



## **Stepps Lawn Tennis Club Online Safety and Communication Policy**

Stepps Lawn 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 Stepps Lawn Tennis Club uses the internet and social media, and the procedures for doing so. It also outlines how we expect volunteers, coaches, players and parents/carers/guardians to behave online and communicate with members.

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

The purpose of this policy is to:

- Protect children and adults involved with the club and who make use of technology (computer, mobile phone, tablet, games console).
- Provide volunteers and coaches with policy and procedure information regarding online safety and inform them how to respond to incidents.
- Ensure our club 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 the club are protected from potential harm 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, guardians and other organisations is essential in helping them to be responsible in their approach to online safety.

### **We will seek to keep children safe by**

- understanding the safety aspects, including what is acceptable and unacceptable behaviour for volunteers, coaches, members and children, when using website, social media, apps and other forms of digital communication.
- being 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 game console.
- when using social media platforms, ensure that we adhere to relevant legislation and good practice.
- ensuring the person managing the club's online presence is suitably trained and experienced.

## **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 two volunteers/coaches will have access to each account and password.
- social media accounts will be monitored by designated person(s) appointed by the committee.
- the designated person managing our online presence will seek advice from the club's Welfare Officer or the Tennis Scotland Lead Welfare Officer or the LTA's Safeguarding Team on safeguarding requirements as required.
- the designated person will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents/carers/guardians of any children involved).
- social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be linked to the club and not personal.
- identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms.
- any posts or correspondence will be of a professional club-linked purpose.
- we'll make sure children 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 be asked to give their consent for us to communicate with their children through social media, or by any other means of communication.
- parents will need to give consent for photographs or videos of their child to be posted on social media.
- all of our accounts and email addresses will be appropriate, fit for purpose and only used for club specific activities.

## **What we expect of volunteers and coaches**

- they should be aware of this policy and behave in accordance with it.
- they should seek the advice from the club's Welfare Officer or the Tennis West of Scotland Welfare Officer or the Tennis Scotland Lead Welfare Officer or the LTA's Safeguarding Team 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 through the designated person(s) responsible for the organisation's online presence.
- they must not 'friend' or 'follow' children from personal accounts on social media.
- 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/carers/guardians through email, text or in writing, or use a club account, profile or website rather than via personal social media accounts.
- they must copy in parents/carers/guardians or at least one other volunteer/coach should any communications require to be sent to children.
- they must avoid communication with children beyond dedicated event or activity timings, unless it is necessary for professional purposes (i.e. emergencies, whilst on a trip, etc.) and contacting the parents/carers/guardians 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 club's 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**

- they should be aware of this policy.

- they should follow the guidelines set out in club's Online Safety Acceptable Use Statement.

### **What we expect of parents/carers/guardians**

- they should be aware of this policy and behave in accordance with it.
- they should seek the advice from the club's Welfare Officer or the Tennis West of Scotland Welfare Officer, the Tennis Scotland Lead Welfare Officer or the LTA's Safeguarding Team if they have any concerns about internet or social media usage.
- they should communicate with volunteers and coaches 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**

When using mobile phone or other devices to communicate, we will take the following precautions to help keep children safe:

- volunteers and coaches will communicate through parents/carers/guardians directly or copy them into all messages to children.
- where it is necessary to contact children directly, and it is not possible to copy for the parents/carers/guardians into the message, we will seek parental consent to do this.
- messages will be used for professional communication, such as reminders about lesson times, meeting points, club news, etc.
- if a child tries to engage a volunteer or coach in a conversation which is not of a professional manner (for example, their personal life), the member of staff, coach or volunteer will:
  - end the conversation or not reply.
  - inform the club's Welfare Officer or the Tennis West of Scotland Welfare Officer or the Tennis Scotland Lead Welfare Officer or the LTA's Safeguarding Team as soon as possible and arrange to address the matter with the child and their parents/carer/guardian 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.
- inform parents/carers/guardians of appropriate times they can contact children who are away on trips.
- advise parents/carers/guardians that it may not be possible to contact children during activities and provide a contact within the club who will be reachable should there be an emergency.

## **Related policies and procedures**

This policy should be read alongside Stepps Lawn Tennis Club policies and procedures, including:

- Anti-Bullying Policy.
- Code of Practice for Members.
- Diversity and Inclusion Policy.
- Health and Safety Policy.
- Making Referrals Policy
- Online Safety Acceptable Use Statement.
- Photography and Filming of Children Policy.
- Safeguarding Policy.

## **Useful contacts**

Stepps LTC Welfare Officer ([welfareofficersteppstennis@gmail.com](mailto:welfareofficersteppstennis@gmail.com))

Tennis Scotland lead Welfare Officer Mat Hulbert (07949500458; [matthew.hulbert@tennisscotland.org](mailto:matthew.hulbert@tennisscotland.org))

Tennis West of Scotland Welfare Officer Baljinder Purba (07984494982; [Baljinder\\_purba@hotmail.com](mailto:Baljinder_purba@hotmail.com))

LTA Safeguarding Team (020 8487 7000; [safeguarding@lta.org.uk](mailto:safeguarding@lta.org.uk); [online concern reporting form](#))

NSPCC Helpline (0808 800 5000; [www.nspcc.org.uk](http://www.nspcc.org.uk))