

Swim Wales 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 or 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 and also recognises and adopts the Swim Wales definition of Equality and Diversity in sport:

Swim Wales believes sporting opportunities should be open to all and are committed to:

- Developing a culture that enables and values everyone's full involvement
- Creating an environment in which everyone has opportunities to play, compete, officiate, coach, volunteer and run community sport.
- Overcoming potential barriers for those wishing to play sport, particularly if they are from groups who are currently underrepresented in sport.

The organisation also seeks to fulfil Swim Wales Equality and Diversity Policy objectives which states:

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

Swim Wales Anti-bullying Policy

This policy has been modelled on the anti-bullying guidance provided by Kidscape. Please visit www.kidscape.org.uk for more information.

Statement of intent

Swim Wales is committed to providing a caring, friendly and safe environment for all of our members so they can learn to swim or train in a relaxed and secure atmosphere. Bullying of any kind is unacceptable at all of our affiliated organisations. If bullying does occur, all members should be able to speak out and feel reassured 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 welfare officer, coach, teacher or another officer or employee of the organisation.

Objectives of this policy

- All officers, teachers, coaches, members and parents should have an understanding of what bullying is.
- All officers, teachers and coaches should know what the organisation's policy is on bullying, and follow it when bullying is reported.
- All members and parents should know what the organisation's policy is on bullying, and what they should do if bullying arises.
- All organisations should take bullying seriously. Members and parents should be assured that they will be supported when bullying is reported.
- Bullying will not be tolerated.

What is bullying?

Bullying is the repetitive, intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. It can happen face-to-face or through cyberspace, and comes in many different forms:

Bullying can include:

- **Verbal:** Name calling, persistent teasing, mocking, taunting and threats
- **Physical:** Any form of physical violence, intimidating behaviour, theft or the intentional damage of possessions. This includes hitting, kicking and pushing
- **Emotional:** Excluding, tormenting, ridiculing, humiliation, setting people up and spreading rumours
- **Cyber:** Cyber bullying is 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.

- **Racist:** Bullying based on ethnicity, skin colour, language, religion or cultural practices
- **Homophobic:** Discrimination based on sexuality and/or gender identity
- **Sexual:** Unwelcome sexual advances or remarks that are intended to cause offence, humiliation or intimidation. This could include pressure to send images of a sexual nature.

- **Disablist:** The bullying of children who have special educational needs and disabilities.
- **Based on 'difference':** Bullying based on any real or perceived difference. This can include, but is not limited to, factors surrounding the way someone looks or dresses, hobbies and interests, family situation or social behaviour.

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. Members of the organisation who are bullying others need to learn to behave more appropriately. Organisations have a responsibility to respond promptly and effectively to issues of bullying.

Signs and symptoms

- Although a child may not necessarily explicitly state that they are being bullied, they may still display signs or behaviours that indicate he or she is being bullied. Adults should be aware of these signs and be prepared to investigate if a child:
- Is frightened of walking to or from the organisation.
 - Doesn't want to go on the club bus
 - Changes their usual routine.
 - Is unwilling to go to the club when they previously could not wait to go.
 - Becomes withdrawn, anxious, or lacking in confidence.
 - Starts stammering.
 - Attempts or threatens suicide or runs away.
 - Cries themselves to sleep at night or has nightmares.
 - Feels ill at training times and does not want to go.
 - Starts to drop in their level of training or competition.
 - Comes home with clothes torn or equipment damaged/lost.
 - Asks for money or starts stealing money (in order to pay a bully).
 - Has unexplained cuts or bruises.
 - Becomes aggressive, disruptive or unreasonable.
 - Is bullying siblings or other children.
 - Stops eating or has less of an appetite.

- Is frightened to say what's wrong.
- Is afraid to use the internet or their mobile phone.
- Is nervous or jumpy when a message is received.
- Gives improbable excuses for any of the above.

These signs and behaviours could indicate other problems, but bullying should be considered as a possibility and should be investigated.

Procedures

- Report incidents of bullying to the welfare officer, coach, teacher or another officer or employee of the organisation.
- In cases of serious bullying, the incidents are to be recorded by that person and referred to the welfare officer if he/she is not already aware.
- In serious cases, parents should be informed and will be asked to come in to a meeting to discuss the problem.
- If necessary and appropriate, the police will be consulted.
- The bullying behaviour, or threats of bullying, must be investigated and the bullying must be stopped quickly.
- If bullying is found on the 'balance of probability' to have taken place, then appropriate action will be taken. This includes attempting to help the bully/bullies to change their behaviour – see the Behaviour Contract Template on p. 110.

Outcomes

- The bully/bullies may be asked to genuinely apologise. Other consequences may take place.
- In serious cases, suspension or even exclusion will be considered.
- If possible, the members will be reconciled.
- After the incident(s) have been investigated and dealt with, each case will be monitored to ensure repeated bullying does not take place.

Prevention

We will use Kidscape methods for helping children to prevent bullying. As and when appropriate, these may include:

- Writing a set of 'club rules'.
- Signing a behaviour contract (see p. 110).
- Having discussions about bullying and why it matters.

