

BROSELEY TENNIS CLUB:

ONLINE SAFETY AND COMMUNICATION POLICY

Broseley Tennis Club strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

This document sets out how the club uses the internet and social media, and the procedures for doing so. It also outlines how we expect coaches, volunteers, players and parents/carers, to behave online and communicate.

The principles in this policy apply no matter which current or future technology is used.

The purpose of this policy is to:

1. Protect children involved in our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
2. Provide coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
3. Ensure our organisation operates within the law regarding how we behave online

We recognise that

- the online world provides everyone with many opportunities; however, it can also present risks and challenges
- we have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children safe online
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, their parents, carers and other organisations it is essential in helping them to be responsible in their approach to online safety

We will seek to keep children safe by

1. understanding 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
2. being aware that it doesn't matter what device is being used for ONLINE digital interaction. The same safety aspects apply whether it is a computer, mobile phone or game console.
3. Understanding that when using social media platforms we ensure that we adhere to relevant legislation and good practice
4. ensuring that volunteers and coaches receive suitable documentation and can access advice when necessary.

Managing our online presence

Our online presence through our website and social media platforms will adhere to the following 11 guidelines

1. all social media accounts will be password-protected, and at least two members of staff and/or volunteers will have access to each account and password
2. social media accounts will be monitored by a designated person, who will have been appointed by the committee
3. the designated person managing our online presence will seek advice from our Welfare Officer / County Safeguarding Officer and the LTA to advise on safeguarding requirements as required
4. the designated person will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
5. Where appropriate, pages and event settings will be set to 'private' so that only those invited can see their content
6. social media pages/groups (e.g. Facebook pages/groups) used to communicate with members must be through an organization, community or sports group and not personal ones
7. identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms
8. any posts or correspondence will be of a professional purpose
9. Communication should be through parents. If communication appears on social media from children, then the parent/carer should be made aware of this
10. Parents/carers will need to give consent for photographs or videos of their child to be posted on social media (details are given in the photography and filming policy)
11. all of our accounts and email addresses will be appropriate, fit for purpose and only used for club specific activities)

What we expect of coaches and volunteers

- they should be aware of this policy and behave in accordance with this document
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- any messages they wish to send out to children must be sent via a parent/carer
- they must not 'friend' or 'follow' children from club accounts on social media. It is advised that this is reflected on personal accounts too.
- they must make sure any content posted is accurate and appropriate
- they must not communicate with children via personal accounts or private messages.
- they must communicate with parents through email or in writing, or use an organisational account, profile or website rather than via personal social media accounts.
- they must avoid communication with children unless it is a health emergency contacting the parent/carer is not possible
- they must sign off any communication in a professional manner, avoiding the use of emojis or symbols such as kisses ("X's")
- they must respond to any disclosure of abuse in line with the safeguarding policy

- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

What we expect of children

If seen as appropriate, based on age and device use, they should follow the guidelines set out in our acceptable use policy (AUP) on all devices (see below)

What we expect of parents/carers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- they should communicate with coaches and volunteers in a professional and appropriate manner
- they must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

Using mobile phones or other devices to communicate (Acceptable Use Policy: AUP)

- Coaches and volunteers will communicate through parents directly
- messages will be used for professional communication, such as reminders about lesson times
- if a child tries to engage a member of coach or volunteer in a conversation which is not of a professional manner (for example, their personal life), the member of staff, coach or volunteer will:
 1. end the conversation or not reply
 2. inform the Welfare Officer as soon as possible and arrange to address the matter with the child and their parents appropriately
- if the conversation raises safeguarding concerns, notify the LTA as soon as possible

Using mobile phones/devices during activities

So that all children can enjoy and actively take part in tennis activities, we discourage the use of mobile phones/devices. As part of this policy we will:

- make children aware of how and who to contact if there is an emergency or a change to previously agreed arrangements
- advise parents that it may not be possible to contact children during activities and to provide a contact who will be reachable should there be an emergency

Related policies and procedures

This policy should be read alongside our other policies and procedures, including:

- safeguarding policy
- code of conduct for staff and volunteers
- photography and filming policy
- anti-bullying policy
- diversity and inclusion policy