

## **BWSW Club/Centre Template - Online Safety & Social Media Policy & Procedures**

### **Introduction**

Insert name of BWSW Affiliated Club or Centre is committed to creating and maintaining a safe and positive online environment in the use of social media, and accepts our responsibility to safeguard the welfare of all persons involved in the sport of water skiing in all its recognised forms at our Club/Centre.

This policy provides guidance on how organisationally, Insert name of BWSW Affiliated Club or Centre uses the internet and social media and the procedures to adopt in so doing. It also outlines how we expect our Club/Centre Committee, Members, and paid or voluntary staff, (and additionally includes children and young people as Club or Centre members) to behave when 'online'.

Insert name of BWSW Affiliated Club or Centre will encourage guests or other visitors to adopt and demonstrate their commitment to the principles as set out in this Online Safety & Social Media Policy & Procedures.

### **Policy Aims**

The aims of this Online Safety Policy are:

- To protect all children and young people within the Club/Centre as appropriate who make use of technology (such as mobile phones, games consoles and the internet) whilst in our care.
- To provide the Club/Centre Committee, Members, and paid or voluntary staff with policy & procedural information and guidance, regarding online safety and, inform them how to respond to incidents.
- To ensure that all Club/Centre Committee, Members, and paid or voluntary staff operate in line with BWSW 'One Voice' Online Safety & Social Media Policy & Procedures and supporting Codes of Conduct & 'One Voice' supporting Safeguarding measures. (All 'One Voice' Safeguarding Documents can be found on BWSW website at <https://www.bsw.org.uk/home/>)

### **Understanding the Online World**

As part of using the Club / Centre internet and social media, Committee, Members, and paid or voluntary staff should:

- Understand the safety aspects - including what is acceptable and unacceptable behaviour for Staff, children & young people when using websites, social media, apps (applications), and other forms of digital communication.
- Be aware that it does not matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, tablet, mobile phone, game console or other method of digital communication.
- Ensure that they adhere to relevant legislation and good practice guidelines when using social media platforms (including Facebook, Twitter, Instagram, Snapchat or any other current or future online communicative application.
- Ensure that bullying ('cyber-bullying') is incorporated into the Club/Centre overarching Safeguarding of Children & Young People Policy.
- Provide training for the person(s) responsible for managing the Club/Centre online presence.

### **Managing The Online Presence**

Insert name of BWSW Affiliated Club or Centre will adhere to the following guidelines in managing our online presence through our website and social media platforms:

- Our website and all linked social media platforms, accounts and email addresses will be appropriate and, fit for purpose.

- Our website and all social media platforms and accounts will be pass-word protected, and at least 2 designated members of staff will have access to the website and such social media platforms, accounts and passwords.
- One of the 2 designated members of staff shall be appointed as a 'moderator' for the website and the content of linked social media platforms, & the removal of inappropriate content, posts, tweets or hashtag comments. In so doing, the person posting will be contacted and informed of the reasons for the removal, and where a child is involved, the parent/guardian will be informed of the circumstances.
- Should the 'moderator' seek to remove any online content, post, tweet or hashtag comment that gives him/her suspicion of it being a safeguarding incident or matter, the facts must be swiftly referred to the Club/Centre Club Welfare Officer, or BWSW Lead Safeguarding Officer.
- The Club/Centre will ensure that children, young people (& parent(s) or guardian(s) are made aware of the contact details of the 'moderator' who manages social media accounts should any concern arise over the running of any account.
- Account, page and event settings will be set to 'private' so that only staff, members or invited persons of the Club/Centre can see the content.
- Posts & correspondence to be consistent with the Club/Centre Online Social Media Policy Aims.
- Identifying details such as a child's home address, name of school attended or, the school telephone number must not be posted on social media platforms.
- Parents/guardians will be requested to provide consent for our Club/Centre to communicate with their children through social media, or by any other form of communication.
- Parents/guardians will be requested to provide consent for photographs or videos of their children to be posted on our website or linked social media platforms.
- In using online social media with children, young people or adults who may be vulnerable, should any parent or guardian gain knowledge or suspicion of a potential safeguarding incident or matter having arisen, the facts must be swiftly referred to Club/Centre Club Welfare Officer, or BWSW Lead Safeguarding Officer.

