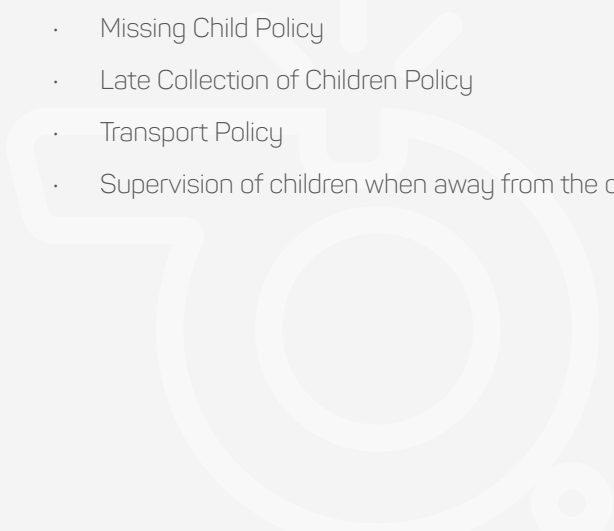




SECTION 2.4

Policies, Procedures and Guidance

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Swim England Equality and Diversity Policy

The organisation is committed to treating everyone equally regardless of their age, level of ability or disability, gender (including gender reassignment), marital and civil partnership status, pregnancy or maternity, race, religion or belief, sexual orientation or any other relevant characteristic.

The organisation will ensure that equality is incorporated in all aspects of its activities.

The organisation also seeks to fulfil Swim England's Equality and Diversity Policy objectives which state:

"Swim England and its subsidiaries are fully committed to the principles and practice of equality of opportunity in all its functions: as an employer, membership organisation, awarding body, in its training and development of teachers and coaches; involvement with officials and administrators; as an advisor to swimming pool designers and operators and as a facilitator of the aquatic disciplines by all its members. It is responsible for ensuring that no job applicant, employee, volunteer, member, service user or person within its jurisdiction (together 'Stakeholders') are unlawfully discriminated against because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (together the 'Protected Characteristics under the Equality Act 2010') or any other irrelevant characteristic".

"Swim England considers the aquatic disciplines to provide 'sport for all'. They can and should be made accessible to everyone, to the greatest extent possible".

The organisation is committed to ensuring that everyone has the right to enjoy sport in an environment free from threat of discrimination, intimidation, harassment and abuse.

All members have a responsibility to challenge discriminatory behaviour and to promote equality of opportunity.

The organisation will deal with any incidents of discriminatory behaviour seriously, in accordance with the organisation's disciplinary procedures.

The full Swim England Equality and Diversity Policy along with further useful information can be found at swimming.org/swimengland/equality-and-diversity/.

Anti-Bullying Policy

Swim England is committed to providing a caring, friendly and safe environment for all our members so they can learn to swim or train in a relaxed and secure atmosphere. Bullying of any kind is unacceptable within our sports. If bullying does occur, all our members or parents/guardians should be able to tell and know that incidents will be dealt with promptly and effectively. We are a **telling** organisation. This means that anyone who knows that bullying is happening is expected to tell the Club Welfare Officer, coach, teacher or another club officer.

Objectives of this policy

- All club members, coaches, teachers, officers of the club and parents/guardians should have an understanding of what bullying is.
- All club members, coaches, teachers, officers of the club and parents/guardians should know what the club policy is on bullying, and follow it when bullying is reported.
- As an organisation we take bullying seriously. Members and parents/guardians should be assured that they would be supported when bullying is reported.
- Bullying will not be tolerated.

What is bullying behaviour?

The Anti-Bullying Alliance defines bullying as “the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal or psychological. It can happen face-to-face or through cyberspace”.

Bullying can include:

Verbal: name calling, persistent teasing, mocking, taunting and threats.

Physical: any degree of physical violence including hitting, kicking and pushing. Intimidating behaviour, theft or the intentional damage of possessions.

Emotional: excluding, tormenting, ridiculing, humiliation, setting people up and spreading rumours.

Cyber: the misuse of digital technologies or communications to bully a person or a group, typically through messages or actions that are threatening and/or intended to cause offence, anxiety or humiliation.

Why are children bullied?

Children are most commonly bullied because of a real or perceived “difference”. This difference can be anything but could be attributed to:

Racist: bullying based on ethnicity, skin colour, and language, religious or cultural practices.

Homophobic and transphobic: bullying based on sexuality or gender identity.

Disablist: bullying children who have special educational needs and disabilities.

Sexual: unwelcome sexual advances, comments that intended to cause offence, humiliation or intimidation.



Discriminative: Bullying based on any perceived weakness or difference. This could be because of their gender, age, race, nationality, ethnic origin, religion or belief, sexual orientation, gender reassignment, disability or ability. It could also be factors surrounding the way someone looks or the clothes they wear, their family and social situation, hobbies and interests.

Signs and indicators

A child may not always ask for help or tell you their concerns. There may be signs or behaviours that indicate they may be being bullied.

Adults should be aware of these signs and be prepared to investigate if a child is:

- Unwilling to go to club sessions.
- Becomes withdrawn, anxious, or lacking in confidence.
- Feels ill before or during training sessions or feigns sickness.
- Starts to drop in their level of training or competition.
- Doesn't want to travel with the club or attend club events.
- Comes home with clothing torn or training equipment damaged.
- Has possessions that go "missing".
- Has unexplained cuts and bruises.
- Asks for money or starts stealing money (to pay the bully).
- Is frightened to say what is wrong.
- Becomes aggressive, disruptive or unreasonable.
- Starts stammering.
- Cries themselves to sleep or has nightmares.
- Is bullying other children or siblings.

- Stops eating or poor appetite.
- Attempts or threatens suicide or runs away.
- Gives improbable excuses for any of the above.

This list is not exhaustive and could indicate other problems, but bullying should be considered a possibility and should be investigated.

Why is it important to respond to bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everybody has the right to be treated with respect. Individuals who are bullying others need to learn different ways of behaving.

Most bullying incidents are not crimes. But some types of bullying are illegal and should be reported to the police. This includes bullying that involves violence, assault and theft; harassment or intimidation over a period of time including calling someone names or threatening them, making abusive phone calls and sending abusive emails or text messages (one incident is not normally enough to get a conviction); and anything involving hate crimes.

All Swim England affiliated organisations have a responsibility to respond promptly and effectively to issues of bullying.

Procedures

- Report bullying incidents to the Club Welfare Officer, coach, teacher or other officer at the club.
- The Club Welfare Officer should be informed if a report of bullying is received by another officer so that appropriate action is taken.



- The Club Welfare Officer will discuss the concerns with the Club Chair to decide whether the matter should be dealt with as an alleged breach of the club Code of Conduct (see pages 60-67) or whether the matter proceeds under the Anti-Bullying Policy.
- Advice can be sought at any time from the County or Regional Welfare Officer, Swim England Child Safeguarding Team or Swimline.
- If necessary and appropriate the police should be consulted.
- Parents/guardians should be informed and may be asked to come to a meeting to discuss the problem.
- Bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly.
- If bullying is found appropriate action will be taken.
- Attempts will be made to help the bully to change their behaviour.
- If bullying is seen to continue despite best efforts to stop the behaviour the club may initiate disciplinary action under their club constitution.

Recommended club action

The Welfare Officer to be fully informed of any allegations involving bullying of a child or children at the club. The Welfare Officer to discuss the concerns with the Club Chair so a decision can be made as to whether it is appropriate for the club to deal with the situation as an alleged breach of the Code of Conduct or for the Welfare Officer to proceed with support from the club under the Anti-Bullying Policy. Agree who will lead the investigation, this will usually be the Welfare Officer but sometimes the children's coach or teacher may wish to take the lead with assistance from the Welfare Officer. This is sometimes a preferred option if the children are more familiar with their coach/teacher.

Remember advice can be sought from the County or Regional Welfare Officer or the Swim England Child Safeguarding Team at any time.

- Initially try to reconcile the parties by bringing them together. A genuine recognition of the effects of their behaviour and an apology may solve the situation.
- Ensure that parents/guardians are made aware of the concerns and the proposed club action of reconciliation as described above.
- Record the outcome of the reconciliation attempt and advise the parents/guardians of that outcome.

If reconciliation fails, is deemed inappropriate in the situation or parents/guardians don't agree to a reconciliation attempt then:

- 1 Set up a panel of three, this would normally be led by the Welfare Officer alongside either the Club Secretary, Chairman, committee member or coach/teacher.
- 2 The panel to meet with the child and their parent/guardian alleging the bullying. Allow the child to explain in their own words what has been happening so that full details of the allegation are known. The panel will need to know when and where this has been happening, by whom and whether they think anyone witnessed the behaviour.
- 3 Some children may not feel comfortable talking to the panel even with the support of their parent/guardian so the child should be allowed to give a written account in their own words. The child's parent/guardian to then provide this account to the panel.
- 4 If there were any witnesses the same panel to speak to them to determine what they saw and any other information they have. If the witness is a child the panel to make that contact via the parent/guardian. The advice at point 3 to be followed if required.



- 5 The panel to meet with the alleged bully and their parent/guardian to put the allegation to them and allow them the opportunity to respond to the allegation in their own words. The advice at point 3 to be followed if required.
- 6 If the bullying is admitted then the panel can make decisions immediately on appropriate actions.
- 7 If the bullying is denied the panel will need to consider and form a view on what is alleged on the balance of probabilities. This view will be formed on all the available information gained by the panel from all sides, previous concerns and knowledge of the parties involved.
- 8 At all stages minutes should be taken for clarity and agreed by all as a true account.

Potential club actions if bullying is found

- An apology from the bully and an agreement on future behaviour.
- A formal behaviour contract and ongoing monitoring to prevent repeated bullying.
- Disciplinary action such as a written warning, temporary suspension or permanent exclusion.
- Ensure all actions are recorded and that all parties are kept informed on what is happening and the outcomes.

Prevention

Everybody within the club has a responsibility to work together to stop bullying. It is mandatory for all Swim England clubs to have a written constitution and adhere to the Swim England Code of Ethics and accompanying Codes of Conduct. Wavepower provides Code of Conduct templates for clubs to use and adapt. We would recommend all club members sign a copy of the Code of Conduct when they join a club so they are aware and understand acceptable standards of behaviour.

