



## BNSC Key Contacts Details

### How to contact us

The club uses email and text services to communicate with its members.

We recognise that you may wish to get in touch with us to discuss membership matters and the progress of your/your child's swimming. We encourage all committee members and volunteers to make themselves known however you may not know who to contact.

Please use the contact information in **Swim Club Manager, Who's Who** section, to contact the appropriate person for your needs, or speak with your Coach on poolside.

<b>BNSC website</b>	<a href="http://www.bristolnorthsc.org.uk">www.bristolnorthsc.org.uk</a>
<b>BNSC member site (SCM)</b>	<a href="http://www.swimclubmanager.co.uk/Login">www.swimclubmanager.co.uk/Login</a>
<b>BNSC WhatsApp groups</b>	Please see your welcome emails, and your squad move emails for the links

### For emergency use only

All committee members, volunteers, and coaches volunteer their time and out of respect for them, we ask that all non-urgent matters are addressed to the appropriate person using the contact information referenced in the section above (Swim Club Manager, WhatsApp).

In exceptional circumstances you may need to get in touch with us more immediately than email allows. Examples being if you are delayed in picking up your child.

In these rare and extraordinary circumstances:

#### 1. Contact the venue

The venues that BNSC routinely train at, are staffed during our teaching and coaching sessions, or during club events.

Contact the venue and ask to get a message to Bristol North.

Filton	0117 462 8622
Horfield	0117 903 1643
Winterbourne	01454 252000

#### 2. Contact the BNSC event organiser

We ensure that for every event, a key contact person has access to the club's WhatsApp groups. Use WhatsApp to get in touch.

#### 3. Contact a BNSC committee member

Use the Squad Whatsapp groups to get in touch. The committee members responsible for sending and monitoring communication are on all the Whatsapp groups and will either be able to respond to the situation personally or pass on the necessary communication to the relevant committee member to respond to accordingly.

## Additional key links which could be of use to you:

<b>Gloucester County ASA</b>	<a href="http://glosasa.com/">http://glosasa.com/</a>
<b>Swim England website</b>	<a href="http://www.swimming.org">www.swimming.org</a>
<b>Swim England Southwest website</b>	<a href="http://www.swimwest.org.uk/">www.swimwest.org.uk/</a>
<b>Raising issues with Swim England</b>	<a href="http://www.swimming.org/members/how-to-resolve-issues-with-your-club/">www.swimming.org/members/how-to-resolve-issues-with-your-club/</a>

## Other Swim England Useful links:

<b>UK Safer Internet Centre: Professional Online Safety Helpline</b>	<a href="https://saferinternet.org.uk/professionals-online-safety-helpline">https://saferinternet.org.uk/professionals-online-safety-helpline</a>
<b>Anti-Bullying Alliance</b>	<a href="https://anti-bullyingalliance.org.uk/">https://anti-bullyingalliance.org.uk/</a>
<b>Mind: The Mental Health Charity</b>	<a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a>
<b>Sport England Club Matters</b>	<a href="https://www.sportenglandclubmatters.com/">https://www.sportenglandclubmatters.com/</a>
<b>Working Together to Safeguard Children</b>	<a href="https://www.gov.uk/government/publications/working-together-to-safeguard-children--2">https://www.gov.uk/government/publications/working-together-to-safeguard-children--2</a>
<b>NSPCC – Child Protection in Sport Unit</b>	<a href="https://thecpsu.org.uk/">https://thecpsu.org.uk/</a>
<b>Ann Craft Trust: Safeguarding Adults at Risk</b>	<a href="https://www.anncrafttrust.org/">https://www.anncrafttrust.org/</a>
<b>CEOP – Child Exploitation and Online Protection</b>	<a href="https://www.ceop.police.uk/Safety-Centre/">https://www.ceop.police.uk/Safety-Centre/</a>
<b>Information sharing advice for practitioners providing safeguarding services to children, young people, parents and carers</b>	<a href="https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice">https://www.gov.uk/government/publications/safeguarding-practitioners-information-sharing-advice</a>