



## **CHILD PROTECTION AND WELFARE**

Bilston Swimming Club believes that the welfare of children is everyone's responsibility, particularly when it comes to protecting children from abuse. Everyone in swimming – administrator, club official, coach, parent, friend, children themselves, anyone – can help.

### **Raising Concerns**

If you have any concerns about the safety of any child in the Club or the behaviour of any adults, please contact:

### **Bilston Swimming Club Welfare Officer**

**Contact:** Joanne Howes

**E-mail:** [welfare.bilstonswimmingclub@gmail.com](mailto:welfare.bilstonswimmingclub@gmail.com)

Alternatively, you can call the ASA's SwimLine on 0808 100 4001. The service is provided for anyone involved in swimming, including children and young people who believe that the welfare of a young child is at risk. This could be neglect or abuse, bullying or fear of someone, or anything that is worrying you and you don't know who to discuss it with.

### **Wavepower 2016/19** – ASA's Child Safeguarding Policy and Procedures

All ASA affiliated Clubs have been recommended to implement the Policies and Procedures contained in the Wavepower files on the British Swimming website. The files contain mandatory requirements, practical information and good practice guidance all in one place. Eastleigh Swim Club has adopted the Wavepower policies and procedures. It is to be used by club officers, club members, parents, children and all those who work with young members so that everyone involved in the sport can play their part in safeguarding children and young people.

## **EQUALITY, DIVERSITY AND INCLUSION**

- The ASA and British Swimming have committed themselves to tackling forms of discrimination and to strive to become inclusive of all those who want to participate in swimming (as competitors, officials, coaches and administrators) irrespective of their race, gender, disability, age, sexual orientation and faith and ability.
- This code of conduct includes the Association's commitment to address equality, diversity and inclusion in swimming. To this end the Association will not tolerate:
  - Discrimination on the grounds set out in 1 above.
  - Harassment.
  - Bullying.
  - Abusive or insensitive language
  - Inappropriate behaviour detrimental to any individuals or groups of individuals.
- The ASA and British Swimming are governed by UK law and will seek to ensure that its participants are committed to addressing its responsibilities under the Sex Discrimination Act 1975, Race Relations Act 1976, Race Relations (Amendment) Act 2000, Equal Pay Act 1970, Disability Discrimination Act 1995, Human Rights Act 1998, Disability Discrimination Act (Amendment) 2005, Equality Act 2006.
- Committees, officials and volunteers in all aquatic disciplines must address this responsibility to support equality, diversity and inclusion in our sport.



## **SOCIAL MEDIA CODE OF CONDUCT**

Bilston Swimming Club runs a Facebook account to be used to publish news, results and swim-related news stories. These accounts will also be used to generate interest in the club from potential new members and potential sponsors or partners. Occasionally these accounts might be used to contact individuals with a club message.

### **Social media interaction**

The club would kindly request that members do not use the Facebook account to communicate information to the club or its officials. Information sent via Facebook is in the public domain and even the slightest hint of negativity can have an adverse effect on the club. Personal or sensitive information, malicious comments or complaints spread quickly across social media and we kindly ask that you bear this in mind and offer nothing but positivity about swimming and the club on these accounts. Should you need to contact us, the email account [ljpegg.bilstonsc@gmail.com](mailto:ljpegg.bilstonsc@gmail.com) is the correct conduit to communicate with the club.

### **Inappropriate or incorrect information**

Bilston Swimming Club will make every effort to post appropriate, relevant and accurate information. In the event that the information on the Facebook accounts does not meet these standards, we ask that you contact us via the club email account so that we can investigate and correct the information – **please don't contact us via social media platforms**. If any postings sent to the Facebook account are deemed to be inappropriate, ill-judged, sarcastic, open to misinterpretation or harmful in any way to the club, its swimmers, coaches or officers, we will contact the author to remove them and if necessary will take additional action to block future postings from offending authors.



## **SWIMMERS' DISCIPLINARY PROCEDURES**

It is the Club's policy to be inclusive at all times and to work with swimmers and their parents to help them reach the required standards of behaviour. However, please remember that the Club has a duty of care over all its members and cannot allow the behaviour of individuals to unduly affect the wider membership and younger members in particular.