## **Procedural Guidance for Staff & Volunteers**

Staff and volunteers of Insert name of BWSW Affiliated Club or Centre must always:

- Communicate any messages they wish to send out to children and young people to the Club/Centre social media 'moderator' responsible for the website and the content and/or removal of content to the linked social media platforms.
- Ensure they do not 'friend' or 'follow' children or young people from personal accounts on social media.
- Ensure that that any content posted is accurate and appropriate, as young people may 'follow' them through social media means and applications.
- Ensure that they do not communicate with young people via personal accounts or private messages.
- Rather than communicating with parents through personal social media accounts, Club/Centre staff & volunteers should choose a more formal means of communication, such as face to face, in an email or in writing, or use Club/Centre website, or online account.
- Always ensure that at least one other member of staff is copied into any emails sent to children or young people.
- Avoid communicating with children or young people via email outside of normal office hours.
- Ensure that emails are signed off in a professional manner, avoiding the use of emojis or symbols such a 'kisses' ('Xs).
- Ensure that staff and young people do not engage in 'sexting' or send pictures to anyone that are obscene, indecent, menacing or compromising.
- Remember that Smartphone users should respect the lives of others and not take or distribute pictures of other people if it could invade their privacy (i.e. first ask permission of the subject to take the photograph.)

- Seek the advice of BWSW Lead Safeguarding Officer if you have any concerns about the use of the internet or social media.
- Deal with disclosures of abuse reported through social media in the same way as face to face disclosure according to BWSW Safeguarding disclosure practices i.e. inform your Club/Centre Club Welfare Officer, or BWSW Lead Safeguarding Officer of the disclosure.

## **General Social Media Best Practice**

The following 'best practice' guidelines are intended to provide a framework for all persons including children and young people and adults, to enable them to conduct themselves safely and responsibly, when engaging in a social media or online environment:

- Assume nothing is ever private. If you are putting your thoughts on the internet, make sure there is no "invasion of privacy."
- Remember that your audience is vast, and that what you say in a post can be seen by the world. Anyone such as your best friend, your coach, your fellow competitors to your teachers or work colleagues can see what you post.
- Your tweets and posts are a permanent record, and you can't take back what you put out on the internet for everyone to see.
- Keep in mind that if you retweet something, you agree with it and promote it.
- Retweeting" or marking a tweet as a "Favourite" on Twitter also indicates your approval of inappropriate comments and thereby holds you to the same standard.
- Remember that any information posted becomes the property of the social media site.
- Online complaints about a colleague/coach/teammate or Club/Centre committee member will not solve anything. Talk to the person directly or through a trusted person to solve problems.
- It is inappropriate to engage with anyone online in an inflammatory, derogatory or negative way. This includes but is not exclusive to Committee members, coaches, staff, volunteers or member of the public etc.
- Never take or post pictures from the Club/Centre changing facilities or showers.
- Avoid Posting Illegal Activities – i.e. incriminating photos or statements depicting violence; racism; homophobia; sexual harassment; vandalism; stalking; underage drinking; selling, possessing, or using controlled substances; & other inappropriate behaviours.
- Avoid Unprofessional Public Profiles. Any information you put on social media sites is considered public information and may be viewed by members of the public.
- Be mindful of the image you create for yourself online when seeking employment. Current and potential, future employers as well as university admissions recruiters & even insurance brokers can access & use information you put on social media sites.
- Avoid Bullying\Threats of Violence - While a person(s) have a right to free speech, that right is not limited to person-to-person interactions. Online 'Cyber Bullying' is a serious problem and vicious, discriminatory or 'trolling' postings & hateful words could lead to emotional depression, self-harming injury, or the suicide of the recipient.