Clubs should promote and implement the Codes of Conduct and Anti-Bullying Policy. Many organisations have free resources that clubs can access to help raise awareness and some useful links have been provided at the end of this policy for clubs to use.

We would urge clubs to encourage and facilitate children at the club playing an active part in developing and adapting the Code of Conduct for members.

Some clubs have a representative group of children, youth forums, club captains and young leaders that could assist the club in this role. Their views, feedback and input can help clubs put in place a Code of Conduct that is relevant to the age group and promotes positive relationships within the club and prevents bullying behaviour.

Some clubs through their youth forums, club captains, young leaders or other such groups promote a "buddy" system. This is where young people in the club act as a "buddy" to another child to help them feel supported, promote friendship and to help that child have a greater sense of belonging within the club. "Buddies" can be really helpful for children joining a club as well as for children who have had issues or struggle to interact and make friends.

Cyberbullying

Behaviour that is classed as cyberbullying can include:

- Abusive comments, rumours, gossip and threats over the internet or using other digital communications. This includes "trolling".
- Sharing pictures, videos or personal information without consent and with the intent to cause harm and/or humiliation.



- Hacking into someone’s email, phone, or online profiles to extract and share personal information, or to send abusive or inappropriate content while posing as that person.
- Creating specific websites that negatively target an individual or a group.
- Blackmail or pressuring someone to do something online they do not want to do.

Some cyberbullying activities could be criminal offences under a range of different laws, including the Malicious Communications Act 1988 and the Protection from Harassment Act 1997.

Whilst our clubs and organisations can commit to ensure that club websites and club social networking sites are being used appropriately and deal with any bullying behaviour on these platforms it becomes more challenging when behaviour being reported is happening outside the environment of the club.

State Schools have powers under the Education Act 2002 to intervene in bullying incidents outside of the school grounds including on home to school transport, in the community and online. The same power does not extend to Swim England or our affiliated organisations to be able to investigate children allegedly using their personal social media sites to cyberbully or use their personal social media inappropriately towards others.

If children involved in alleged cyberbullying are members of the same club, parents/guardians can be assured that the club will ensure that behaviour within the club environment remains in accordance with the Code of Conduct and should any bullying behaviour be reported during club time then any necessary action will be taken.

Practical steps parents and guardians can take

- Many incidents of cyberbullying allow those experiencing it to keep evidence, for example, a screen shot, to show their parent/guardian or in serious cases the police.
- Make sure your child knows how to block anyone who posts hateful or abusive things. This can usually be found on the help or online safety area of the app or online service.
- Report anyone who is bullying your child to the platform that carried the offending comments, audio, image or video. Many online services and apps have a report now button that can be used.
- Advice can always be sought from the police.
- Refer parents/guardians to the links provided at the bottom of this policy where they can receive expert advice and guidance.

Further help can be found at:

Kidscape

kidscape.org.uk

Anti-Bullying Alliance

anti-bullyingalliance.org.uk

NSPCC Child Protection in Sport Unit

thecpsu.org.uk

Childline

childline.org.uk

Bullying UK

bullying.co.uk



Concerns regarding a young person self-harming

Swim England are grateful to the expertise of SelfharmUK, MIND and Dr Neil Martin in assisting with the following guidance.

What is self-harm?

Self-harm, also sometimes referred to as self-injury, is a term used to describe a wide range of behaviours where individuals intentionally hurt themselves; it is often seen as a physical response to an emotional pain. There are lots of different forms of self-harming. Some individuals may use the same method of self-harm all the time, whilst other individuals may use different ways at different times. Ways of self-harming can include but are not limited to:

- cutting
- rubbing/scraping the skin with sharp objects
- scratching, picking and pinching of skin
- biting yourself
- burning
- interfering with healing
- hair pulling (and then potentially hair eating)
- hitting objects, including punching and head banging
- abusing drugs and alcohol
- poisoning or overdosing
- eating disorders
- exercising excessively.

Who self-harms?

The World Health Organisation state one in five young people will self-harm by the age of 25. 13 per cent of young people have self-harmed by the time they sit their GCSEs.

The Good Childhood Report 2018 published by the Children's Society identified that of 11,000 14-year-olds surveyed, 16 per cent reported they had self-harmed in the last year. Based on these figures, nearly 110,000 children aged 14 may have self-harmed across the UK in the same 12 month period. This report also highlighted that girls are more than twice as likely to self-harm as boys, 22 per cent of girls, compared to 9 per cent of boys. Whilst the report suggests girls are more likely to self-harm, boys are more likely to engage in behaviours such as punching walls which isn't always recognised as self-harm.

Why does someone self-harm?

The trigger for someone to self-harm will be different for each individual. It can be used as a coping mechanism to deal with something that is either happening or has happened in the past, whilst for others, the reason may be less clear. Sometimes it may be a sign of an underlying mental health issue. There are many reasons why an individual may be self-harming, these could include but not limited to:

- being unhappy and/or experiencing low self esteem
- suffering from bullying or discrimination
- coming to terms with their sexual orientation
- having problems at school
- experiencing negative life events and family issues
- bereavement
- experiencing physical, sexual or emotional abuse or neglect
- undergoing other psychiatric and/or psychological factors.



Self-harm can be used as a way of punishing themselves for something they have done. It can also be used as a way to make the individual feel as though they are in control of something in their life.

The self-harm cycle

Self-harm is often used as a coping mechanism. The physical pain of self-harm might feel easier to deal with than the emotional pain that's behind it. When an individual self-harms, chemicals are released into the brain, which can become addictive, and provide the individual with a temporary relief. This relief is often short-lived and can very quickly be replaced by feelings of guilt and shame. The individual may be unable to deal with these emotions and therefore start the cycle over. This is how the cycle begins and can become the individual's "normal" way of dealing with their feelings.

Talking about self-harm

Whether someone tells you directly, or you suspect that an individual is self-harming, it can be extremely difficult to know what to say and how best to approach the situation.

- Try not to panic or overreact. The way you respond will have an impact on how much they open up to you now and in the future.
- Try to be non-judgemental.
- Let the individual know you are there for them.

It can be difficult for sufferers because they may feel scared, ashamed, think they will get in to trouble and may have difficulty in explaining to others how they feel and why they are self-harming. Parents/guardians of sufferers may equally find it difficult to talk about and deal with the emotions of what is happening to their child.

Support and guidance on how to deal with self-harm is available from the Swim England Child Safeguarding Team and in some cases a referral may be made to the Swim England Doctor under the Medical Protocol as required.

It is important to remember that club officers, coaching staff and the Swim England Child Safeguarding Team are not trained professionals in the field of self-harm and there is no expectation on individuals to provide counselling services to either the young person or their family. Self-harm is a highly complex area and requires appropriately qualified medical expertise to support the young person and their family.

Swim England Doctor and the Medical Protocol

In some cases the club may be concerned that a young person is unfit to be swimming due to the self-harm. In cases of this nature assistance can be sought from the Swim England Doctor under the Medical Protocol. Under this protocol the doctor can be asked to speak to the young person's doctor/consultant to discuss this further. The Swim England Doctor will require written consent from the parents/guardians of the young person concerned and the name and contact details of the medical professional charged with the young person's care. The Swim England Doctor may request further information from the parents/guardians or the club. Such requests will always be advised on a case-by-case basis.

Following this referral process the Swim England Doctor will be able to confirm, or otherwise, the fitness to swim and whether any additional support can be given by the club to enable the young person to continue in the sport. Swim England case history in this area shows that swimming is predominantly regarded as a very positive and enjoyable experience by the medical professionals



involved. In most cases medical advice has encouraged the continued involvement of the young person in the sport due to the positive impact it has.

What to do if you suspect someone is self-harming

If an individual has concerns, has noticed marks on an individual's body or has received a disclosure, it is important that these concerns are referred to the Welfare Officer and to the Swim England Child Safeguarding Team so appropriate advice can be provided.

In most cases the parents/guardians of the child would be informed of the concerns so the club can establish that the parents/guardians are aware and the young person is receiving appropriate professional support. Occasionally parents/guardians may be aware but don't know where to turn for help. Clubs can provide appropriate signposting to the professional help available as listed at the end of this guidance.

In cases where it is felt that the self-harm may be due to an issue at home and where it is felt that talking to the parents/guardians could make the situation worse for the young person concerned a referral can be made to Children's Social Care in order to take further advice.

In all cases the Swim England Child Safeguarding Team will support and provide guidance to any club or individual with a concern of this nature.

Who can help?

In most cases individuals may find help and support through their GP. The GP may refer the young person to specialist mental health services depending on availability. The GP may refer the young person to the Child and Adolescent Mental Health Services (CAMHS). CAMHS provide specialist NHS children and young people's mental health services. Referrals to CAMHS can also be accessed

through the young person's school. If the family is receiving support through the Local Authority Children's Social Care Team they may also be able to access CAMHS through their family worker.

Help can also be accessed through private clinical psychologists and psychotherapists who may offer specialist support but these can be costly and the families would need to ensure that the practitioner is recognised by a professional body.

In addition, there are a number of organisations that can provide advice and support and these are shown at the end of this guidance.

As mentioned, discovering that someone is self-harming and supporting them can be extremely difficult and upsetting. Research suggests that children exposed to others' self-harm may be more likely to begin harming themselves, so it's important that siblings, friends and those around the individual self-harming receive support as much as the person affected.

Will the self-harm continue?

It is important to understand that self-harm may not stop when you approach a young person to discuss what you have seen or because they have felt able to tell you that they are self-harming. Some individuals will find self-harming addictive and some may become dependent on it. Telling somebody to stop is unlikely to work and could push the young person to self-harm secretly.

Recovery can often be a long process and professional support will often provide young people with the opportunity to talk about how they feel and to look at new ways of coping.





Organisations that support and provide advice on self-harm

This is not an exhaustive list, families can also speak to their GP and child's school to enquire about local advice and help services that may be available.

