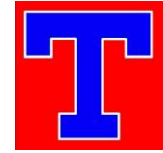




Tiverton Swimming Club

Online contact and communication with children



When an adult communicates with children they must do so in an appropriate and safe manner whether that is in person, by phone or text, online or via social networking/messaging website.

Electronic messaging

Mobile phones, text messaging, e-mail and other forms of electronic communication have become a regular feature of the sporting landscape and there is a need to define what is and what is not permissible when communication is required between adults and children.

Peers and those in a position of trust.

The purpose of this guidance is to provide a recommendation of best practice, maintaining a professional standard for swimming, teachers, coaches, and those in a position of trust regarding:

- The use of mobile phones whilst having responsibility for the supervision and safety of children.
- Direct communication between coaches or teachers and children via mobile phones and email and social media messaging.

Phoning, texting, emailing, or messaging a child.

Coaches and teachers should not personally hold the mobile phone numbers or email addresses belonging to children. (this includes apps such as WhatsApp).

Coaches can hold the phone numbers and email addresses of members' parents/ guardians with their consent, to get messages to members. **At Tiverton Swimming Club it is the responsibility of the parent/guardian to inform their child of any club messages sent out or Zoom invitation access codes.** By parents sharing a club Zoom access code with your child, TSC will imply that you have consented to that online activity for your child.

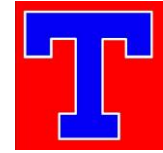
In limited circumstances, it may be necessary for coaches, team managers or chaperones to have mobile phone contact details of the members, e.g., at an away camp for safeguarding reasons. In such circumstances, the individual holding the contact details must be DBS checked, have undertaken appropriate safeguarding training and have the consent of each member's parent/guardian to temporarily hold that information for the purpose of the event. The members' phone numbers should then be deleted after the event.

Organisations and/or coaches may wish to have the ability to contact members on a group basis. This may be required to inform members of changes to training or lesson times, for example TSC use Facebook, Twitter, Mailchimp and Instagram platforms.



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Those adults not in a position of trust with children.

It is expected practice that any messaging sent directly to children should be copied to parents/guardians or Club Secretary or membership secretary.

Use of a mobile phone by coaches and teachers.

Coaches and teachers should not take or make calls whilst supervising young members in a teaching or training session. It is permissible for a coach to make or take a call during an event, providing they are not the sole supervisor of the members and are not actively engaged in supervising at the time of the call.

Coaches who have mobile phones with camera facilities must fulfil the obligations set out in the Swim England Photography Guidance. [See TSC Photography Guidance on website](#)

Coaches and teachers should not be entering changing facilities with any mobile phone turned on. [See the TSC Changing Room Policy on website.](#)

The publishing of a photograph of a member under 18 years should only be done with the parent's/guardians consent and it should be noted that parents/guardians have the right to refuse to have their child photographed.

If a photograph is taken for publication, it should adhere to the guidance provided in the Swim England Photography Guidance. Details which identify the individual in the photograph, such as full name, place of residence or school attended are not normally be given alongside the photograph.

In the event of a member showing a teacher or coach a text message or image which is inappropriate for a child to have, the teacher/coach must advise the Club Welfare Officer as soon as possible.

Coaches aged 18 to 21.

Swim England recognises that many young coaches aged 18 to 21 will have been members themselves before becoming a coach, and will be friends with their fellow members, some of whom will still be between the ages of 16 and 17. It is therefore plausible that they will have the personal contact details for those members. Swim England accepts it would be inappropriate to require young coaches to remove the details of those members from their contact lists.

Therefore, in such cases:

- If a coach aged 18 to 21 had phone and/or email details that were/are swimmers aged between 16 and 17 prior to undertaking the role of coach, Swim England does not expect them to remove those members from their contact list.
- However, the coach is advised to inform the welfare officer and the Head Coach.
- The Head Coach should make every effort to ensure the coach is not the primary coach for those specified young persons except on an occasional basis.