Breaches of the Code of Conduct for Swimmers will be dealt with in the first instance by the Coach/Team Manager/Lifeguard;

1. The swimmer will be reprimanded by way of a verbal warning.
2. The swimmer will be required to get out of the pool and have 'time out'.
3. The swimmer will be barred from the rest of the session.
  - a. In these circumstances the swimmer will change and sit on poolside until the end of the session, unless the parent/carer is present to take that child home.
4. If a second incident occurs the Coach/Team Manager/Lifeguard will again refer to the above system but also inform the Welfare Officer and Chairman.
  - a. The Welfare Officer will record the incident in a disciplinary book with date, time and description of behaviour.
  - b. Parent(s)/Carer(s) will be notified of this by the Welfare Officer.
5. A third incident will again be dealt with as above but will result in the swimmer being given a written warning.
  - a. The swimmer, parent(s)/carer(s) will be asked to meet with the Coach, Chairman and Welfare Officer of the Club to discuss the incident and strategies to address behavioural issues.
6. Any further behaviour issues will result in either the swimmer being suspended until such time as determined by the Club or permanent exclusion from the Club, depending on the severity of the incident.
7. At the discretion of the Club's coaches, managers or officials, any offence which in their opinion is deemed serious enough can be escalated up the behaviour system without recourse to prior sanctions.
  - a. For instance a swimmer might be required to leave a session immediately, without prior warning, if the offence warrants it.
  - b. Any threatening, intimidating, aggressive, physical or inappropriate behaviour will result in the swimmer being immediately suspended until further notice and until the committee has had the opportunity to consider the matter.
8. Final decisions on disciplinary matters will be made by the Club committee.
9. Any decision can be disputed either via the Club's internal procedures or via the ASA.
10. Further details on internal disputes can be found at [www.britishswimming.org](http://www.britishswimming.org) in the Wavepower manual.
- 11. Please note that the Club also has the right to suspend a swimmer where parents, carers or associated adults have breached the Code of Conduct for Parents.**



## **MISSING CHILD POLICY**

Hopefully no child will ever go missing from the club. If they do then we must remember most are found within a few minutes of their disappearance.

However, if a child for whom the club has responsibility goes missing, the following guidelines have been devised to clarify actions should they be taken by the coach, parent volunteers, or club officers:

- Ensure the other young people in your care are looked after appropriately whilst a search is organised for the missing person.
- Inform the parents/carers of the missing person if they are present or nominate an appropriate person to telephone them and advise them of the concern, reassuring them we are doing all we can to locate their child.
- Inform the local pool manager of the situation and ask to help organise all available staff and responsible adults to help search all areas.
- Take a short time to organise the search properly so that all places are fully searched.
- Search the area in which the child has gone missing to include changing rooms, toilets, public and private areas including the outside grounds.
- Request all those who are searching report back to an agreed point at a certain time.

It may be in the best interest if possible for a nominated person to be making a detailed note of all actions and events including a physical description of the person to include approx. height, build, hair and eye colour, as well as a description of the clothing they were wearing and where they were last seen and who by, as this will be requested by the local Police.

If after a period of time the search is unsuccessful, please then report the concern to the local Police. (This should be reported to the police no later than 30 minutes after the person's disappearance.)

If the Police recommend further action, before they get involved then we must follow their guidance.

Once the Police act upon the concern then we must all be guided by them in any further actions to take.

At any stage the person is located and found then all persons involved (parents/carers, searchers and the police) during the search are to be informed.



## **LATE COLLECTION OF CHILDREN POLICY**

Bilston Swimming Club has a policy with guidance for safeguarding all swimmers including the late collection of children and children going missing. Our policy is in accordance with the ASA and Wave Power guidelines.

Coaches, parents and club officers are responsible for the safety and welfare of all swimmers whilst they are in the pool during training sessions, when getting changed and whilst waiting to be collected.

We understand that, on occasion parent/carers may be delayed and unable to collect their child on time from training or after an event, hence we would like everyone to be aware of the protocol that, as a club, we must follow.

To help keep your children/swimmers safe, we would ask that the guidelines below are followed:

Any swimmer who has to get out of their session early through illness or injury (or is asked to leave the pool for behavioural reasons) will be asked to remain on poolside until their parent/carer arrives. This way we can ensure their well-being rather than them sitting unaccompanied in a changing cubicle etc.

- If a swimmer knows they will have to get out early for a particular reason in advance of the session, please could this be cleared with the coach/welfare officer beforehand, preferably by a parent/carer. If this has not been discussed and the parent/carer is not present, the swimmer (under 16 years old) will be asked to remain on poolside until the parent arrives.
- If parents/carers are not staying during training times, please make sure that you are contactable by phone at all times.
- Please insist that your children wait for you inside the leisure centre/pool building when being collected.
- If a child is aged 12 or under then it is unacceptable for the child to leave the Leisure centre/pool building – they need to wait inside to be collected.

The safety and well-being of every swimmer, is the Club's priority. Please discuss the above with your children/swimmers.

We need a working partnership between us to be able to provide the support we would like to give to your children.