YoungMinds

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. They have a parent/guardian helpline on:

 0808 802 5544
 youngminds.org.uk

SelfharmUK

SelfharmUK is a project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in your life. SelfharmUK is a registered UK charity that's been working to support young people aged 11 to 19.

 selfharm.co.uk



Harmless

Harmless was established at the beginning of October 2007. It is a national voluntary organisation for people who self-harm, their friends, families and professionals.

 harmless.org.uk



Childline

Childline is a private and confidential service for children and young people up to 19 years of age. Contact can be made with a Childline counsellor about anything. Calls are free on:

 0800 1111
 childline.org.uk/info-advice/your-feelings/self-harm

NSPCC

Calls can be made to the NSPCC Helpline on 0808 800 5000. Trained counsellors are used to dealing with the effects of self-harm and calls can be made anonymously.

 0808 800 5000
 nspcc.org.uk/keeping-children-safe/childrens-mental-health/self-harm



Kooth.com

Free online support for young people. Kooth is a service from Xenzone, leaders of online counselling.

 kooth.com



Mind

Provide advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding.

 0300 123 3393
(Monday-Friday, 9am-6pm)
 mind.org.uk

Samaritans

Confidential support for people experiencing feelings of distress or despair.

 116 123 (24-hour helpline)
 samaritans.org.uk

NHS Information on Self-Harm

 nhs.uk/conditions/self-harm

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Contextual Safeguarding

Contextual Safeguarding has been integrated into Working Together to Safeguard Children 2018 and Keeping Children Safe in Education.

It is an approach to understanding, and responding to, children's experiences of significant harm beyond their families. It recognises that the different relationships children form in their neighbourhoods, schools and online can feature violence and abuse. It requires all who work with children to have consideration for their needs in the wider non-family context and an understanding that environmental factors around children and their activities including sporting and communication are highly relevant to ensuring children are kept safe.

Children may be vulnerable to abuse or exploitation from within peer groups, those in a position of trust, or from within the wider community and/or online. These threats can take a variety of different forms and children can be vulnerable to multiple threats, including direct or online abuse and sexual exploitation.

Within our sports we recognise there are certain environments or contexts where children may be vulnerable, and a need to ensure all members take action to prevent risk. In this context, specific risks are in changing rooms and villages, often with the use of cameras, phones and devices capable of taking/sending images, and from unmonitored direct communication with children, be it from their peers or those in a position of trust.

On that basis, the following policies should be adopted by all affiliated organisations, reducing the threat to the safety and welfare of children who may be subject to the same environmental/contextual factors.

Policies are split essentially between:

- changing room, images and photography
- online contact and communication with children.



Changing Room Policy

Swim England case records show that incidents of sexual assault and the taking of indecent (child abuse) images have occurred in changing rooms.

It is imperative all members of the organisation, including employees and volunteers, understand the individually harmful and legal consequences of a child being sexually assaulted, or having indecent images of them taken. We reinforce that such behaviour is illegal and will not be tolerated in any form. All such incidents should be acted on in accordance with specific guidance on pages 21-23.

Anyone (including other children) sexually assaulting others, or taking indecent images of children, including over/under adjoining cubicles, for example, renders themselves liable to arrest, prosecution and registration as a Sex Offender. (See Guidance on indecent images of children on pages 82-85.)

We strongly recommend that clubs engage locally with pool providers to create simple barrier systems, or make use of natural barriers between cubicles (e.g. lockers) to enable mixed “changing villages” to be used only as separate changing areas for either sex. Children of different sexes should change in separate areas, never in the same cubicle, or adjoining cubicles. This is likely to help prevent crimes involving covert use of cameras or phones. This is particularly applicable in squads comprising secondary school age children. The reinforcement of clear facility signage about mobile phones or devices being taken into changing rooms is also recommended.

Responsibility

Under the duty of care to safeguard children, the club has a responsibility for the wellbeing of children in the changing rooms. This does not mean that parents/guardians have no responsibility, but parents/guardians are often not in the pool complex at the time when children are swimming and training to exercise

their duty of care. For this reason, clubs must be clear to parents/guardians under what circumstances they require parents/guardians to remain at the pool throughout a session. For example, children who require assistance with changing, or for those children with a disability who may require additional help that the club is unable to provide.

Responsibility during a club session

While a child is training or being taught, they remain under the responsibility and duty of care of the person who is teaching or coaching them at that time. If a member goes out of the pool area, the coach or teacher should be aware of this. If the child fails to return within a reasonable time, or appears to be upset upon leaving the poolside, the coach/teacher should request a suitable official to check on them. It is best practice for two persons to look for the member (the second person could be a senior member or a parent/guardian). See Missing Child Policy on page 100.

If a complaint is received about an incident that has occurred in the changing room between a member of the club and any other person, the club has a duty to act upon that concern as appropriate, following the guidance on pages 21-23. If the incident involved possible risk to children, it is advisable also to make pool management aware.

If the incident involves a person not associated with the club, the pool manager should be made aware and consideration given as to whether the statutory agencies need informing. Swim England continues its work with the Child Protection in Sport Unit (CPSU), Sport England, Swim England Facilities Team and commercial facility providers to encourage pool providers across the nation to separate the sexes of school-age children in mixed



changing villages. Clubs should check with facility providers to determine whether they have adopted Swim England policy in this area.

Information for parents/guardians regarding changing facilities

- Ensure that parents/guardians are made aware that changing facilities at venues may be shared by both club members and members of the general public.
- Ensure parents/guardians are made aware of the type of changing room in use, i.e. separate for male and female or mixed changing villages (and what segregation measures are in place).
- Ensure that the behaviour of members in changing rooms is part of the member's Code of Conduct and any behaviour contracts, where appropriate. Masters (adult) members should be encouraged to use their own area wherever possible, when changing at the same time as children. Where this is not possible adults are to be reminded to change in an appropriate fashion, and to be mindful that they are changing with children.
- Ensure parents/guardians are aware that they should not be alone in the changing room whilst children are changing, unless their child is of an age where help is required from parents/guardians or if the child requires additional specific assistance. This is generally at an age that is stipulated by the pool hirer, usually seven or eight years of age. In such circumstances, the parent/guardian must be the same gender as the child, unless the facility has family changing facilities or is a mixed changing village.
- When organising an event where other clubs or schools are involved, ensure that parents/guardians and competitors are advised (via the event information) whether or not the facilities are likely to be open to the general public at any time during the event.

Swim England does not advise that adults supervise changing facilities as that places them

and the children at risk of harm and allegation. Clubs may however place an officer or appointed poolside helper on the outside of the doors in and out of the changing rooms to allow children to call for assistance if required. This approach has proved helpful to many clubs when children have reported incidents of bullying or general behaviour issues between members in the changing rooms.

Responsibility after a session is completed

The view of Swim England is that each affiliated club has a reasonable duty of care to their members, which extends to an awareness on the part of the club that their junior members have been collected, in so far as is possible, at the conclusion of a session, i.e. that a member is not left unsupervised if a parent/guardian is late. This has to be age appropriate, i.e. a 17-year-old is capable of getting themselves home, but a 12-year-old is not.

However, if a club uses changing rooms that are also accessible to non-club members for public swimming lanes, it would be extreme to expect a club to search the changing areas in case a junior club member was there. Best practice would be for a club to make all junior members and their parents/guardians aware that if children are not collected by a parent/guardian, then they should make that known to the Welfare Officer, coach or whoever the club deems to be appropriate, and for the nominated individual to ensure that the member is supervised appropriately until a parent/guardian arrives or they communicate alternative arrangements.

If a parent/guardian fails to collect a child, the club should follow the procedure outlined in the Swim England Late Collection of Children Policy on page 101.

If a child's whereabouts cannot be accounted for, while under a club activity, then members should invoke the Missing Child Policy (page 100).



Guidance on indecent/child abuse images of children

Risks

Some children have tried and succeeded in taking images (video and still photographs) of other children in the process of changing, in changing villages or under/over changing cubicles. Some children, only known to each other through the sport have shared these indecent images with others. Indecent is not defined in legislation but can include an image of a child in a state of undress in the changing room.

These images can be used to isolate and embarrass a child amongst their peer groups, exploit them and in serious cases make demands of children to carry out acts against their wishes. Any use of these child abuse images, or indeed the threat of such, can have devastating consequences for any child. It can significantly affect the mental health and social interactions of children, including trust amongst a peer group. Once the image is in the public domain, it is difficult to control, to know who has seen it and what they have done with it. This can lead to feelings of paranoia and isolation at a time when teenagers in particular need to build up their self-esteem during a crucial stage of their development. The risks to victims, bystanders and perpetrators are different but all three contain a degree of risk that can leave a child in a vulnerable state and can significantly affect their future. It is vital that children understand the legal implications and the impact on others.

Swim England's evidence is consistent with earlier NSPCC research that girls are more adversely affected by the risks than boys – it is not a gender neutral practice.

Criminal Acts

Under the Protection of Children Act 1978 and Criminal Justice Act 1988 it is a criminal offence to take, make, distribute (send), upload and/or possess any indecent image of a child

(including those taken/possessed by other under 18-year-olds). It is also an offence to request a child to take, make, distribute or upload such an image, or encourage another to commit an offence.

"Making" includes opening, accessing, downloading and storing online content. "Sharing" includes sending on an email, offering on a file share platform, uploading to a site that other people can access and possession with a view to distribute the image(s).

Under Section 67 of the Sexual Offences Act 2003 an offence of "voyeurism" is committed if a person for the purposes of their sexual gratification observes or films another without their consent.

Under the Malicious Communications Act 1988 it is an offence to send a message which is threatening, indecent, grossly offensive or false with intent to cause distress or anxiety.

Under the Voyeurism (Offences) Act 2019 the offence of "upskirting" refers to an individual whom without consent operates equipment or records an image beneath a person's clothing to observe their genitalia or buttocks, whether covered or uncovered by underwear garments.

The National Police Chiefs' Council (NPCC) does not support prosecutions of children for taking indecent images of themselves due to the detrimental effect this can have on them especially if they are convicted. The label sex offender would be applied to a child convicted of such offences and could be detrimental to their future health, wellbeing and affect their future employment. The NPCC position differs if a child takes indecent images of others.



