in MyGame. Entering their match results means they will be able to:

- Improve the accuracy of their WTN
- Keep track of their progress with weekly updates to their WTN
- Find players of a similar standard
- View personal match stats based on their results
- Analyse matches with a full results history and several filters

The key benefits to venues will be that you can quickly and efficiently group players by standard and ensure players take part in level-based competition and get the best on-court experience. There were 750 results in the first week. You can find promotional WTN resources in My Tennis Toolkit on the County Communications Hub.

COUNTY CUP

County cup events are in full flow and since the last Bulletin, the 9U finals have been completed at Bath with wins for Kent Boys and Middlesex Girls who won the south finals and Yorkshire Boys and Cambridgeshire Girls in the north. The matches were fantastic.

The 14U qualifying and finals are also complete with South Wales Boys and Avon Girls as respective champions. The 10U qualifying stage has just been completed with some concerns being raised over WTN for this age group. The finals for this are being held on 10-12 June in Bath. Counties, please note that a feedback link will be sent through to your 10U, 11U & 14U Team captains so that they can share their thoughts/views on future county cup events. This has already been sent out to the 9U captains.



LEAGUE WEBINARS

Rory McCutcheon held a successful County & District League Webinar in May and had great discussions with both experienced and new local league organisers. 45 organisers attended. Rory highlighted the guidance booklet which outlines the LTA Approved League Status (registration process and benefits including insurance) and how it can be a useful resource for running a league and a section on League Governance. Part of the registration process is to upload a copy of their league rules, and this is what the DTAG workstream will be analysing to see the similarities. There was further information about the WTN and how to submit results and Chris Mann talked through the new LTA Management system which is being introduced later this year.

Rory then went through the League Organisers support process and explained about the League Planner Super Users. Each Region has a super-user who will provide further support to league organisers. They are:

Area	Contact	Email
North / Middlesex / Surrey	Sangeeta Arora	sangeeta.league@gmail.com
Midlands / Kent / Sussex	Siobhan Butler	leagueplannerhelp@gmail.com
South & South West	Alex Wingent	ltaregionallpsu@gmail.com
Central & East	Pietro Tolaini	Tolaini.lp@btinternet.com

You can watch a recording of the webinar session. It is 1 hour long. Watch by clicking below. (Passcode: 3J6vxQ*)

WEBINAR

VENUE FORUMS & COACH FOCUS GROUP

VENUE FORUMS

The Venue Support Workstream asked some counties about how venue forums are going. And here is the news...

Overall, the online format has become popular with some counties managing a few in person meetings. Some specific examples.....Cumbria provided a buffet and had a third of their venues present, a presentation with their Coach Development Centre and other discussion topics. Lincolnshire have been busy with Zoom forums with half of their venues tuning in, plus webinars on retaining & integrating members through social competition. Durham & Cleveland had a Zoom forum with 20+ talking about the tennis volunteer community (led by Simon Spalter, TVC Champion) participation, venue support and competition. Northumberland went along the same lines with 15+ venues chatting about Club action plans, My tennis toolkit and much more. Leicestershire discussed their current and future plans with 10+ venues, outlining their loan scheme and a presentation on disability tennis. Shropshire also had a disability tennis presentation along with LTA Youth updates and school initiatives. Hereford & Worcester have had two forums this year already with 11 venues discussing facility projects, funding, LTA updates and future venue forums! How about that for planning ahead? Staffordshire had a good turnout with similar topics, but obviously heard about the party in Cumbria, because they now have plans to invite two reps from each venue to a Sunday afternoon buffet to network with other clubs in similar locations. They want to make this a regular event. It's all very positive. Covid didn't stop the conversation and lots of counties increased their venue turnout on Zoom. These are just a handful of examples, but forums have taken place all over the country. So, a big thank you from the Venue Support Workstream. Please also remember to promote the Venue Support Toolkit. It's a great resource for your venues!

COACH FOCUS GROUP ON DIVERSITY

On 23 May, 11 coaches from ethnically diverse backgrounds came together at the NTC to talk with the Coach Development Team about 'Ethnicity & Coaching'. The focus group was chaired by Merlin van de Braam, Head of Coach Development alongside Shiv Paul (Independent Councillor) and Rodney Rapson (Senior Performance Coach & PlaySight Director for Europe) and supported by Matt Smith and Jo Ward of the LTA Coach Development Team.

The four-hour session was an opportunity for the LTA to listen to the lived experiences, challenges and perspectives of coaches from ethnically diverse backgrounds, both in their coaching career, coach education and in the tennis landscape more broadly. Some key themes came from the participants as part of excellent and challenging discussions. Themes included a need to increase the visibility of ethnically diverse role models, to improve access to coach education, career pathways, mentoring & funding and it was a good start. Currently only 4% of LTA Accredited Coaches declare themselves as ethnically diverse, which is significantly below the proportion of the general population. It was agreed that this group will meet again and keep the dialogue progressing, with the aim to attract and retain more people into coaching from ethnically diverse backgrounds. One of the first agreed actions, was to create an online coach community for ethnically diverse coaches - and we will ensure this joins up with a wider piece of work on supporting and engaging more with people from diverse ethnic backgrounds across the whole of the tennis landscape. A big thanks to the members of the DTAG coaching workstream for helping to recruit the participants. Alongside this work to drive a more ethnically diverse coaching workforce, counties are encouraged to reach out to their respective Coach Development Centre to engage with them on attracting and retaining more females into the coach qualification pathway. Each CDC has received an allocation of funding based on how many counties they are responsible for. Plans that are joined up between the CDC and county are encouraged and welcomed!