## **Communicating with Children or Young People**

Insert name of BWSW Affiliated Club or Centre in any staff, coaches or volunteer's communication by mobile phones or other digital devices (i.e. voice, video or text including texting, email, and other instant messaging devices) with children, young people & adults who may be vulnerable, will take the following precautions to ensure the safety of all persons sending or receiving the communication:

- To avoid having children's or young people's personal mobile numbers, all contact should be made through a parent or guardian.
- However, where the need for any direct contact with a child or young person involves the regular coaching of that person, the coach or training organiser will clearly agree with the parent or guardian the system/method of contact, and the reason for such contact.

- A method of accountability will be adopted for any communication sent, such as copies of texts being sent to parent(s) or guardian(s), or within a Club or Centre, with the Club Welfare Officer or other nominated Club Official.
- Texts must only be sent for communicating information i.e. reminding child or young person of forthcoming events, training session timings, kit required for the session, and not merely to engage in conversation.
- Should a child or young person misinterpret such communication, and seek to engage a staff member, coach or volunteer in conversation, or become 'over familiar', that person must take the following steps:
  - ❖ End the conversation or stop replying.
  - ❖ Suggest discussing the subject at the next practice or event.
  - ❖ Contact the child/young person's parent/guardian to discuss the issue.
  - ❖ If the conversation of the child or young person is considered to be a 'disclosure' of any form of abuse against him/her, inform the Club/Centre Welfare Officer, the BWSW Lead Safeguarding Officer or the relevant local Children's Services.

### Use of Mobile Phones During 'On Water' Ski Sessions

To enable children & young people to enjoy and actively engage in 'On Water' Ski sessions, the use of mobile phones during such sessions is discouraged. As part of this policy the Club or Centre activity organiser will:

- Make children aware of how, and who, to contact if there is an emergency or a change to previously agreed arrangements with the parent(s) / guardian(s) or activity organiser.
- Inform parent(s) or guardian(s) of an appropriate time they can contact children who are away at camps or 'away trips' and discourage them from attempting to make contact with the child outside of these times.
- Advise parent(s) or guardian(s) that it may not be possible to contact children during any 'On Water' ski session but will provide details of a contact within the Club/Centre who will be contactable should there be an emergency.
- Explain to young people how using mobile phones during 'On Water' ski session has an impact on their safety awareness of their environment, their attentive level of participation, their personal progress and achievement.

### Online Knowledge of Children & Young People

It is vital that children and young people possess an awareness of 'online personal safety' appropriate to their age. It is therefore recommended that if any digital devices are used as part of any water ski activity taking place under arrangement of the Club/Centre that children and young people should:

- Be aware of this Online Safety Policy and when online, behave within the 'General Social Media Best Practice' outlined above.
- For children of tender years, a parent(s) guardian(s) should explain the policy guidance in simple terms, and establish 'parental controls' of children's computers, tablets and phones etc. to help prevent misuse or harm.
- Be informed that if he/she becomes the subject of online abuse, bullying 'trolling' or 'sexting' from any person or source inside or outside of the sport of water skiing, that the parent(s) / guardian(s), or Club/Centre Welfare Officer, or BWSW Lead Safeguarding Officer must be informed to provide support, guidance, & prevent further online abuse.

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 For further information and resources for parents and/or carers on keeping children and young people safe from online harm, contact any of the following organisations:

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| <b>BWSW Lead Safeguarding Officer</b>                           | - Email: <a href="mailto:safeguarding@bwsf.co.uk">safeguarding@bwsf.co.uk</a>                                   |
| (For reporting concerns of online abuse)                        | - Tele: 01932579930 or 01932579938  |
| <b>NSPCC / o2 Helpline</b>                                      | - Email: <a href="http://www.o2.co.uk/help/nspcc/child-protection">www.o2.co.uk/help/nspcc/child-protection</a> |
| <b>Childnet</b>   | - Email: <a href="http://www.childnet.com">www.childnet.com</a>   |
| <b>The UK Safer Internet Centre</b>                             | - Email: <a href="http://www.saferinternet.org.uk">www.saferinternet.org.uk</a>                                 |
| <b>Child Exploitation &amp; Online Protection Centre (CEOP)</b> | - Email: <a href="http://www.ceop.police.uk">www.ceop.police.uk</a>   |