Types of criminal acts and course of action

All use of images as detailed above are criminal offences, and, if deemed to be an **“experimental”** act, then Children’s Social Care, the Multi Agency Safeguarding Hub (MASH) Team and Swim England Child Safeguarding Team should be advised. If the act is deemed to be **“aggravated”** then it must be reported to the police, Children’s Social Care and Swim England Child Safeguarding Team.

Experimental

If the concern relates to a member of the organisation aged 13 or above who has voluntarily (with no suggestion of coercion/exploitation/threats, etc.) taken an indecent image of themselves, and then shared this with another individual they are in a relationship with, we will determine whether the act may be seen as experimental (e.g. for teenagers within a relationship this might not be seen as unusual behaviour).

In this case, parents/guardians should be informed that Swim England will not be referring the concern direct to police (in line with Child Exploitation and Online Protection Command (CEOP)/NPCC guidance), but will refer the matter to the relevant Children’s Social Care or the MASH Team, for assessment by them. This may be done without parental consent (for example, if it is a criminal offence which may lead to significant harm). This is to ensure that the professionals involved can make a suitable decision around supporting and guiding each child, based on any background information which will not be known to Swim England and to help parents/guardians manage that behaviour. Where both parties (sender/recipient) are at the same organisation, the Welfare Officers and other staff can also work with parents/guardians to monitor the children’s behaviour, to prevent recurrence, in the environment of the organisation.

The **request** to send an indecent image (child abuse image) is also an offence. If, however, a child aged 13 or over asks another child of the same age within a relationship context for such an image, without any of the following aggravating factors, then the matter will be referred in accordance with the previous paragraph.

Aggravated

This term may be applied to any other situation not detailed above, such as incidents which include adult involvement and abusive or criminal behaviour by under 18s such as sexual abuse, extortion, threats or malicious conduct arising from personal conflicts. **It also includes the creation, showing or sharing of images without the knowledge, or against the will, of the individual who is pictured (e.g. taking images under/over cubicles).**

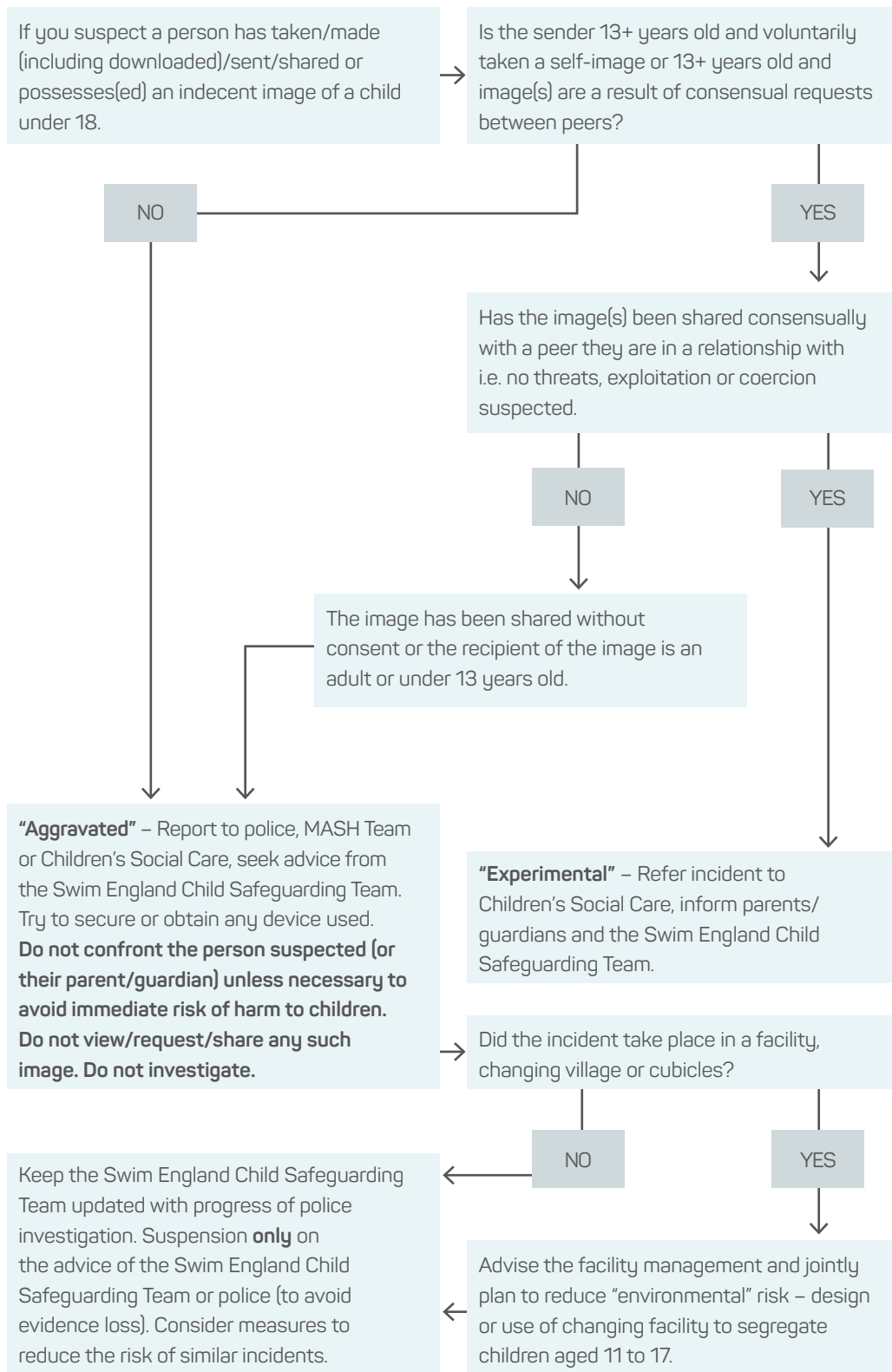
Aggravating factors to be considered also include:

- The age of the child (or children) involved.
- The circulation of images to peers, or with others they are not in a relationship with.
- The coercion or exploitation of a child by the use of rewards or threats to send/share the image.
- The number of “victims” or repeat behaviour by any party.
- The wording or language which accompanies the image.
- The explicit or depraved nature of images beyond “the norm”.
- Any other background information that may increase the risk of harm.

A **request** for an image under any of these circumstances can also be considered to be an **aggravated** act. In the case of an aggravated incident, the matter will be referred to police and the MASH Team or Children’s Social Care, by Welfare Officers or the Swim England Child Safeguarding Team, according to local arrangement.



Indecent/child abuse images



Action to be taken by the club

Safeguarding children is paramount, if there is a strong suspicion that a device may contain an indecent image of a child then we recommend:

Do not directly confront/inform the person who is suspected of taking/possessing an image, or, if a child, their parent/guardian without seeking advice. The exception is if a child may be at risk of immediate harm, and confronting/informing the person would reduce that risk.

Where the device is available, retain and secure the device, and follow the reporting procedures on pages 21-23. This includes reporting the act immediately to the police, if necessary, in order to secure evidence and/or protect a child from harm. You should also inform the Welfare Officer or Swim England Child Safeguarding Team.

Never view, or show the image to another unless there is a clear reason to do so (e.g. police request), or send, print, share, move or save the image anywhere, or allow a child to view, send or share the image. Such action may amount to a criminal offence.

If, for example, a child denies they have any such image on their device or refuses to hand over the device and you are confronting them shortly after the incident has allegedly taken place, they can be asked to produce the device ideally with two appropriate adults present. It is vital they do not get the opportunity to delete any images or data themselves.

Where the device is not available, or where an incident comes to light after the event, then an immediate referral should be made to the Welfare Officer and Swim England Child Safeguarding Team. If the incident takes place "out of hours", and there are concerns that the image has been, or will be shared, you should contact the police.

Keep any information limited to those who "need to know". Advise the Leisure Centre Duty Manager of the incident (if appropriate), if you are still at the location and the concern falls under the "aggravated" category above, you should contact the police.

Please note, a "device" can include mobile phones, tablets, laptops, desktop computers, any type of camera or video camera, or any type of technology capable of taking, sharing or storing images or video footage.

Please remember that it is not the responsibility of members of the organisation to make decisions about the seriousness of the matter, nor to investigate this crime.

Prevention of incidents

There are several ways that an organisation can work to reduce the risk of an incident occurring, as detailed above and in the Changing Room Policy on pages 80-81.

The basis of this being clubs should try to segregate between children that are most likely to be at risk of offending; statistically teenage squads using village changing facilities, where use of devices cannot be monitored or easily observed.

Organisations will find excellent resources from the National Crime Agency's Child Exploitation and Online Protection Command (CEOP) (formerly the Child Exploitation and Online Protection Centre) and the NSPCC Share Aware Campaign. Further advice and club presentations can be sought from Swim England Child Safeguarding Team.

Further guidance is referenced at [gov.uk/government/publications/indecent-images-of-children-guidance-for-young-people/indecent-images-of-children-guidance-for-young-people](https://www.gov.uk/government/publications/indecent-images-of-children-guidance-for-young-people/indecent-images-of-children-guidance-for-young-people).



Swim England Photography Guidance

This guidance applies to all images and videos, which are not suspected of falling under the guidance on indecent/child abuse images of children, taken on any type of camera or recording device (including mobile/smart phones). It applies to all training sessions, activities and events run by a Swim England affiliated organisation.

It should be acknowledged that although the majority of images taken are appropriate and in good faith, images can be misused and children can be put at risk if common sense procedures are not observed.

Aims

This guidance aims to help organisations avoid three often unintended and unforeseen potential sources of child abuse:

- The use, adaptation, sharing or copying of images for child abuse purposes, either electronically or in print.
- The possible identification of a child when an image is accompanied by significant personal information, which can lead to the child being “groomed”.
- The identification and locating of children where there are safeguarding concerns; such cases would include, for example, children who could be compromised by an image because:
 - 1 They have been removed from their family for their own safety.
 - 2 There are restrictions on their contact with one parent/guardian following a parental separation.
 - 3 They are a witness in criminal proceedings.