Other helpful organisations:

Swimline: 0808 100 4001

Kidscape Parents Helpline: (Mon-Fri, 10-4)
0845 1 205 204

Childline: 0800 1111

Youth Access: (Mon-Fri, 9.30pm-1pm and 2pm-5.30pm)
020 8772 9900

Family Lives: (formerly Parentline Plus)

0808 800 2222

BullyingUK: (part of Family Lives)

www.bullying.co.uk

Visit the Kidscape website www.kidscape.org.uk for further support, links, advice and downloads.

Swim Wales acknowledges the work Swim England has sourced with Kidscape in helping in the development of this policy.

Guide for welfare officers: how to deal with bullying

- You should be informed of any allegations involving bullying of a member under the age of 18.
- Ensure you receive the information in writing and agree who will take the lead in investigating the concern. Usually this will be you, but in some cases the coach or teacher may wish to take the lead.
- Initially, try to reconcile the parties through mediation. The mediator could be you and/or the coach or teacher.
- Where any member under 16 is involved, ensure a parent/guardian, or another adult nominated by the parent, is present when the member is spoken to.
- If the young person is aged 16-17 then the parent and young person can agree to nominate another adult or to have no parent or adult present.
- If mediation fails then follow the guidance below:

- Set up a subcommittee of three people; this would normally include you, a suitable committee member or coach and a committee member who will take notes.
- Ensure all members of the subcommittee are fully aware of the concerns raised and are not involved in the matter or related to any of the parties involved.
- Meet initially with the bullied young person and his/her parents as appropriate. Allow the young person concerned to explain the issues including what happened, where and how the incident made them feel. Reassure them that they did the right thing in raising the concern and that you take their concern seriously.
- In cases where the member is 10 or under, the parents may prefer to meet with the subcommittee without the member but with a letter in writing (self-written or with the help of the parents if required) produced by the member as to what happened, etc.

- Ask the member if there were any witnesses to what took place; if so, ask the parents of those under 18 for consent to either speak to them or ask the parent to get any information they have/what they saw, etc., in writing. If the witness is over 18 you can approach them directly for this information.
- When you have all the information from the bullied young person, speak to the alleged bully and his/her parents by following the same protocol for the bullied young person, as set out above. In some cases, you will find they admit to wrongdoing and you can go straight to taking appropriate action.
- If the alleged bully denies the incident(s), ask them for their point of view; if they have anyone who they wish you to speak with, do so in line with the above guidance.
- When you have no agreement or evidence on what happened, it is for the subcommittee to consider all the information and form a view on what took place, based on the balance of probabilities.

This should be formed by taking all the available information into account, including your view of what was alleged, previous concerns, knowledge of those involved, etc.

- If the outcome of your considerations confirms that bullying took place, based either on evidence or on the balance of probabilities, then consider what action you wish to take.

Some options include:

- An apology from the bully and an agreement for proper behaviour in future.
- A behaviour contract (see p. 110).
- Temporary suspension in line with the organisation's disciplinary policy.
- A mix, or all, of the above.

Ensure everything is recorded and that all parties are kept informed of what is happening, the outcome, and of any actions to be taken.

Time is of the essence in matters involving children and young persons. Ensure there is minimum delay in considering the matters and agreeing an outcome.

Guidance on self-harm concerns

Swim Wales is grateful to the expertise of self-harm UK and Dr Adam Connor in assisting with the following guidance provided to Swim England.

What is self-harm?

Self-harm 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 and can be very addictive.

The following is a list of possible types of self-harm but is not an exhaustive list:

- Scratching and pinching
- Hitting objects, including punching and head banging
- Cutting
- Ripping skin
- Carving
- Interfering with healing
- Burning
- Rubbing/scraping the skin with sharp objects
- Hair-pulling (and then potentially hair-eating)
- Abusing drugs and alcohol
- Eating disorders
- Poisoning or overdosing

It is often more helpful to focus on how someone is feeling rather than what they are actually doing to themselves.

Who and why does someone self-harm?

Self-harm can affect people of all ages and from all walks of life. A young person is not necessarily more likely to self-harm if they come from a deprived background or if their parents are separated. Young people growing up in care are not more or less likely to self-harm than teenagers who live with their families. It really can, and does, affect anyone.

It is thought that around 13% of young people aged 11-16 will self-harm at some point. Research suggests that children exposed to others who self-harm may be more likely to begin harming themselves, so it's important that siblings and friends receive support to understand self-harm as much as the person affected.

The trigger for someone to hurt themselves for the first time will be different for each person. Self-harm can be used as a coping mechanism to deal with emotions that have become difficult to manage although sometimes it may be a sign of an underlying mental health issue.

There are many reasons why a young person may be self-harming. These could include:

- Feeling unhappy
- Experiencing low self-esteem.

and their families in providing appropriate signposting to the professional help available.

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 parent(s) could make the situation much worse for the young person concerned, a referral can be made to Children's Services in order to take further advice.

In some cases, the organisation may be concerned that the young person is unfit to continue with aquatics due to the self-harm.

Case studies undertaken by the Swim England in this area show that medical professionals predominantly regard aquatics as a very positive and enjoyable experience for a young person.

In most cases, medical advice encourages the young person to continue their involvement in the sport due to the positive mental and physical benefits.

It is important to remember that officers, coaching staff, other employees or volunteers of the organisation and Swim Wales 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 to their family. Self-harm is a highly complex area and requires appropriately qualified medical practitioners to support the young person and their family.