VOLUNTEER RECRUITMENT & SUCCESSION PLANNING



Wasim Haq one of our Independent Councillors with a background in recruitment, kindly led a session on this topic at the LTA Council meeting on 25 May. As part of the governance self-assessment, these topics were identified as areas where counties need additional support but also have a responsibility proactively to continue to make improvements locally. There are lots of small steps which can be taken to ensure opportunities are opened up to all and there is an inclusive culture throughout everything we do. The workshop provided an opportunity to share ideas and success stories and the output will be shared with Councillors shortly. The DTAG workstream will work alongside the LTA People Team to develop further support in this area, but in the meantime take a look at the existing guidance on skills matrix and recruitment on the County Support Toolkit. Also look at the case study for how well a club is doing on recruiting volunteers:

CASE STUDY



DATE FOR YOUR DIARY:

NATIONAL SAFEGUARDING CONFERENCE:

The Annual Safeguarding Conference is scheduled for **Saturday 1 October**. We would love to see all counties represented. Following feedback from 2021 we aim to focus on more practical advice and support with guest speakers and workshop sessions allowing for plenty of interaction. The Conference will, once again, be open to anyone with registration opening in the next few weeks.



For now, as we head into the busiest time of the year for competitions, it's essential that safeguarding standards are maintained by working together as one team with referees, volunteers, players and parents. Please report any concerns via the reporting form on the LTA's safeguarding webpages. Also, with the clock ticking, we need to encourage non-accredited level 2 coaching instructors to become LTA Accredited in time for close of venue registration if wishing to coach at an LTA registered venue. We would like to avoid a last-minute rush, and criminal records checks can take some time. To avoid disappointment please remind venues, coaches and volunteers when you speak to them.

CUSTOMER SUPPORT CHANGES

Following feedback, we are making some improvements to our customer support approach. Before outlining these changes, we want to remind you of the reasons for closing the phone line some 18 months ago and moving to a 'self-service' approach to customer support. During 2020 it became clear there was a need to re-evaluate our people resource across the business due to financial implications of the pandemic. At the same time, we carried out an evaluation of the types of queries that were previously being dealt with through the LTA customer services telephone line – through this process it was clear that circa 80% of queries were 'basic' in nature and therefore easily and more efficiently (in terms of time) handled by either providing better and fuller information online and / or by email e.g. password resets, contact information updates, DBS applications.

As a result of this review, the customer services and participation administration teams were reduced from 2 teams of 23 people to 1 team of 8 with others re-deployed to other areas of need. Consequently, we moved to more of a 'self-service' approach and closed the phone line and introduced a contact us form. The contact us form collects information from customers at the point of contact to help enable an efficient and effective response. This change in our way of working has allowed our Customer Support Team, on average, to deal with 25% more enquires per person compared to pre pandemic levels.



We do however recognise that a number of improvements need to be made to this service including; significantly enhancing the contact us form to make it easier to use and submit a query; making outbound calls to customers to deal with more complex matters particularly in the areas of coaching, competition and venue registration; investing in training and developing the team to improve their knowledge and help reduce case resolution times; a focus on customer satisfaction vs case reduction. All of these are either in the process of being implemented or in the plan for this year. The current average monthly customer satisfaction with support from the CST for 2022 is 72%.

Finally, we presented an update on the Customer Support Team to County Administrators in the week of 23/05 through two webinars. Attendees were provided with an update on the planned changes to customer support and an opportunity to share their feedback about current and future ways of working, all with the intention to enable us to work more collaboratively in this area moving forward.

NEWS FROM COUNCILLORS:

Opening the Bristol Parks:

from Ian Alexander, Avon

Back in 2020, 15 park courts in the Bristol City Council area were rejuvenated and, despite the challenges of Covid, in the past year it's estimated that over 10,000 individuals have booked in excess of 35,000 hours of tennis. The ability to utilise ClubSpark in conjunction with the Gate Access System has ensured a quick and easy process for any person to book, especially those wanting to play for the first time or to play more regularly. But, in addition, there has also been a team of coaches delivering introductory sessions at all levels, LTA Youth Red right through to intermediate adults.... some 650+ individuals.