Recommended best practice

The publishing of a photograph of a member under 18, either on a noticeboard or in a published article or video recording (including video streaming) of a competition (“publication”) should only be done with parental consent and in line with Swim England guidelines.

A parent or guardian has a right to refuse to have their child photographed. The exercise of this right of refusal should not be used as grounds for refusing entry into a competition. Therefore, any photo that may go to press or on a noticeboard, be it through a member of the organisation or an official photographer, should receive parental consent before being published or displayed, preferably in writing. A suggested template allowing parents/guardians to indicate refusal of consent is provided online.

In the case of any event or competition where the host organisation has an official photographer, or for example intends to stream the event or competition online, all parents/guardians or members who are attending should be made aware of this in the event details. If photos are to be published anywhere, each individual parent/guardian should be given the opportunity to withhold their consent. Their right to do so should be specifically drawn to their attention.

Swim England guidelines state that all photographs for publication must observe generally accepted standards of decency, particularly:

- Action shots should be a celebration of the sporting activity and not a sexualised image in a sporting context.
- Action shots should not be taken or retained where the photograph reveals a torn or displaced swimming costume.
- Poolside shots of children should be above the waist only in a swimming costume. Full length shots are permitted if the children are fully clothed.



- Photographs should not be taken from behind the starting blocks or that show children climbing in and out of the pool.

Published photographs may identify the individual by name and organisation but should not state the member's place of residence or school attended. Swim England does not wish to stop parents/guardians photographing their child if they wish, but all organisations must ensure they do all they can to safeguard every child's wellbeing, helping parents/guardians understand why they should refrain from including other individual children in such shots.

The official photographer

In some cases, the organisation will ask a member or officer to act as an official photographer for an event and in some cases they may employ a specialist photographer. Their role is to take appropriate photos that celebrate and promote one of our sports. When taking any image, they should be asked to:

- Focus on the activity rather than the individual child.
- Include groups of children rather than individuals, if possible.
- Ensure all those featured are appropriately dressed.
- Represent the broad range of children participating in one of our sports.
- Organisations should screen applicants for their suitability (just as they would check any other member of staff or volunteer working with children) and then provide training and information on the organisation's child safeguarding policies and procedures.
- The official photographer (whether a professional photographer or a member of staff) should receive clear instructions, preferably in writing, from the organisation at an early stage.

- The organisation should provide them with a copy of this guidance and a clear brief about what is appropriate in terms of content.
- Images should not be allowed to be taken outside the activity being covered.
- The organisation should determine who will hold the images recorded and what is to be done with them after they have served their purpose.

Guidance on filming children during training sessions

Filming during training sessions is not recommended unless there is a legitimate need or purpose for the filming. For example wishing to film children to assist in their stroke technique.

If there is a legitimate need or purpose parents/guardians must be provided with full information such as when the filming is proposed, its purpose, who is filming, how the film will be used or published and an agreement on what will happen once the film has served its purpose. This allows parents/guardians to provide informed consent or otherwise. Written consent to the filming should be requested from the parents/guardians. Invite parents/guardians to be present at the filming; if this is impractical allow them to view the film before publication.



Mobile/smart phones

Members must be made aware that while Swim England does not support the banning of phones, as children may need them to keep in touch with parents/guardians, particularly in emergencies, we do support the requirement that phones should emit a “noticeable sound” if the camera facility is used.

Clubs should also remind members that any photos taken should fall within our guidelines and that if devices are taken into changing rooms, the facility to take photos must not be used. See Changing Room Policy on page 80.

It is vital that any suspected misuse of mobile/smart phone devices is reported in accordance with Wavepower guidance.

Should photographs or footage of children be posted on an organisation’s website or social media platform?

It is recommended that photographs or footage of individual children should not be kept on an organisation’s website or social media platform if the site is publically “open for the world to see”, particularly images of a child with their name displayed, that could lead to that child being identified, approached and placed in a vulnerable position. The same could apply to printed materials such as an organisations’ annual report or kit.

Many organisations have member only areas on their website or have privacy settings on social media platforms to allow and control access so that only members and their families can see the content.

It is recommended that children are not fully identified on such sites. Many organisations use just a first name, a surname or a nickname or simply just refer to the squad name. If an organisation wishes to publish a child’s name this should only be done with the consent of the parent/guardian.

Parental consent may be withdrawn at any time and the organisation should take all reasonable steps to respect the wishes of the parent/guardian.



Online contact and communication with children

When an adult communicates with children they must do so in an appropriate and safe manner whether that is in person, by phone or text, online or via a social networking/messaging website.

Wavepower provides guidance on how to react to a child if they disclose concerns or abuse to you in person. However, you may find a member uses other forms of communication to do so, even if you have followed Swim England guidance and not shared your phone, email address or social networking details with that person. Should that happen, we do not want you to stop that communication, but you should advise the Welfare Officer of the contact immediately and follow the guidance in Wavepower as to how to deal with any disclosure or concern raised.

Generally speaking, if you do not share your contact information with members, they will not find your phone number, email or social network site details. However, if this should happen and they are not disclosing concerns as outlined above, it is important you make them aware that you will not be communicating with them on this medium and inform the Welfare Officer immediately. The Welfare Officer will take action as required, ensuring contact by the member is not repeated.

Electronic messaging

Mobile phones, text messaging, email and other forms of electronic communication have become a regular feature of the sporting landscape and there is a need to define what is and what is not permissible when communication is required between adults and children.

Peers and those in a position of trust

The purpose of this guidance is to provide a recommendation of best practice, maintaining a professional standard for swimming, para-swimming, diving, high diving, artistic swimming, water polo and open water swimming teachers, coaches and those in a position of trust regarding:

- The use of mobile phones whilst having responsibility for the supervision and safety of children.
- Direct communication between coaches or teachers and children of the organisation via mobile phone, email and social media messaging.

The guidance on the use of social networking found on page 92 applies to phones as well as tablets, laptops, desktop computers or other applicable devices.



Phoning, texting, emailing or messaging a child

Coaches and teachers should not personally hold the mobile phone numbers or email addresses belonging to children. This includes apps such as WhatsApp where a child's number is displayed and visible to a group. This is particularly important where any coach/teacher may hold a position of trust over a child.

Coaches can hold the phone numbers and email addresses of members' parents/guardians with their consent, in order to get messages to members. It is then the responsibility of the parent/guardian to inform the child.

There are a number of team communication systems used by Swim England clubs (for example Team Unify), which allow a "non position of trust" administrator(s) to ensure messages to children are copied in to parents/guardians, or are openly visible on a team feed, which allows instant messaging. They also include "push notifications" for immediate attention of a recipient. Systems such as this can prevent direct messaging from a person in a position of trust, preventing suggestions of misconduct.

In limited circumstances, it may be necessary for coaches, team managers or chaperones to have mobile phone contact details of the members, e.g. at an away camp for safeguarding reasons. In such circumstances, the individual holding the contact details must be Disclosure and Barring Service (DBS) checked, have undertaken appropriate safeguarding training and have the consent of each member's parent/guardian to temporarily hold that information for the purpose of the event. The members' phone numbers should then be deleted after the event.

Organisations and/or coaches may wish to have the ability to contact members on a group basis. This may be required in order to inform members of changes to training or lesson times, for example. It is recommended that organisations develop a secure page on their website, or similar system for this purpose, which is open for members to view and is accessible through a variety of devices such as mobile phones, tablets and laptops. This page could be accessed by either the member themselves, or by their parent/guardian if preferred, as no direct one-to-one contact is available to individual members.

Coaches of elite athletes under 18 but over 16 may, with the consent of the athlete's parent/guardian, use text messaging or email to communicate with the athlete for training and competition purposes only. It is recommended that such communications are also copied to a parent/guardian to safeguard the member and the coach, or a system as described above is used.

Apps or social media messaging which are not capable of storing messages, such as Snapchat is NOT recommended in order to communicate with children, as they have limited safety functionality. Nor indeed are platforms that reveal children's numbers and online identities such as WhatsApp and Instagram.

Those adults not in a position of trust with children

Chairs, Club Secretaries, Membership Secretaries or those involved in other administrative roles are not deemed to be in a position of trust with children. As such, they generally have a lessened position of power and trust over a child, which is recognised under the DBS and Swim England's interpretation of a position of trust.



It is recognised that there may be a necessity for individuals performing these roles to contact children, and they are best advised to use a platform such as Team Unify on the basis that any messaging is unlikely to be urgent. A system is recommended where any messaging to under 16s is copied to parents/guardians, and for 16-17-year olds it is also copied to parents/guardians. There are other systems available.

If the 16/17-year-old also has a club or employment role, such as teacher or lifeguard, then best practice would be to ensure any message is also copied to another adult club member such as Club Secretary or Membership Secretary.

Use of a mobile phone by coaches and teachers

- Coaches and teachers should not take or make calls whilst supervising children in a teaching or training session. It is permissible for a coach to make or take a call during an event, providing they are not the sole supervisor of the members and are not actively engaged in supervising children at the time of the call.
- Coaches who have mobile phones with camera facilities must fulfil the obligations set out in Swim England Photography Guidance.
- Coaches and teachers should not be entering changing facilities with any mobile phone turned on.
- The publishing of a photograph of a member under 18 years should only be done with the parent's/guardian's consent and it should be noted that parents/guardians have the right to refuse to have their child photographed.

If a photograph is taken for publication, it should adhere to the guidance provided in Swim England Photography Guidance. Details that identify the individual in the photograph, such as full name, place of residence or school attended, should not be given alongside the photograph.

In the event of a member showing a teacher or coach a text message or image that is considered to be inappropriate for a child to have, the teacher/coach must advise the nominated person at the organisation, most likely the Welfare Officer.

Coaches aged 18 to 21

Swim England recognises that many young coaches aged 18 to 21 will have been members themselves before becoming a coach, and will be friends with their fellow members, some of whom will still be between the ages of 16 and 17. It is therefore plausible that they will have the personal contact details for those members. Swim England accepts it would be inappropriate to require young coaches to remove the details of those members from their contact lists.

Therefore, in such cases:

- If a coach aged 18 to 21 had phone and/or email details for members who were/are aged between 16 and 17 prior to undertaking the role of coach, Swim England does not expect them to remove those members from their contact list.
- However, the coach is advised to inform the Welfare Officer and the Head Coach.
- The Head Coach should make every effort to ensure the coach is not the primary coach for those children except on an occasional basis.