In all cases, Swim Wales Child Safeguarding Team will support and provide guidance to any organisation or individual with a concern of this nature.

Who can help?

In most cases the young person and their family may find help and support through their GP. The GP may then refer the young person to specialist mental health services depending on availability. Service provision varies across the UK and waiting lists can be long.

The GP may refer the young person to the Child and Adolescent Mental Health Services (CAMHS) instead. CAMHS provide specialist NHS mental health services to children and young people. Referrals to CAMHS can also be accessed through the young person's school. If the family is receiving support through Children's Services they may also be able to access CAMHS through their family worker.

There are private clinical psychologists and psychotherapists who may offer specialist support for families but these can be costly and the families would need to ensure that the practitioner is recognised by a professional body. In addition to the above, there are a number of organisations that can provide advice and support and the details are provided at the end of this guidance.

Will the self-harm continue?

Not everyone who hurts themselves will continue to do this for months or years to come. For some it may only happen for a short period of time, possibly during a time of stress such as exams. It is important to remember that self-harm won't stop automatically 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 the process of self-harm addictive and some may become dependent on it. Just telling somebody to stop is unlikely to work and could push the young person to self-harm secretly due to the fear of being found out again.

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

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 helpline on 0800 802 5544
www.youngminds.org.uk/

selfharmUK

selfharmUK is a project dedicated to supporting young people who are impacted by self-harm, providing a safe space for them to talk or ask questions, and to be honest about what's going on in their lives.

selfharmUK is part of Youthscape, a registered UK charity that's been working to support young people since 1993.
www.selfharm.co.uk

Harmless

Harmless was established at the beginning of October 2007. It is a national voluntary organisation for people who self-harm, as well as for their friends and families and for professionals.
www.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.
www.childline.org.uk/Explore/Self-harm/Pages/about-self-harm.aspx

NSPCC

Calls can be made to the NSPCC Helpline on 0800 800 5000 trained counsellors are used to dealing with the effects of self-harm and calls can be made anonymously.
www.nspcc.org.uk/preventing-abuse/keeping-children-safe/self-harm/

Kooth.com

Free online support for young people. Kooth is a service from Xenzone, leaders of online counselling. Online counsellors are available on Monday-Friday from 12pm-10pm and at the weekends from 6pm-10pm.
www.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.

You can call them on 0300 123 3393 (Monday-Friday, 9am-6pm, except bank holidays) or text them on 86463.
www.mind.org.uk

Samaritans

Confidential support for people experiencing feelings of distress or despair. Call their free 24-hour, 365-days-a-year helpline on 116 123.
www.samaritans.org.uk

NHS information on self-harm

Information from the NHS about self-harm, along with some more helpful links.
www.nhs.uk/conditions/self-injury/Pages/Introduction.aspx

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

Swim Wales Changing Room Policy

Swim Wales has been asked by many clubs to clearly state what responsibility the club has for young members under 18 years in changing rooms before, during and after training or an event or competition. 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 have no responsibility, but parents 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 under what circumstances they require parents to remain at the pool throughout a session. For example, with young 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

The view of Swim Wales is that 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).

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 in section 2.2 (pp. 35–45). 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 Wales is currently working with the CPSU, and commercial facility providers, to try to encourage pool providers across the nation to separate the sexes of school-age children in mixed changing villages.

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, etc.) to enable mixed changing villages to be used as separate changing areas for either sex. This is likely to help prevent the crime of any covert use of cameras or phones, etc. by one person on another of the opposite sex. (See the guidance on pp. 62–63 and 69–70).

Information for parents regarding changing facilities

- Ensure that parents are made aware that changing facilities at venues may be shared by both club members and members of the general public.
- Ensure parents are made aware of the type of changing room in use, i.e. separate for male and female or mixed changing villages.

- 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 are aware that they should not be in the changing room whilst the children are changing, unless their child is of an age where help is required from parents 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 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 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 Wales 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 Wales 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 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 aware that if children are not collected by a parent, coach or whoever the club deems to be appropriate, and then they should make that known to the welfare officer, for the nominated individual to ensure that the member is supervised appropriately until a parent arrives or the parent communicates alternative arrangements.

If a parent fails to collect a child, the club should follow the procedure outlined in the Swim Wales Late Collection of Children Policy on p. 73.

Guidance on child abuse images/indecent images of children

Risks

Increasingly, and with the emergence of technology, some young members have been found to have been trying to take, and succeeding in taking, images (video and still photographs) of children under 18 in the process of changing, perhaps in changing villages and under/over changing cubicles. Some young people, only known to each other, through the sport, have also been sharing indecent images with each other. An indecent image is one which is an image of an under 18 year old depicted in an indecent circumstance.

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 also significantly affect the mental health and social interactions of young people, 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 young person in a vulnerable state and can significantly affect their future. It is vital that children understand the legal implications and the impact on others.

Research (Finkelhor/Wolak) has identified the initial risk mainly comes from peers, friends and others in their social network rather than from strangers or adults. Statistics from the children's charity Beatbullying suggest the following:

- Over one third (36% of males and 39% of females) have received a sexually explicit text or e-mail.
- Over a quarter of 12-15 year olds have received an offensive sexual image, of which, 85% know the identity of the aggressor.
- The majority of these aggressors are peers and only 2% indicated that it was an adult.

