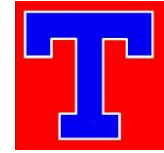




Tiverton Swimming Club

Online contact and Phone communication with children



Adults must communicate with children in an appropriate and safe manner whether it is in person, by phone, email, text, Teams, Zoom or via social networking/messaging websites.

Tiverton Swimming Club coaches, teachers, volunteers, and officers use email, Facebook, X (Twitter), Mailchimp, WhatsApp, Teams, Zoom, and Instagram platforms for a variety of club activities.

Peers and those in a position of trust.

This guidance recommends best practice and professional standards for club teachers, coaches, volunteers, officers, and anyone in a position of trust regarding:

- Using mobile phones whilst having responsibility for supervision and safety of children.
- Direct communication between coaches, teachers or volunteers and children with mobile phones and email, online and social media messaging.

Phoning, texting, emailing, or messaging a child online.

Coaches and teachers and volunteers should not personally hold the mobile phone numbers or email addresses belonging to children, which includes apps such as *WhatsApp or on Swim Manager accounts. *There are exceptions to this rule for club coaches aged 16-17 who may join WhatsApp groups for coaching communications in our club messaging groups, provided they and their parents' consent to this sharing of their phone number.

Adults at the club can hold the phone numbers and email addresses of members' parents/ guardians with their consent, to pass on messages to children. At Tiverton Swimming Club it is the responsibility of the parent/guardian to inform their child of any club emails or messages sent out or Zoom/Teams invitation access codes. By parents sharing a club Zoom or Teams access code with their child, we will imply that you have consented to that online activity for your child.

It may be necessary for coaches, team managers, or chaperones to have mobile phone contact details of child members if at an away camp for safeguarding reasons. If so, the member holding the contact details must be DBS checked, have completed SE safeguarding training and have the consent of each member's parent/guardian to temporarily hold that information for the event. The child's phone number should then be deleted after the event.

Use of a mobile phone by coaches, teachers, and volunteers.

Coaches and teachers should not take or make calls whilst supervising young members in a teaching or training session. Coaches and team managers can a call during an event, providing they are not the sole supervisor of the members and are not actively engaged in supervising at the time of the call.

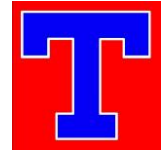
All members who have mobile phones must follow Swim England Photography Guidance and **must not use a Phone in changing facilities, toilets, or showers.** See [TSC Photography Guidance and Changing room policy on Swim Manager in documents section or on club website.](#)

TSC – Online contact and Communication with children– 03/2026 (Wavepower2025)



Tiverton Swimming Club

Online contact and Phone communication with children



In the event of a member showing a teacher or coach a text message or image which is inappropriate for a child to have, the teacher/coach must advise the Club Welfare Officer as soon as possible.

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 club members, who will still be between the ages of 16 and 17. Swim England accepts it would be inappropriate to require young coaches to remove the details of those members from their contact lists.

Therefore:

- If a coach aged 18 to 21 has phone or email details for swimmers aged between 16 and 17, Swim England does not expect them to remove those members from their contact list.
- The Head Coach should make every effort to ensure the young coach is not the primary coach for those specified young persons except on an occasional basis.