



BNSC Online contact and electronic communication policy

Bristol North Swimming Club (BNSC) is committed to providing a nurturing, friendly and safe environment for all our members, parents/carers, and volunteers who wish to participate in swimming.

To achieve this, we have established a set of policies and procedures which include this document. Our full set of policies and procedures with which all our members, parents/carers, and volunteers are expected to comply, are available on our website.

Our policies and procedures are founded on Swim England's Child Safeguarding Policies and Procedures, known as **Wavepower v2.1**. Links to Wavepower can also be found on our website.

1 Scope and aim of this policy

The purpose of this policy is to provide clear guidance to teachers and coaches regarding the appropriate use of:

- mobile phones, whilst having responsibility for the supervision and safety of young people.
- communication between coaches, teachers and children with reference to the swimmers' mobile phones, e-mails and social networking sites e.g. Facebook.

2 BNSC Guidance & Policy

It is expected that all members, as indicated, comply with the following policy and guidance:

1. The club retains a confidential list of mobile phone numbers and / or email addresses approved by parents or guardians, to which batch text messages and / or emails advising of changes to training times, coach departure times for events, etc. will be sent by a nominated and appropriately trained committee member who is DBS checked.
2. Coaches and teachers should not personally hold the mobile phone numbers or email addresses of children. Nor should they text or email children directly; any communication via text or e-mail should be to the parents. In the rare circumstances where they do (for example away at an event) the individual should have DBS clearance and have had safeguarding training and have the consent of the parent to temporarily hold that information that should be deleted straight after the event.
3. This includes apps such as WhatsApp where the child's number is displayed and visible to the group
4. Coaches of elite swimmers may, with the consent of the swimmer's parents or guardian, use text messaging or email to communicate with the swimmer when they are away with



international teams. The text messages or emails must be restricted to information on training, events, results etc.

5. Coaches and teachers should not take or make phone calls whilst supervising young swimmers in a teaching or training session. It is permissible for a coach to make or take a call during a swimming event providing he/she is not the sole supervisor of the swimmers and is not actively engaged in supervising warm-up or swim-down at the time of the call.
6. Coaches, teachers, committee members and volunteers must not share their contact information or link with, nor communicate with swimmers under 18 via social networking sites (e.g. Facebook, Twitter, Instagram etc). They should not accept 'friend requests' unless they have contact with the child outside of the club and have consent from the parents/carers.
7. Parents/ carers should not have direct contact with members under 18 through social networking websites and should not accept their child's 'friends' as 'friends' on their own social networking website.
8. Coaches and teachers should not take, share or publish photographs/ videos of children without adhering to the BNSC photograph and video policy.
9. For all members, mobile phones **must not** be used in changing rooms.
10. For coaches aged 18-21 years who have been previously members of the club it is accepted that they may be friends with their fellow members some of which will still be between 16 and 17. They are likely to still have contact details from those members. In these circumstances they should inform the welfare officer and head coach, and wherever possible not be the primary coach for those children except on an occasional basis.
11. Misuse/ abuse conducted on social media may result in a criminal investigation. If appropriate BNSC will report to the police. If the BNSC code of conduct is breached, then disciplinary action will be taken (see BNSC Welfare and safeguarding policy)
12. Social media networks should never be used as a medium by which to abuse or criticise members or swim England organisations.

Any concerns raised relating to this policy should be reported to the Welfare officer at the earliest opportunity.

The Welfare Officer will then react, record and report the concern as detailed in the BNSC welfare and safeguarding policy.

Other related policies

BNSC Welfare and safeguarding policy 2025

BNSC Changing room policy 2025

BNSC photography and video policy 2025

BNSC Codes of conduct

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Contacts: Welfare Officer