"Recent evidence suggests that girls are more adversely affected by the risks than boys – it is not a gender neutral practice, it is something that is shaped by pre-existing gender dynamics and reinforced through the use of the technology."

NSPCC – Children, Young People and Sexting

May 2012.

Criminal Acts

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). Legislation is under the Protection of Children Act 1978 and Criminal Justice Act 1988. It is also an offence to request a child to take, make, distribute or upload such an image, under Section 44 of the Serious Crime Act 2007, encouraging another to commit an offence. An offence of voyeurism may also have been committed (observing/filming another doing a private act) under Section 67 of the Sexual Offences Act 2003. Sending may also be an offence of Malicious Communication.

The position of the Association of Chief Police Officers (ACPO) is that it does not support prosecutions of children for taking indecent images of themselves. It realises the detrimental effect especially if they are convicted. The label of sex offender that would be applied to a child or young person convicted of such offences is regrettable, unjust and clearly detrimental to their future health and wellbeing. It would also have an effect on future employment, particularly in roles in a position of responsibility, such as supervision or teaching of children.

Types of criminal acts and course of action

All usage of images as detailed above are criminal offences, and, if deemed to be an 'experimental' act, then Children's Services, the MASH team and Swim Wales Child Safeguarding Team should be advised. If the act is deemed to be 'aggravated' then it must be reported to the police. Children's Services and Swim Wales 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, 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 should be informed that Swim Wales will not be referring the concern direct to police (in line with CEOP/ACPO guidance), but will refer the matter to the relevant Children's Services/MASH team, for assessment by them. This may be done without the absolute need for 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 Wales, and to help parents

manage that behaviour. Where both parties (sender/recipient) are at the same organisation, the welfare officers and other staff can also work with parents 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 as above.

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 young individual who is pictured.

Aggravating factors to be considered also include:

- The age of the child (or children) involved.
- The circulation of images to peers.
- 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 Services, by welfare officers or Swim Wales Child Safeguarding Team, according to local arrangement.

Action to be taken by the organisation Our duty to safeguard children is paramount. Therefore, if there is a strong suspicion that a particular device contains an indecent image of an under 18 year old, then Swim Wales suggests that:

Where the device is available, retain and secure the device, and follow the reporting procedures outlined on pp. 21–25. 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 Wales 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.

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 Wales 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' only. It may be prudent to advise any Leisure Centre Duty Manager of the incident, and if you are still at the location, and the concern falls under the 'aggravated' category above, a decision to contact the police should be made. 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 officials 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.

All members of the organisation, including employees and volunteers, should be educated about the consequences of taking, sharing or using indecent images. It reinforces that the possession or taking of indecent images is illegal, and will not be tolerated in any form. The reinforcement of clear guidance about mobile phones or devices being taken into changing rooms is also advisable.

Consultation with pool providers or operators is particularly useful. For example, if the organisation can impose separate single sex changing areas, this will prevent the possibility of covert filming of children of the opposite sex. Pool providers may assist the organisation in creating single sex changing areas by simply moving lockers or introducing a temporary barrier, etc.

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

Guidance on the use of electronic communication

Mobile phones, text, messaging, e-mail 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 or young people.

The purpose of this guidance is to provide a recommendation of best practice to aquatics teachers, coaches and those in a position of trust, regarding:

- The use of mobile phones whilst having responsibility for the supervision and safety of young people.
- Direct communication between coaches or teachers and young members of the organisation via mobile phones and e-mail.

Most mobile phones can gain access to the internet and the guidance on the use of social networking found on p. 65 applies to phones as well as tablets, laptops, desktop computers or other applicable devices.

Phoning, texting or e-mailing a young person

- Coaches and teachers should not personally hold the mobile phone numbers or e-mail addresses belonging to young members of the organisation.
- Coaches can hold the phone numbers and e-mail addresses of members' parents with their consent, in order to get messages to members. It is then the responsibility of the parent to inform the child of the message.
- 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 DBS checked, have undertaken appropriate safeguarding training and have the consent of each member's parent or 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 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, 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 or guardian, use text, messaging or e-mail to communicate with the athlete for training and competition purposes only. It is recommended that such communications are also copied to a parent or guardian to safeguard the member and the coach.

Guidance on the use of social networking

There has been a growing awareness of the increasing communication between adults and young people on social networking sites. There are risks associated with these developments, and Swim Wales 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 Wales recognises that the use of social networking sites such as Facebook, Twitter and Instagram, and instant messaging tools such as WhatsApp and Snapchat, continue to grow rapidly and are increasingly being used as the communication tools of choice by young people.

These social networking sites permit users to chat online, post or send pictures, comment on and share content, and write 'blogs' or updates through the creation of an online profile. These can either be publicly available to all, or can be restricted to an approved circle of electronic friends.

Sites such as YouTube and Google provide a platform for uploading and viewing video clips, which with the latest cameras and mobile phones, becomes ever easier and can be almost instantaneous. More recent apps, such as Periscope and Meerkat, 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.

In addition to these sites, Twitter is a social networking and micro-blogging service that enables users to send and read other users' messages known as 'tweets'. Tweets are online text messages of up to a maximum of 140 characters displayed on the author's profile page. Tweets are publicly visible by default, however the sender can restrict message delivery to their followers list only.