And there's more, the West of England Sports Partnership, who operate the courts, have introduced Community Outreach Programmes. These sessions focus their delivery to address health inequalities and provide opportunities for under-represented groups to play tennis in their local green space. These have included: tennis camps for over 100 young people from culturally diverse backgrounds new to tennis; mental wellbeing tennis activities; and walking tennis. To maintain the continuity and interest, complimentary membership to the park courts and provision of equipment for community organisations are included in the programmes. The feedback has been great. Opening up tennis with all the stakeholders working as 'one-team' to deliver the wide variety of tennis activities does work..... and, as three more park sites open in the Bath area, we are keen to see tennis grow with our venues and coaches linking together to maximise the opportunities.



RAISING AWARENESS OF PROSTATE CANCER:

from Andrew Lewandowski, Middlesex

Earlier in the year Stephen Phillips Chairman of Acorn Club, and former Middlesex Volunteer of the year, contacted the county to bring to our attention the hugely important work he is doing in raising awareness around prostate cancer to the tennis community. As Stephen says "prostate cancer affects males in a key tennis middle age demographic and I am passionate to get key messages out around early detection, and not waiting for symptoms, as it may be too late by then". Stephen runs an annual event, The Giancarlo Campioni Cup, which supports various charities whilst bringing together tennis members and those across the local community. It is a hugely successful event, and Middlesex Tennis are delighted to present for auction, one of Joe Salisbury's Australian Open Rackets, which was very kindly given to us by Justin Sherring as part of his inaugural Salisbury Cup, the London and South East Counties 18U event. It was the fair play award. Stephen's infectious passion as a long-standing volunteer in the tennis community, ensures that whilst tennis continues to prosper at Acorn, there is a much higher purpose to his overall involvement.

TEST YOUR KNOWLEDGE

Ahead of the summer of tennis, this may be a good time to test your rules knowledge. Thanks to Andy Bradley for this tricky quiz. Answers at the end.

In a non-umpired match, Player B returns a 1st serve down the line for a winning shot but the server calls a let serve.

Player A serves a 1st serve which is long. Player B returns the serve over the net but in doing so his racket dampener falls off. Player B reaches down & replaces the dampener onto the strings of his racket within 20 secs. Player A claims a 1st serve.

During a match the server completely misses the ball when attempting a 1st serve.

Adam serves first in set 1 & wins the set 6-3. Barry serves first in set 2. At 6-6 in the 2nd set Barry starts serving in the Tie break and wins the set 7-3. Who starts the 3rd set MTB.

A player retires at the end of the 1st set due to injury. His doubles match is scheduled for the next morning. Is he allowed to play the match?

During a doubles match, the server's partner touches the net before the ball has bounced in the court on a 1st serve. What is the decision?

A ball is left on court before the start of the point (on player B side). Player A serves. During the rally player A's shot hits the stationary ball & bounces up for Player B to hit for a winner. What is the correct decision?

Player A has already had a warning for hindrance when his hat fell off. Later, in the middle of a rally, a ball falls out of the pocket of Player A. As a chair umpire what would you do?

In a doubles match, at 30-15, the players realise the receiving pair are receiving from the wrong side. What should they do?

Player A wins the coin toss & opts to serve. Before the match can start the players are forced off court due to rain. At the restart can Player A change his original decision?

a.

b.

Server takes a 1st serve.

Server takes a 2nd serve

Correct

Incorrect, 2nd serve

Fault, 2nd serve

Retake the 1st serve

Adam

Barry

Yes

No

Fault, 2nd serve

Server loses the point

Replay the point

Player B wins the point

Play a let but warn Player A that he will lose the point if a ball falls out on court again.

Award the point to Player B

Restart the game

Stay at the incorrect side for the remainder of the game.

Yes

No

LTA TENNIS FOUNDATION LAUNCH

31 May saw the official launch of our new tennis charity: LTA Tennis Foundation. The new charity has been created by merging our two former charities of the Tennis Foundation and The LTA Trust. The charity shares the LTA's vision of 'tennis opened up', and aims to improve lives through tennis by focussing on the grassroots of the game and disadvantaged communities. The LTA Tennis Foundation will be the charity partner at our LTA Major Events this summer, so keep an eye out for the new logo. There will be more about the new charity in the next bulletin. Read more about the tennis foundation here:

[READ HERE](#)





HOPE YOU ENJOYED THE BULLETIN

remember to send in your news

BULLETIN SUBMISSION GUIDE

- Word length: max 200 for News from Councillors. 300 for a feature piece.
- In one paragraph not divided up.
- Person: Address Councillors and Colleagues as WE or YOU. Not THEY.
- Ensure relevance for County volunteers. The bulletin is not for club volunteers. You may need to reference what County volunteers do to pass on to others. Avoid including names local to you but irrelevant to readers.
- 'One Team' approach. Remember we work together. Try and include references to this.
- No links to PDFs. If there is a longer document with more information, then it must live somewhere, and a link provided. Consider County Comms Hub as a possible storage place.
- PHOTOS: interesting please, preferably landscape or 2-3 I can make a collage with.
- VIDEOS: only links to LTA website, YouTube, Facebook or Twitter.

Rules Test answers: 1a. 2a. 3a. 4a. 5a. 6a. 7b. 8b. 9b. 10a.