**Parents, who persistently fail to collect a child on time or have not arrived after a reasonable period of time and have given no prior notice or informed the club that they will be delayed, may be failing in the care of their child.**

- In the event that a child/swimmer is not collected on time after a training session or event, the club (officers/coaches) will use the emergency numbers they have for the child to arrange for a nominated person to collect the swimmer.
- If no one nominated is available to collect the swimmer, and the parent has still not contacted the club, the child will be asked if there is another family member who may be contacted.
- After a reasonable period of time and if the child still has not been collected, the club will consult the local police or local authority Safeguarding Team duty officer for advice and appropriate action to take.
- If a parent/carer arrives to collect a child/swimmer and the coach/club 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 to the level under which they are unfit to drive, and/or take care of their child) the club should gain advice from the police or children's services.
- The club's coaches / teachers and officers will avoid;
  - Taking the child home or to another location.
  - Asking the child to wait in a vehicle or at the club with them alone. A second responsible adult e.g. a club officer, coach, teacher, volunteer or parent will be asked to assist.
  - Sending the child home with another person without permission.



**If a parent/carer fails to collect their child or young person on several occasions with no contact or reasonable reason for the delay, the club Welfare Officer and another club officer will arrange to meet with them to discuss the matter.**

**If there is no change, the Welfare Officer will contact either The Children's team at local Social Services or seek advice from the ASA ICPO.**



## TSC COMPLAINTS PROCEDURE

### Introduction

Bilston Swimming Club (TSC) is dedicated to coaching children and adults alike to become excellent swimmers, who can, if they wish, compete against others. Bilston Swimming Club prides itself on the quality of the coaching and care provided to all swimmers. However, if any member has a complaint, they can expect it to be treated by the club in accordance with this Procedure. All members can be assured that all concerns and complaints will be treated seriously and with an appropriate degree of courtesy and confidentiality. The club, in its turn, expects that concerns and complaints will be presented with courtesy and in a calm manner. If any member is aggressive or verbally rude they will be asked to make their point in writing. An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances. These would include serious concerns such as child protection issues or bullying allegations, where the club would either involve appropriate external agencies or conduct a review in accordance with Wave Power, the ASA Child Safeguarding Policy and Procedures document.

### Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally. If a member has a complaint they should normally contact the Head Coach. In many cases, the matter will be resolved in this way and without delay. If the Head Coach cannot resolve the matter, it may be necessary to involve a member of the committee. If the complaint cannot be satisfactorily resolved informally then the member may proceed with their complaint in accordance with Stage 2 of this Procedure.

### Stage 2 – Formal Resolution

If the complaint cannot be resolved informally, the member should submit their concerns in writing via the club email [talk2tsc@gmail.com](mailto:talk2tsc@gmail.com), marked for the attention of Chairman (emails sent to committee member's personal accounts will not be acted upon). The Chairman will then decide the appropriate course of action. In most cases, the Chairman will meet the member concerned, normally within 15 working days (during school term time) of receiving the complaint. Response times may be longer during school holidays. If possible, a resolution will be reached at this stage. It may be necessary for the Chairman to carry out further investigation. The Chairman will keep written records of all meetings and interviews held in relation to the complaint. Once the Chairman is satisfied that, so far as is practicable, all of the relevant facts have been established, a considered response will be given to the member in writing. If the member is not satisfied with the outcome, they should proceed to Stage 3 of this Procedure.

### Stage 3 – Panel Hearing

If a member wishes to invoke Stage 3 they should address their complaint in writing to the Club Secretary, who has been empowered by the Chairman to call hearings of the Complaints Panel at this stage. The matter will then be considered by the Complaints Panel. The Panel will consist of three committee members not directly involved in the matters detailed in the complaint. The Club Secretary will acknowledge the complaint and schedule a hearing as soon as practicable and normally within 20 working days (during school term time). The Panel may ask for further information about the complaint or any related matter. Copies of this shall be supplied to all parties prior to the hearing. The member may be accompanied at the hearing by one other person. This may be a relative or friend. If possible, the Panel will resolve the complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out. When all the relevant facts are available the Panel will reach its conclusions and may make recommendations. This shall be done as soon as is reasonably practicable after the Hearing. The Panel will write to the member informing them of its conclusions and the reasons for them. The Panel's findings and any recommendations will also be sent in writing to the Chairman and to any individual named in the complaint. In more complex cases the Complaints Panel may choose to meet the club member to explain their findings and any recommendations. When the matter is concluded the Complaints Panel may choose to prepare a short report for the full committee if deemed appropriate. Stage 3 is the final stage in the Club's procedure.