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

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 young people through social networking sites if they are a member of the organisation you work for.
- Should a young person 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 an ASA 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 Wales organisations and to do so may be in breach of Swim Wales Rules and Regulations.

- The publishing of a photograph or video footage on any social networking site is governed by the same requirements as those contained in the Photography Guidance on p. 69.

Coaches, teachers and other staff who are under 18

Swim Wales 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 of the first two points above must still be adhered to.

If the young coach/teacher/staff member is aged 16 or 17, it is the view of Swim Wales 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 Wales. Therefore, in such cases, if the parent of a young person in a position of responsibility aged 16 or 17 and the young person themselves requests 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 young person to the discussion of matters relevant to the young person's professional role in the club.
- Ensure all such communications are shared with an identified third person (e.g. the young person's parent/guardian or club welfare officer).
- Ensure that if the young person 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 Wales or the statutory agencies if appropriate.

Coaches aged between 18 and 21

Swim Wales 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 Wales 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 Wales 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 www.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 ensure 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 Wales Photography Guidance (see p. 69). If you do wish to upload such content, you must first seek the advice and consent of your parents, the consent of the other young person(s) and their parents, 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, are happy for you to upload the image.

- Always be aware that social networking sites 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 Wales Policy and also the law.

Guidance to parents

Parents of members under the age of 18

There have been occasions where parents 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 to the person who is the subject of the abuse to take action through statutory agencies or statutory legislation to address the comments made.

Swim Wales has produced a parent's Code of Conduct which can be found in SWCSP on p. 49.

Parents are expected to behave responsibly as a spectator at all training sessions, events and activities, and treat members, coaches, committee members and parents of other members of any aquatic organisation, be that your child's organisation or not, with due respect in order to meet Swim Wales commitment to equality and diversity.

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

Parents who work at the same organisation attended by their children

Many parents are becoming 'friends' with their children on social networking profile 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 access to the profiles of other children listed as 'friends' of their child. It would not be appropriate for Swim Wales to prevent a parent who is also an employee at the organisation where his/her child is a member from using this form of protection for their child's online activities.

Therefore, in such cases:

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

Further information

The CPSU Briefing Document: Social networking services, social media and sport: Guidelines for safeguarding children and young people (2009) gives more in depth guidance on social networking sites and can be accessed via the Child Protection in Sport Unit website at www.cpsu.org.uk.

What to do if you have concerns

As a user of a social networking site, whether you are a child or an adult, you may at some time have a concern about what you are seeing or being told about by another user. Concerns may range from negative or abusive comments and cyber bullying, to suspected grooming for sexual abuse.

Swim England has kindly shared a list of agencies that you can contact, anonymously if you wish, where you can raise such concerns.

- The National Crime Agency, CEOP Command (formerly the Child Exploitation and Online Protection Centre) at www.ceop.gov.uk
- Swimline Swim England/NSPCC helpline 0800 100 4001.
- If you are under 18 use the 'Your Chance to Talk' form on the Child Power section of the Swim England website.
- ChildLine 0800 1111 or www.childline.org.uk
- www.childnet.org.uk which is an NSPCC support service specifically for young people.
- The local police or Children's Services – their number appears in the phone book, or dial 101.
- The NSPCC helpline 0800 800 5000 or www.nspcc.org.uk.
- The Internet Watch Foundation (IWF) www.iwf.org.uk The IWF was established to provide a UK internet hotline which can be anonymous for the general public and IT professionals to report criminal online content in a secure and confidential way. They work in partnership with other agencies to minimise the availability of this content, specifically:
 - Child sexual abuse images hosted anywhere in the world
 - Criminally obscene adult content hosted in the UK
 - Incitement to racial hatred content hosted in the UK
 - Non-photographic child sexual abuse images hosted in the UK

Guidance on communicating with children and young people

When an adult in the organisations communicates with children or young members, 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 site.

Swim Wales Safeguarding Policy 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 SWCSP guidance and not shared your phone, e-mail address or social networking details with that person. Should that happen, we do not want you to stop that communication as it breaches our guidance, but you should advise the welfare officer of the contact immediately and follow the guidance in SWCSP 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, e-mail 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.

There are exceptions to every rule and this is outlined in our guidance. However, all those in a position of responsibility in the organisation must remember that they have to ensure they are appropriate at all times with individuals under the age of 18 and maintain appropriate, professional relationships to safeguard the young people and themselves.

Swim Wales Photography Guidance

This guidance applies to all images and videos taken on any type of camera or recording device (including mobile phones). It applies to all training sessions, activities, and events run by a Swim Wales 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

Swim Wales Photography Guidance aims to help organisations avoid three 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:
 - They have been removed from their family for their own safety.
 - There are restrictions on their contact with one parent following a parental separation.
 - They are a witness in criminal proceedings.

Recommended best practice

- The publishing of a photograph of a member under 18, either on a notice board 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 Wales 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 notice board, 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 to indicate refusal of consent is provided on p. 104.
- In the case of any event or competition where the host organisation has an official photographer, all parents of members who are attending should be made aware of this in the event details. If photos are to be published anywhere, each individual parent should be given the opportunity to withhold their consent. Their right to do so should be specifically drawn to their attention.

