

Maxwell Swim Club Ltd.

Online Safety and Social Media Policy

Introduction

This policy provides guidance on how our organisation uses the internet and social media, and the procedures for doing so. It also outlines how we expect the coaches and volunteers who work for us, and the children, young people and their parents who are members of our organisation, to behave online.

Aims

- To protect all children and young people involved with our organisation and who make use of technology (such as mobile phones, games consoles and the internet) while in our care.
- To provide coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents.
- To ensure our organisation is operating in line with our values and within the law regarding how we behave online.

Internet usage

- Understand the safety aspects – including what is acceptable and unacceptable behaviour for coaches, volunteers and children - when using websites, social media, apps and other forms of digital communication.
- Be aware that it doesn't matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, mobile phone or games console.
- When using social media platforms (including Facebook, Twitter and Instagram), ensure that we adhere to relevant legislation and WavePower's social media guidance.
- Regularly review existing safeguarding policies and procedures to ensure that online safeguarding issues are fully integrated:
 - Making sure concerns of abuse or disclosures that take place online are written into our reporting procedures
 - Cyber-bullying is targeted as part of WavePower's anti-bullying policy
- Provide training for the person responsible for managing our organisation's online presence.

Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- All social media accounts will be password-protected, and at least 3 members of staff will have access to each account and password
- The account will be monitored by a designated person, who will have been appointed by the club committee
- The designated person managing our online presence will seek advice from our welfare officer to advise on safeguarding requirements
- The designated supervisor will remove inappropriate posts by children, parents/guardians or staff, explaining why, and informing anyone who may be affected

- Identifying details such as a child's home address, school name or telephone number shouldn't be posted on social media platforms
- Any posts or correspondence will be consistent with our aims
- We'll make sure children and young people are aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account
- Parents will need to give permission for photographs or videos of their child to be posted on social media
- All of our accounts and email addresses will appropriate and fit for purpose

What we expect of coaches and volunteers

- Coaches and volunteers should be aware of this policy and behave in accordance with it.
- Coaches and volunteers should seek the advice of the welfare officer lead if they have any concerns about the use of the internet or social media.
- Young coaches that have 'friends' on their social media accounts that are members of the club should notify their head coach and their welfare officer.
- Coaches should not accept any 'friend' or 'follow' requests sent to their personal accounts by swimmers or parents.
- Coaches should ensure that any content posted is accurate and appropriate, as young people may 'follow' them on social media.
- Coaches and volunteers should not communicate with young people via personal accounts or private messages.
- Rather than communicating with parents through personal social media accounts, coaches and volunteers should choose a more formal means of communication, such as face-to-face, in an email or in writing, or use an organisational account, profile or website.
- At least one other coach/parent/welfare officer should be copied in to any emails sent to children or young people.
- Emails should be signed off in a professional manner, avoiding the usage of emoticons or symbols such as kisses ('x's).
- Any disclosures of abuse reported through social media should be dealt with in the same way as face-to-face disclosure, according to our reporting procedures.
- Smartphone users should respect the private lives of others and not take or distribute pictures of other people if it could invade their privacy.
- Staff and young people must not engage in 'sexting' or send picture to anyone that is obscene, indecent or menacing.

Children's, young people and parent/guardian code of conduct

- Children should be aware of this online safety policy and agree to its terms.
- Parents should be advised that the camera facility on their child's phone should be set up to emit an audible noise when it is in use.
- We expect children and young people's behaviour to be consistent with the guidelines set out in our acceptable policy statement.
- Children should follow the guidelines set out in our acceptable use statement on all digital devices, including smartphones, tablets and consoles.
- Parents/Guardians and swimmers are advised that making negative comments on social media is against club policy and should they have an issue that they wish to raise they should do so through the proper channels prior to publicising their views.

Using mobile phones or other digital technology to communicate

When using mobile phones (or other devices) to communicate by voice, video or text (including texting, email and instant messaging), we'll take the following precautions to ensure young people's safety:

- Coaches and volunteers will avoid having children's or young people's personal mobile numbers and will instead seek contact through a parent or guardian.
- We'll seek parental permission on each occasion we need to contact children or young people directly; the purpose for each contact will be clearly identified and agreed upon.
- A method of accountability will be arranged, such as copies of texts also being sent to the club's welfare officer or parents.
- If a young person misinterprets communication and tries to engage a coach or volunteer in conversation, the coach or volunteer will take the following steps:
 - End the conversation or stop replying
 - Suggest discussing the subject further at the next practice or event
 - If concerned about the child or young person, provide contact details for the club's welfare officer or appropriate agencies.

Using mobile phones during sports activities

So that all children can enjoy and actively take part in sports activities, we discourage the use of mobile phones during such activities. As part of this policy:

- Make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements with the organisation.
- Inform parent of appropriate times they can contact children who are away at camps or trips and discourage them from attempting contact outside of these times.
- Advise parents that it may not be possible to contact children during activities and provide a contact within the club or organisation who will be reachable should there be an emergency.
- Explain to young people how using mobile phones during activities has an impact on their safe awareness of their environment, and their level of participation and achievement.

Use of digital devices and programmes

The principle in this policy apply no matter which current or future technology is used – including computers, laptops, tablets, web-enabled games consoles and smart TVs – and whether an app, programme or website is used.

If any digital devices are used as part of activities within the organisation:

- We expect children and young people to adhere to guidelines surrounding online use and behaviour set out in our acceptable use policy.
- We'll establish appropriate restrictions, more commonly known as 'parental controls', on any device provided to prevent misuse or harm.

As an organisation, we commit to implementing this policy and addressing any concerns quickly and within these guidelines.

Helplines, further information

- The National Crime Agency: CEOP Command (formerly the Child Exploitation and Online Protection Centre) at www.ceop.gov.uk or by pressing the CEOP button on Facebook or on the ASA Child Power website.
- Swimline ASA/NSPCC helpline 0808 100 4001.
- If you are under 18 use the 'Your Chance to Talk' form on the Child Power section of the ASA website.
- ChildLine 0800 1111 or www.childline.org.uk.
- www.childnet.org.uk which is an NSPCC support service specifically for young people.
- The local police or Children's Services – their number appears in the phone book or dial 101.
- The NSPCC helpline 0800 800 5000 or www.nspcc.org.uk. • The Internet Watch Foundation (IWF) www.iwf.org.uk.