Guidance on the use of social networking

There is a growing awareness of the increasing communication between adults and children and indeed their peers on social networking sites. There are risks associated with these developments and Swim England has identified a number of issues that have led to both disciplinary and safeguarding concerns stemming from the improper or inappropriate use of such sites by its members.

Swim England recognises that the use of social networking sites such as Facebook, Twitter and Instagram, and instant messaging tools such as WhatsApp, TikTok and Snapchat, continue to grow rapidly and are increasingly being used as the communication tools of choice by children.

Increasingly, many sites provide a platform for uploading and viewing video clips, which with the latest cameras and mobile phones, becomes ever easier and can be instantaneous. More recent apps, such as Periscope, allow mobile phone users to stream content directly from their phones, bypassing some of the steps required in uploading videos to YouTube or to social networks such as Facebook.

Whilst the ever developing technologies provide exciting opportunities for our members, they are accompanied by dangers and negative consequences if abused by users.

It is important to note that misuse/abuse conducted on social media may result in a criminal investigation and members are encouraged to directly refer criminal activity to police. This also includes action between members while engaged in a Swim England activity and in those circumstances such action may also breach the Codes of Conduct or Codes of Ethics and result in disciplinary action.

If “out of sport” inappropriate social media activity emerges, members are encouraged to report this directly to the social media platform provider.

Guidance for coaches, teachers and other staff

As a coach, teacher or other employee or volunteer of the organisation, you should not be in contact with children through social networking sites if they are a member of the organisation you work for.

Should a child in your organisation request to become “friends” via your personal social networking site, you should decline if:

- You are in a position of responsibility in respect of that child.
- You hold a position of trust and/or responsibility at the club.
- Your contact with the child is through a Swim England club and the parent/guardian of the child does not give their consent to such contact.

Social networks should never be used as a medium by which to abuse or criticise members or Swim England organisations and to do so may be in breach of Swim England Regulations.

The publishing of a photograph or video footage on any social networking site is governed by the same requirements as those contained in Swim England Photography Guidance on page 86.



Coaches, teachers and other staff who are under 18

Swim England recognises that social networking sites can be a useful tool for teachers, coaches and other staff within the organisation to share information with other teachers, coaches or staff. If, however, the teacher, coach or staff member is under the age of 16, while they may be a colleague, the requirements on page 92 under guidance for coaches, teachers and other staff must still be adhered to.

If the coach/teacher/staff member is aged 16 or 17, it is the view of Swim England that to restrict the ability to share professional information with them from other coaches, teachers or staff may be detrimental in their professional development of their role in Swim England.

Therefore, if a parent/guardian of a child in a position of responsibility and they themselves request to have contact with an adult member of staff for the purposes of sharing professional information relevant to their role, the organisation should:

- Gain written consent from the parent/guardian and young person to have such contact, naming the individual adult and social networking site concerned.
- Ensure the named adult signs an agreement to keep contact with the child to the discussion of matters relevant to the child's role in the club.
- Ensure all such communications are shared with an identified third person (e.g. the child's parent/guardian or Club Welfare Officer).
- Ensure that if the child or the adult is found to breach the above agreement, action must be taken by the club to address the concern and/or ensure that the breach is referred to Swim England or the statutory agencies if appropriate.

Coaches aged between 18 and 21

Swim England recognises that many young coaches aged between 18 and 21 will have been members themselves before becoming a coach and have been friends with their fellow members, some of whom will be between the ages of 16 and 17. It is therefore plausible they will have contact details for those members and be friends with them on social networking sites, and be able to communicate via other methods of electronic communication.

In this circumstance, Swim England accepts it would be inappropriate to require such friends to be removed from their social networking sites.

Therefore, in such cases:

- If a coach aged between 18 and 21 had friends on their social networking site that were/are members aged 16 or 17 prior to undertaking the role of coach, Swim England does not expect them to remove those members from their listed friends.
- In such circumstances the coach is advised to inform the Welfare Officer and Head Coach.
- The Head Coach should make every effort to ensure the coach is not the primary coach for those specified young persons except on an occasional basis.



Guidance to members of the organisation under the age of 18

- Do not ask your coach or teacher to be your friend on any social networking site – they will refuse as that would breach good practice.
- Use the internet positively and do not place yourself at risk. Have a look at **thinkuknow.co.uk** for some useful tips.
- Consider who you are inviting to be your friend and follow the good advice of the social networking sites to make sure you are talking to the person you believe you are talking to.
- Always remember that any communication, comments, photos and video clips posted on a social networking site may be shared with more people than you originally intended.
- Never share pictures of yourself or your friends that you wouldn't be happy for your family to see. Also, never post or send any photographs, videos or make comments that:
 - May be hurtful, untrue or upsetting or that you may regret sharing later on.
 - May be used by other people in a way you did not intend or want.
 - Other people may find inappropriate.
- Do not upload images of other members taking part in your organisation's training, activities or events as you may breach Swim England Photography Guidance on page 86. If you do wish to upload such content, you must first seek the advice and consent of your parents/guardians, the consent of the other child and their parents/guardians, and an officer of the organisation before taking any action. This will not prevent you having images of your friends from the organisation on your personal social networking site, as long as they were taken outside of the sporting

arena. Even so, it is still a good idea to check that any person in the image, and their parents/guardians, are happy for you to upload the image.

- Always be aware that social networking websites are a method of communication like letter writing and the spoken word. They are bound by the same laws and rules. The delivery of social networking content is instantaneous and this can sometimes result in users reacting in the "heat of the moment", and your content/ comments may spread far from that of your own social network of friends. This is a major difference between the present and the past in which you would have written a letter which would have taken time and allowed for you to think again before sending. So never place a comment on the internet that you would not put in writing or say out loud to someone. To do so may breach Swim England Policy and the Code of Conduct.

Parents/guardians of members under the age of 18

There have been occasions where parents/guardians of members have used social networking sites to criticise or verbally abuse an organisation, its officers, officials, coaches, teachers, and/or members in an inappropriate and unacceptable manner. This has, in some cases, led the person who is the subject of the abuse to take action through statutory agencies or statutory legislation to address the comments made.

It is recommended that parents/guardians actively monitor their children's online activity, in line with Child Exploitation and Online Protection Command (CEOP) advice, which is proven to help prevent the risks of harm children may face online from peers and others they may know from a club environment.



Swim England has a parent's/guardian's Code of Conduct which can be found online. This includes expectations of behaviour in club activity online, and as a spectator at all training sessions, events and activities, in treating members, coaches, committee members and parents/guardians of other members of any of our sports' organisations, be that your child's organisation or not, with due respect.

Parents/guardians should be aware that posting any content on a social networking site that breaches the above requirements may breach the parent's/guardian's Code of Conduct.

Parents/guardians who work at the same organisation attended by their children

Many parents/guardians are becoming "friends" with their children on social networking profiles for security reasons, to ensure the wellbeing of their own child by being able to view their child's profile. This may then give the parent/guardian access to the profiles of other children listed as "friends" of their child. It would not be appropriate for Swim England to prevent a parent/guardian who is also an employee at the organisation where their child is a member from using this form of protection for their child's online activities.

Therefore, in such cases:

- The parent/guardian concerned should not have direct contact with members through the social networking website.
- Where the parent/guardian has access to their child's social networking website (i.e. knows the user name and password) they must not contact any other children under the pretence of being their child.
- The parent/guardian should not accept their child's friends as friends on their own social networking website.
- The parent/guardian should inform the Welfare Officer of this arrangement.

What to do if you have concerns

As a user of a social networking website, whether you are a child or an adult, you may have a concern about what you are seeing or being told by another user. Swim England has drawn up a list of agencies that you can contact, anonymously if you wish, where you can raise such concerns.

O2 and NSPCC Online Safety website

o2.co.uk/help/nspcc

NSPCC Share Aware Resources

nspcc.org.uk/keeping-children-safe/online-safety

Childline

childline.org.uk/get-involved/childline-social-media

Child Exploitation and Online Protection Command

ceop.police.uk/safety-centre

Thinkuknow

thinkuknow.co.uk

Our Safety Centre

oursafetycentre.co.uk

NSPCC Child Protection in Sport Unit

thecpsu.org.uk/help-advice/topics/online-safety

Internet matters

internetmatters.org

Childnet International

childnet.com

HM Government advice on keeping children safe online

www.gov.uk/government/publications/child-safety-online-a-practical-guide-for-parents-and-carers/child-safety-online-a-practical-guide-for-parents-and-carers-whose-children-are-using-social-media



Guidance on lane sharing between adults and children

Swimming is a physical sport and like many physical activities there are inherent risks in taking part. Swim England is committed to ensuring that any risks to all participants are kept to an absolute minimum.

Swim England recognise that children and adults may train together if they are of a similar standard. However, it is necessary to consider the implications of children and adults sharing lanes in order to safeguard children in our sports.

Unfortunately, whilst incidents within training sessions are rare, Swim England has identified some problems arising from training activities and warm ups where adults and children swim in the same lane. This includes allegations of sexual and physical assault, both intentional and accidental. Such situations have caused considerable concern and distress for the children and sometimes also for the adults involved. Swim England has a duty of care to all Swim England members alongside a duty to safeguard members under the age of 18.

Clubs may believe that the best solution would be to have adults training separately to children. However, Swim England recognise that, in some situations, it is neither appropriate nor possible for swimmers of different ages to train separately. This could include the development need of older children to train alongside adults, where training together can greatly enhance the experience for both parties, or at times where lane availability is limited. We recognise that an increase of participants in masters swimming creates added pressure on pool availability.

Safeguarding can even be made more effective by allowing an appropriate mix of masters swimmers and older children, which can actively prevent bullying and sexual advances between older children themselves. Co-training can also aid the vital transition between juniors and masters swimming. Swim England considers that in such situations,

club officers and coaches must consider the risk involved and put procedures in place to ensure training activities are organised and concluded in as safe an environment as possible, minimising both the health and safety risks and any child welfare risks that these situations may pose.