Swim Wales 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, though full length tracksuit shots are approved.
- Photographs should not be taken from behind the starting blocks or that show young participants climbing 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 Wales does not wish to stop parents photographing their child if they wish, but all organisations must ensure they do all they can to safeguard each child's wellbeing.

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 aquatics.

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 youngsters participating in swimming – boys and girls, children with disabilities, members of minority ethnic communities, etc.
- 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

The filming of children during training sessions is not recommended. The requirement for any filming must be justified by the organisation, (e.g. to assist in stroke development).

Assuming filming is justified, written consent is required from the parents of each child who should then be invited to attend the filming and to subsequently view the video.

The individual who is responsible for filming should exercise caution when recording and ensure the content of the footage is appropriate, following the advice outlined above. Filming should cease and/or the footage destroyed should any concerns be raised or if consent is withdrawn.

Once the footage has served its purpose, it should always be destroyed, unless the need to keep it can be justified.

Mobile phones

Mobile phones should be registered as a camera if it has that facility in order to adhere to our policy on cameras. All organisations need to make their members aware that while Swim Wales does not support the banning of phones, as children need them to keep in touch with parents, particularly in emergencies, we do support the requirement that phones should emit a 'noticeable sound' if the camera facility is used.

Organisations should also remind members that any photos taken should fall within our guidelines and that if mobile phones are taken into changing rooms, the facility to take photos must not be used.

Please refer to the Changing Room Policy (p. 61) in addition to the guidance on child abuse images on p. 62 and on the use of electronic information on p. 64.

Should photographs or footage of children be posted on an organisation's website?

It is recommended that photographs or footage of individual children should not be kept on an organisation's website, and certainly not with the child's name as this could lead to the child being identified, approached and placed in a vulnerable position.

The same applies to printed materials such as an organisation's annual report or kit. Many organisations will use a child's first name, surname or nickname only, with parental consent, so as not to identify them fully.

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

Policy for lane sharing between adults and children

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

We recognise that children and Masters (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 sport.

Unfortunately, whilst incidents within training sessions are rare, Swim Wales 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 distress and concern for the children and sometimes also for the adults involved. Swim Wales has a duty of care to all Swim Wales 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 Wales recognises that, in some situations, it is neither appropriate nor possible for swimmers of different ages to train separately. This could include the developmental 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 Wales considers that, in such situations, 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.

They must pay particular attention to the mix of swimmers in each lane whilst taking the following factors 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 individual swimmers' lane discipline and precision of strokes.
- Any lane etiquette guides, e.g. re. 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 above list 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 Wales statement on adults and children sharing lanes in training

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

Swim Wales 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.

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

For clarity, Masters who are training with younger members do not require a DBS check, unless they are also taking part in an eligible role (see p. 41). When using changing facilities together please refer to the advice provided in the Changing Room Policy on p. 61.

Guidance for young people and adults training and competing together in water polo

Swim Wales recognises that during water polo training sessions and competitions, it is likely that children and adults, and 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 for Swim England (ICPO), Swim England's Legal Affairs Department and advisors with water polo experience to assist in maintaining proper safeguarding for all Swim Wales 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. Swim Wales is grateful for the time given by the water polo representatives who helped to compile the guidance below.

For the purposes of this guidance, junior players are aged below 18 years of age and senior players are aged 18 years and over.

Training sessions

- All teachers, coaches, referees and chaperones should be DBS checked in line with the guidance provided in SWCSP.
- 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 section on pp. 37-41.
- In all sessions where junior players and senior players are training together, it would be desirable and best practice 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 normally be the lifeguard or coach, who have other duties. They should not have any direct access to the junior players unless they have been DBS checked and should report any concerns to the coach. Smaller clubs must have a lifeguard to fulfil this function if no other solution is available.

- If a referee has concerns about a junior player's ability to compete, these should be raised with team managers and coach 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 notify Swim Wales on the relevant form if there is any confrontation or violent play involving a junior player, giving as full an account as possible. It is the responsibility of Swim Wales to confirm the ages of the players involved and determine whether or not the reported matter is a child protection issue.

- 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.

Swim Wales Late Collection of Children Policy

Occasionally, parents may be delayed or unable to collect their child from training or after an event on time. The list of emergency numbers for the parents is to be used in such situations. Parents should be asked to inform the appropriate officer of the organisation if they are going to be delayed, with clear guidance on what the organisation will be required to do, e.g. the parent must give consent if they wish for another parent to transport their child home. The officers must never leave a child or young person alone unless they are over 16, and then only with parental consent. Swim Wales recognises that some young people aged 16 and over will take themselves home, so the officer must assess each situation as they arise in an appropriate manner. Until a child is collected, to maintain the wellbeing of all concerned, two appropriate officers or parents must remain with the member.

Parents who persistently 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 delayed, may be failing in their duty of care to their child. The organisation should use the emergency numbers they have for the child to try to arrange for a nominated person to collect them. If the nominated person(s) is unavailable to collect the child, and the parent has still not contacted the organisation after a reasonable period of time, the organisation should consult the police or Children's Services/MASH for advice on action to take.

If a parent 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 to the level where they are unfit to drive, and/or take care of their child) the organisation should gain advice from the police or Children's Services

The organisation should:

- Attempt to contact the parent/carer from the information sheet completed on joining/ renewing membership.
- Attempt to contact the emergency contact or nominated person.
- If there is no reply from the parent, emergency contact or nominated person, ask the child if there is another family member who may be contacted.
- Wait with the young person at the organisation with at least one other responsible adult, e.g. an official, coach, teacher, volunteer or parent.
- If you are unable to reach someone, contact the local police to enquire about the best course of action.
- Remind parents/carers of the policy relating to late collection.

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.

Persistent failure to collect a young person on time

If a parent/carer fails to collect their child or young person on several occasions, with no contact from them or reasonable explanation for the delay, the welfare officer and another officer should arrange to meet with them and discuss the matter. It may be that the parent/carer can be assisted in arriving promptly.

If over the next few weeks there is no change, the welfare officer should either contact the Regional Welfare Officer, Swim Wales Child Safeguarding Team, Children Services or MASH team for further advice.

Swim Wales Missing Child Policy

It is hoped that no child will ever go missing from your organisation. If they do, remember that most children are found within a few minutes of their disappearance.

However, if a child for whom your organisation has responsibility for goes missing, the following guidelines have been devised to clarify the actions that should be taken.

- Ensure the other young people in your care are looked after appropriately while you organise a search for the missing young person.
- Inform the young person's parents 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.
- Divide up all the available responsible adults into areas to be searched. 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 organisation's grounds.
- Request all those searching to report back to you or to a nominated adult at a specific location and time.
- 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 he/she was wearing, and where he/she was 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 THIRTY (30) MINUTES AFTER THE YOUNG PERSON'S DISAPPEARANCE IS NOTED, EVEN IF THE SEARCH IS NOT 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, searchers and police if by they are already involved.
- Refer the concern as soon as possible to Swim Wales Child Safeguarding Team.

Swim Wales 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).

- Parents and carers are responsible for the safe delivery and collection of their child to and from any training session or competitive event, except when the organisation is providing transport for the team.
- 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.
- Arrangements made between parents to transport the children of other members are at the sole discretion of the parents concerned.
- When transport is provided by the organisation e.g. by minibus or coach, the organisation should ensure written consent is obtained by each parent, or carer.
- Contact details for the parents 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 and carers 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 transport members alone in a car, or other transport except where to fail to do so would cause the child to be placed at risk of harm. In an emergency, if a child has to be transported without a relative present, two suitably DBS checked adults should be present and the child should always be placed in the back seat with the adults in the front. If possible, parental/ carer consent should be obtained in advance.

Policy on the supervision of members when away from the organisation

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. Depending on the level of the member, they may go to galas and meets on a regular basis, some of which will be for one session a day, or two or more days that require overnight stays. Swim England and NSPCC previously produced Safe sport away which outlined the actions that an organisation is required to take in the planning stages as well as at the event itself, to ensure that safeguarding is met at all times. This document has been updated by the NSPCC CPSU and is now called Safe sport events, activities and competitions (2013). It is recommended that organisations download the new document, in order to refer to it whenever they take young members away from the home venue.

In addition to the guidance below, the requirements of Swim Wales Safe Recruitment Policy on p. 36, Swim Wales Transport Policy on p. 74 and the codes of conduct on pp. 48-51 must also be adhered to. This guidance should also be read in association with the advice and forms in Safe sport events, activities and competitions (2013).

Trips away without an overnight stay

Regardless of whether the event is a league gala, a 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, it is important that the Transport Policy on p. 74 is followed. Some parents may choose not to attend galas even when they are at or local to the home organisation for a variety of reasons. Therefore, it is best practice to collect the parents' contact details and the member's medical form as outlined in Safe sport events, activities and competitions (2013) prior to the event, regardless of the location.

Parents who do attend may choose to leave the venue and their children in the care of the poolside team. It is therefore important to be clear to parents that they should:

- Inform a member of the poolside team if they are leaving the venue and therefore their child's care with the coach and other staff/volunteers.
- Be there to receive their child back after their swim, performance or after the gala.
- Allow their child to remain on poolside throughout the event.

- Ensure the consent of a member of the poolside team is obtained by their member if they wish to go to see their parent/leave the event with parents before the event ends.
- Ensure the child knows to inform a member of the poolside team if they need to leave poolside for whatever reason.

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 to the moment of return to the parent. When parents do not attend, this will include the care of the children day and night at the event venue and accommodation.

The following staff are the core members of the event team:

- Event welfare officer
- Team manager
- Chaperone
- Chief coach

In addition to this, we recommend the event team appoints a 'home contact' for the organisation who will not be attending the event itself but who can contact parents and/or statutory agencies on behalf of the event team if required.

Event welfare officer

The welfare officer appointed for a specific event will not necessarily be the welfare officer of the organisation, but they should still meet the requirements of the welfare officer role as set out in SWCSP, including the requirement to attend a child safeguarding course. We would also recommend they have completed the NSPCC Time to Listen course for welfare officers. They should have a copy of SWCSP and Safe sport events, activities and competitions (2013) or access to both documents via a computer while at the event. A copy of the travel insurance details should also be available to the Team Manager, if appropriate.

Additionally, they should:

- Ensure that all members, staff and volunteers on the trip have knowledge of their role and refer any safeguarding/welfare concerns to them.
- Obtain and hold securely the contact details of parents/carers/guardians
- Obtain and hold securely the personal and medical information forms completed for each member.
- Take action (with other officers and volunteers) on any concern raised, at the time and/or subsequent to returning home if required.
- Refer ongoing concerns to the organisation's welfare officer if that person is not acting as the event welfare officer.