When lane sharing between children and adults is unavoidable, coaches and clubs are required to conduct a thorough risk assessment. Particular attention should be given to the mix of swimmers in each lane and the following factors should be taken into consideration:

- Suitability of lane supervision at club sessions involving under 18s.
- The ages and sex of the swimmers.
- The relative sizes and abilities of the swimmers.
- The swimmers' lane discipline and precision of strokes.
- Any lane etiquette guides e.g. overtaking.
- The presence of lifeguards.
- The width of each training lane.
- The number of swimmers in each lane.
- Whether the session is open to spectators.
- Whether they have ensured that the club has an identified and publicised process by which concerns can be raised with an identified child Welfare Officer.



The list on page 96 is not exhaustive but is intended to provide clubs with a starting point for evaluating the risks to swimmers, and highlights certain factors they should be considering to ensure their training sessions are incident free.

Swim England's statement on adults and children sharing lanes in training

Swim England suggests that training sessions with both children and adults should not automatically be ruled out.

Swim England recognises that children and adults may train together in the same lane if they are of a like standard and physical size, but additional consideration to child safeguarding must be undertaken by the club.

Where separate lanes are impractical, it is vital that the club adopts a critical appraisal of the swimmers in the water and completes a careful risk assessment to ensure that the sessions are incident free.

During competition warm ups that involve both children and adult swimmers, promoters should consider providing opportunities for groups of different abilities and physical sizes, or masters groups, to warm up at different times, or within separate lanes.

For clarity, masters who are training with younger swimmers do not require a Disclosure and Barring Service (DBS) check, unless they are also taking part in an eligible role (see DBS guidance on pages 47-52). When using changing facilities together please refer to the advice provided in the Changing Room Policy on page 80.



Guidance for children and adults training and competing together in water polo

Swim England recognise that during water polo training sessions and competitions, it is likely that children and adults, male and female players, may take part in activities together. For this reason, specific guidance below has been collaboratively developed by the Independent Child Protection Officer (ICPO), the Swim England Safeguarding and Legal Department and advisors with water polo experience to assist in maintaining proper safeguarding for all Swim England members.

Often, senior water polo players will teach the junior players how to deal with certain situations in the sport. This is a commonly accepted way of passing on knowledge and skills. The junior players benefit from this approach as they learn from the older players, and their skills improve due to the experience of training at a higher level. The training of adults and children in the same session can be seen as contrary to child safeguarding recommendations. It is therefore necessary to have good practice guidelines in place to both prevent and deal with any concerns that arise.

It is also acknowledged that water polo is a contact sport and, as such, not all risks can be removed in terms of physical contact or allegations. However, best practice can minimise the risks and ensure the sport is safe for all.

In training sessions, games and competitions referees or those responsible for the water polo activity must report any violent or sexual behaviour towards a child, deemed to be a potential criminal assault, outside of the rules governing the sport to police. They should advise the Child Safeguarding Team of the incident using the Swim England referral form as soon as possible.

Those responsible for the water polo activity must take appropriate, proportionate and necessary action at the time to prevent a risk of significant harm to any child. For the purposes of this guidance, junior players are aged under 18 and senior players are aged over 18.

Training sessions

- All teachers, coaches, referees and chaperones should be Disclosure and Barring Service (DBS) checked in line with the guidance provided in Wavepower.
- Any senior player who has water-based contact with any junior player should also be DBS checked if they are acting in a coaching capacity. Advice on what constitutes a coaching capacity, based on how often that role is fulfilled, can be obtained from the DBS guidance on pages 47-52.
- In all sessions where junior and senior players are training together, it is best practice to minimise risk to have a chaperone on poolside, whose only duty is to ensure the safety of the junior players by providing extra supervision. This person(s) should not have any other duties. They should not have any direct access to the junior players and should report any concerns to the coach. Smaller clubs must have a lifeguard able to fulfil this function if no other solution is available.
- The coach is responsible for ensuring all sessions are planned and well organised.
- In all sessions where male and female players train together, it is best practice to minimise risk to have a chaperone on poolside as described above.



- Junior players and senior players should not train together when there is a substantial age difference, unless the situation is unavoidable due to time, space, competition rules which cover the situation and/or acceptable training practices. If they do train together, the coach must be aware of the heightened risks and should address those risks accordingly.
- The session should be appropriate for the ages and abilities of all participants.
- All coaches, junior and senior players must be made aware of, and adhere to, the Codes of Conduct in training at all times.
- During sessions, the coach may add to or vary the standard rules of a game for the purposes of training, to benefit all participants or to meet a duty of care.
- The coach should make appropriate considerations when planning drills to ensure minimum contact between junior and senior players. If possible, all contact drills should be undertaken by same gender juniors with seniors completing the drills separately.
- Junior players should not play competitively with senior players when there is a substantial age difference between them, unless the situation is unavoidable due to time, space or competition rules which cover the situation. If they do play together, the coach must be aware of the heightened risks and address those risks accordingly.
- The rules of water polo should be strictly adhered to when seniors and juniors play competitive matches together.
- If a referee has concerns about a junior player's ability to compete, these should be raised with team managers and coaches prior to the start of the game. Referees should be aware of their duty of care to each junior player, e.g. if a player is significantly younger and/or smaller than the remaining squad members, that may leave them open to unacceptable risk.
- Referees should be aware of best practice in that they are in total charge of any game and that they have a duty of care to the players in their charge.
- Referees and coaches should not tolerate any inappropriate activities between players.

Games and competitions

- The coach has a duty of care to take all factors into account when selecting a team, including, but not exclusively, the age, gender, physical capability and skills of all players in the team and of the opposition's team.
- Where junior males and females play together the coach must be aware of the heightened risk that this may present. To minimise any risk it would be best practice to have a chaperone on poolside whose only duty is to ensure the safety of the junior players by providing extra supervision.



Missing Child Policy

It is hoped that no child will ever go missing from a sport activity. If they do, remember most children are found within a few minutes of their disappearance. This policy should be followed if any child leaves a training session where the coach, teacher or those responsible for the activity do not know their location during the times the session is due to have run and where it is not confirmed that their parent or guardian is aware of their location.

If a child for whom your organisation has responsibility goes missing, the following actions should be taken.

- Ensure other young people are looked after appropriately while you organise a search for the missing young person.
- Inform the young person's parents/guardians if they are present at the event, or nominate an appropriate person to telephone them and advise them of the concern. Reassure them that you are doing all you can to locate their child, asking for any information they may have.
- Either the parent/guardian or the club should try and contact the child on their mobile phone.
- Divide up available responsible adults to search specific areas. It is best to take a short time to organise the search properly so that all places are searched fully.
- Search the area in which the child has gone missing, including changing rooms, toilets, public and private areas and the facility's grounds.
- Request that all those searching report back to you or to a nominated adult at a specific location and time. Record who searched which areas.
- This nominated person should also be making a note of the events, including a physical description of the young person including approximate height, build, eye colour, hair colour and style as well as the colour, brand and type of clothing they were wearing, and where they were last seen, as this will be required by the police.

- If the search is unsuccessful you should then report the concern to the police.

A report should go to the police no later than 30 minutes after the child's disappearance is noted, even if the search is not yet complete.

- The police may recommend further action to be taken before they get involved; you should follow any guidance they provide.
- If the police decide to act upon the concern, follow their guidance in respect of further actions to take, if any.
- At any stage of the investigation, if the young person is located, ensure that you inform all adults involved including the parents/guardians, searchers and police if by then they are already involved.
- Refer the concern as soon as possible to the Swim England Child Safeguarding Team.



Late Collection of Children Policy

Swim England understand that occasionally there are times when the late collection of children is unavoidable, parents/guardians may be delayed or unable to collect their child from training or after an event on time. Parents/guardians should inform the appropriate officer of the organisation if they are going to be delayed and come to an agreement with the club on the best appropriate action e.g. how long they are going to be or provide details of alternative arrangements for their child to be transported home.

If a parent/guardian arrives to collect a child and the officers are concerned at their ability to take appropriate care of the child (i.e. they are considered to be under the influence of alcohol or drugs) the organisation should gain advice from the police or Children's Social Care.

Emergency procedures

In the event that a child has not been collected at the expected time and no contact has been made by the parent/guardian.

The organisation should:

- 1 Use the emergency numbers they have for the child to try to arrange for a nominated person to collect them.
- 2 If there is no answer from those contacts ask the child if they have contact numbers for any other family members who may be able to help.
- 3 If there is no reply or response from the above and after 20 minutes you are unable to contact anyone else the organisation can seek advice from police or Children's Social Care or Multi Agency Safeguarding Hub (MASH).
- 4 If following either points 2 or 3 the child has to be transported to a place of safety by an adult club officer or coach in an emergency situation it is recommended that two Disclosure and Barring Service (DBS) checked adults from the club transport the child. In all cases the child should be seated in the back seat.

- 5 The officers must never leave a child alone, unless they are over 16 and parents/guardians have agreed with the club previously that their child can make their own way to and from training.
- 6 Until a child is collected, to maintain the wellbeing of all concerned, two appropriate officers (ideally who hold a DBS check) or parents/guardians must remain with the child.

You should avoid:

- Taking the child home or to another location.
- Asking the child to wait in a vehicle.
- Waiting with the child at the organisation on your own.
- Sending the child home with another person without permission.

Repeated incidents

Parents/guardians who repeatedly fail to collect a child on time or who have not arrived after a reasonable period of time, and have given no prior notice or informed the organisation that they are going to be delayed, may be failing in their duty of care to their child. The Welfare Officer and another officer should arrange to meet with the parent/guardian and discuss the matter. It may be that the parent/guardian can be assisted in arriving promptly. For example making arrangements with another parent/guardian.

If over the next few weeks there is no change, the Welfare Officer should either contact the Swim England Child Safeguarding Team, Children's Social Care or MASH Team for further advice.



Transport Policy

This advice should be read in conjunction with the NSPCC Child Protection in Sport Unit document “Safe sport events, activities and competitions” (2013).

Swim England recommends that getting to and from the organisation is agreed with parents/guardians when a child joins a club.

- Parents/guardians are responsible for ensuring appropriate transport arrangements to and from any training session or competitive event, except when the organisation is providing transport for the team.
- Arrangements made between parents/guardians to transport the children of other members are at the sole discretion of the parents/guardians concerned.
- The driver is responsible for ensuring that a child has and uses a seat belt. You should not use vehicles without seat belts or exceed the recommended number of passengers for the vehicle.

Swim England recognises that some children are capable of taking themselves home alone. Each situation should be assessed as they arise in an appropriate manner, and parental consent must be given. When considering if it is appropriate for a child to take themselves home on their own several factors should be considered by the parent/guardian and the organisation, for example how far they have to travel, are there any busy roads or unlit/dangerous routes.

The NSPCC provide useful guidance around assessing if a child is ready to do this which can be found at learning.nspcc.org.uk/research-resources/leaflets/out-alone/.

- It is not the responsibility of the coach or other poolside staff to transport, or arrange transport for members to and/or from any training session, event or gala. If a child is not collected on time please refer to the Late Collection of Children Policy (page 101).

- When transport is provided by the organisation e.g. by minibus or coach, the organisation should ensure written consent is obtained by each parent/guardian.
- Contact details for the parents/guardians should be checked to make sure they are up to date.

Where the organisation has agreed to transport the team to an event, the team manager will provide parents/guardians with written details of:

- The type of transport being provided, e.g. coach, minibus, etc.
- The departure time and the expected time of arrival back.
- The venue for members to meet the coach, and if different, the venue from which they can be collected upon their return.
- The contact number of a nominated officer at the event for emergency use only.

Coaches and officers unrelated to a member under 18 years of age should not in non-emergency situations transport members alone in a car or other transport. In an emergency situation the child's welfare is paramount and where a failure to act may place them at risk of harm transporting a child may be necessary. In such an emergency situation it is recommended that two Disclosure and Barring Service (DBS) checked adults from the club transport the child. In all cases the child should be seated in the back seat.

If possible consent from parents/guardians should be obtained in advance.



Supervision of children when away from the organisation

Swim England organisations have a duty of care to safeguard children for whom they are responsible. This requires appropriate supervision when training at home and at away events. Some members may attend galas and meets on a regular basis, some of which will be a few hours, a day or events requiring overnight stays.

The NSPCC Child Protection in Sport Unit has produced "Safe sport events, activities and competitions". This document helps organisations to ensure they meet their safeguarding responsibilities for an event and take appropriate steps to promote the wellbeing of all participants and other children involved, including volunteers and officials.

It is recommended that organisations download this document, keep it with Wavepower and use it every time they are planning an event. The Child Protection in Sport Unit (CPSU) has also made the document available as an interactive planning tool on its website at: thecpsu.org.uk/event-management/.

In addition to the guidance below the requirements of the Safe Recruitment Policy (pages 44-46), Transport Policy (page 102) and the Codes of Conduct must be adhered to.

Trips away without an overnight stay

Regardless of whether an event is a league gala, county meet or a national competition it is important that the same level of care and safeguarding is made available to all members. If the event requires transport then organisations must follow the Transport Policy.

Some parents/guardians choose not to attend events even when they are at, or local to, the home organisation. It is best practice to collect the parents'/guardians' contact details and the member's medical form prior to the event, so should they be required quickly they are easily available to the event team staff. In addition ensure parents/guardians are aware of the names and an emergency contact for the

event team who will have responsibility for the care of their child.

Parents/guardians who do attend may choose to leave the venue, it is therefore important to agree with parents/guardians that they should:

- Inform a member of the event team staff if they are leaving the venue.
- Ensure they return to the venue at an agreed time when their child's participation at the event is over.
- Ensure that should their child need to leave an event before it ends, for any reason, that a member of the event team staff is made aware of this to ensure the whereabouts of the child are known.
- Alongside the organisation, ensure their child is aware that whilst at the event should they wish to leave poolside for any reason e.g. to go to the toilet, they understand they must tell a member of the event team staff.

Trips away with an overnight stay

The event team is responsible for the wellbeing and safeguarding of members under 18 years of age at the event, from the moment of handover by the parent/guardian to the moment of return to the parent/guardian. When parents/guardians do not attend, this will include the care of the children day and night at the event venue, transport and accommodation.



The following are key members of the event team:

- Event Welfare Officer
- Team Manager
- Chaperone
- Coach

In addition we recommend the event team appoints a contact from the home organisation who will not be attending the event itself. This person can contact parents/guardians, statutory authorities or assist the event team in an emergency or with any other required contact.

Event Welfare Officer

The person appointed for this role at the event may not be the Welfare Officer for the home organisation but they should still meet the requirements of the Welfare Officer role as set out in Wavepower. They should have attended safeguarding training and we would recommend they have completed the CPSU Time to Listen course. The Welfare Officer should hold a copy and be familiar with Wavepower and the Safe sport events, activities and competitions document. They should:

- Ensure that all on the trip are aware of who they are, their role and to refer any child safeguarding concerns to them.
- Obtain and hold securely the contact details of parents and guardians whose children are attending the trip.
- Obtain and hold securely the personal and medical information completed for each child in attendance on the trip.
- Take action should any child safeguarding concern be raised to them on the trip or after returning home.
- Refer any child safeguarding concerns to the organisation's Welfare Officer (if this person is not the acting Welfare Officer on the trip).
- If assistance is required refer to the Swim England Child Safeguarding Team or statutory agencies as appropriate.

Team Manager

Swim England conduct Team Manager training and it is a requirement of the sport that all persons regularly acting in this role should undertake this training. The advice below is a summary of the learning obtained from the course. It is not a substitute for attendance on a course. The role includes regularly communicating with parents/guardians, verbally and in writing, to ensure they are aware of:

- The purpose of the event.
- Any required qualifying times to attend.
- Where the event is to be held.
- The meeting points and arrival information if parents/guardians are expected to transport their own children.
- The meeting points for departure and arrival if the parents/guardians are not expected to transport their own children.
- The mode of transport that is to be used.
- The staffing arrangements for the event with details and role descriptions of staff and volunteers attending.
- The cost including arrangements for members to have money to spend while away.
- Kit requirements.
- The overnight venue and accommodation arrangements.
- The event Code of Conduct that members and parents/guardians of members under 18 must sign.
- Any arrangements for food and drinks, including specific dietary requirements for each member.
- The name and phone number of a contact at the organisation and details of their role.



Chaperone

The role of the chaperone, together with the Event Welfare Officer is to:

- Take on the role of a responsible parent/ guardian for a member under 18 years of age.
- Ensure the general care and wellbeing of a member whilst on the trip and to monitor their adherence to the event Code of Conduct.
- Discuss any child safeguarding issues with the designated Welfare Officer and assist the Event Welfare Officer as and when required in matters involving child safeguarding and welfare.

In addition to the above, chaperones:

- Must be familiar and adhere to Wavepower and the Safe sport events, activities and competitions document.
- Should not be in a coaching or team manager role at the same time as being the nominated chaperone.
- Must have completed approved child safeguarding training in accordance with Wavepower.
- Must hold a current Disclosure and Barring Service (DBS) certificate issued through Swim England within the last three years.
- Must understand the purpose and requirements of their role on the trip.
- Together with the Event Welfare Officer must be aware of any medical or special needs relating to any child they chaperone on the trip.

General guidance around supervision ratios

In all cases organisations should follow the detailed guidance provided in the Safe sport events, activities and competitions document. The document provides factors for the organisation to consider in their risk assessment to ensure they have a sufficient ratio of event staff to children attending the trip.

A ratio of 1:10 coaches should be considered as a minimum requirement for children aged 11 or over. For younger children or for children with disabilities or other special needs the ratio should be increased depending on the requirements and the activities being undertaken. Swim England recommend that for children aged 10 or younger there should be a minimum ratio of 1:8 coaches.

Ratios are difficult to prescribe as they will vary according to the activity, ages involved, location and efficient use of resources. Organisations must ensure they have enough people to be able to deal with an emergency situation. For example, event staff illness, a sick child or an accident.

Event team staff

All members of the event team should work together, regardless of their role in the planning of the trip and for the duration of the trip. The event team and home organisation will be responsible for:

- Identifying suitable venues for any overnight stays and risk assessing the venue prior to the event either in person or by obtaining required information from the venue.
- Following the detailed guidance in Safe sport events, activities and competitions about considerations for accommodation.



- Meeting with parents and guardians and ensuring they have been provided with all relevant information for the trip. This could include:
 - Itinerary of the trip.
 - Transport arrangements.
 - Details of the event venue.
 - Details of room allocations for the children. Ideally the team will all be on one floor.
 - Details of event staff room allocations and where their room is in relation to the children. Ideally event staff will be nearby on the same floor.
 - How to contact event staff in an emergency.
 - Knowledge of the insurance provision for the trip.
 - Details of the Code of Conduct for the trip.
 - Agreements around spending money, parental contact whilst away and free time.
- Ensuring all members on the trip have:
 - Details of where staff are located and how to contact them at any time during the trip.
 - Details of emergency procedures to include fire, accident, illness or other incidents.
 - Code of Conduct and team rules for the trip.
 - Room rules and curfew if not included in the Code of Conduct.
 - Itinerary and maps.
 - Orientation of the venue.
 - On arrival their rooms checked by event staff to ensure rooms can be locked from the inside, no obvious issues or risks in the room and that telephones work.
 - Details of meals.

- Knowledge of where medication is kept and the staff member(s) responsible.

Emergency plan

In the event of an emergency, the event team must:

- Establish what the emergency is and obtain the details of those involved.
- Establish if anyone is hurt and call for medical assistance if required.
- Establish what action needs to be taken to manage the emergency, ensuring the wellbeing of all members attending the event.
- If emergency services are present ensure all instructions from them are followed.
- If a member requires medical treatment or to attend another venue such as a police station ensure a member of the event team will chaperone them.
- Ensure all other members are safe and supervised by event staff.
- If necessary contact the organisation's nominated home contact and ask them to notify parents/guardians of any relevant information.
- If necessary contact the Swim England Child Safeguarding Team for advice and guidance.
- Ensure a written record is recorded as soon as possible of what has happened and the actions taken.