Team manager

Swim Wales conducts team manager training and it is advised 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 but is not a substitute for it.

The role includes regularly communicating with parents, verbally and in writing, to ensure they are aware of:

- The purpose of the event.
- Any required qualifications to attend, e.g. qualification times.
- Where the event is to be held.
- The meeting points for departure and arrival (if the parents are not expected to transport their own children).
- The time of departure and return.
- 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.
- The kit requirements.
- The overnight venue and accommodation arrangements.
- The required codes of conduct that members and parents 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, acting 'in loco parentis', for the members for whom they are nominated as chaperone.
- Ensure the general care and wellbeing of members while on the trip and to monitor their adherence to the code of conduct for the events.
- Discuss any issues of child welfare with the designated welfare officer and assist the welfare officer as requested in matters involving child safeguarding and welfare.

In addition to the above, chaperones:

- Must adhere to SWCS².
- Should not be in a coaching role at the same time.
- Can also act as the welfare officer when the number of members is low.
- Must hold a current DBS certificate issued within the last three years.

- Must have completed the scUK Child Safeguarding Course (or approved LSCB equivalent) within the last three years.

- Must have an induction into their role before undertaking the role for the first time.

- Must meet in advance of the event with other staff members attending the trip to clarify all staff roles and responsibilities.

- Must have a list of children for whom they are responsible as chaperone and full written details of those members and any specific medical information or special needs they may have.

General guidelines:

- One chaperone to a maximum of 10 members is the minimum supervision requirement for children over the age of 11.
- Ratios should be higher if children are younger than 11.
- Where the group is of mixed gender, there should be at least one male chaperone and one female chaperone.
- There must be enough chaperones to deal with an emergency to ensure children are not unaccompanied should there be the need for a chaperone to attend to an emergency.

Before travelling (alongside other staff attending) the chaperone should:

- Meet with parents and the members for whom they are to be chaperone.
 - Ensure parents have the relevant information which will be supplied by the meet organiser/ manager.
 - Have details of the accommodation (address and telephone number).
 - Have details of the room allocations, including where their room is in relation to the members for whom they are acting as chaperone.
 - Have details of transport arrangements and the event venue.
 - Have a full itinerary of the trip.
 - Have knowledge of the insurance provision for the trip.
 - Hold information of the agreed spending money, protocol for phoning home and for parental contact with members.
 - Sign the trip code of conduct and have a copy of the member's code of conduct, team guidelines and any other relevant information.
- Upon arrival:
- Chaperones should have a room on the same floor as the members if possible and be as close to the members' rooms as possible.
 - Members should be made aware of the chaperone's room number(s) and how to contact them.

- Chaperones should check all rooms on arrival for any damage and to ensure the doors can be locked from the inside.

- Chaperones should check room access to unsuitable TV channels and ask for them to be blocked if necessary.

- Chaperones should check that telephones are working in each room.

- Chaperones should ascertain the location and contact details of the nearest medical facility.

- Chaperones should be aware of the location of the first aid kit, medicines, accident forms and medication checklist.

- If a member of the team requires transport to hospital, a chaperone must accompany them, taking medical information and any medication with them.
- Chaperones should check to see if there is a fire drill practice, and locate the emergency exits and assembly point.

Ensure the following information has been given to the members:

- Details of the emergency procedures (fire, accident, illness or other incident).
- Curfew and room rules.
- Money if appropriate.
- Code of conduct and team rules.
- Itinerary and maps
- An orientation of the venue.
- Guidelines on meal timetable.
- Know where medication is kept and who is responsible for distributing it.

The Event Team

Together, the event team should:

- Identify suitable venues for any overnight stays and risk-assess that venue prior to the event, either in person or by obtaining information from the venue management.
- Make a suitable room sharing plan for members as laid down in Safe sport events, activities and competitions (2013) and ensure that the child's and parents' preferences are met as far as possible.
- In all hotel/hostel accommodation, ensure that you follow the guidance in Safe sport events, activities and competitions (2013) including:
 - Facilities are suitable for any special needs or requirements of individuals attending
 - If the room has a TV ensure no unsuitable programmes can be accessed by members.
 - If there is a phone in the room, have an agreed policy on the use of that phone for external use.
 - In room sharing, members are always placed with like age and same sex members in separate beds.

- Ideally, those rooms are all on one floor, and that staff and volunteer rooms are nearby and preferably at either end of the members' rooms.
- That members know how the staff can be contacted or located, for information or in an emergency.

- Establish and make known the rules for going out of the hotel and lights out time

- Identify whether this event will require parents to transport and supervise their own children, and if not, to identify any transport that may be required (ensuring the Transport Policy on p. 74 is adhered to).
- Consider if additional staff and/or volunteers are required.

- Agree an emergency plan – see below.

- Agree that this is to be a 'dry' camp for all volunteers, staff and over 18 year olds attending as participants, Swim Wales does not permit the use of alcohol whilst travelling/having responsibility for children.

- Ensure all documentation as outlined in Safe sport events, activities and competitions (2013) has been received by parents and members, and relevant forms have been completed, signed and returned to the nominated event team member.

- Ensure that a home contact for the organisation has been appointed and that the relevant contact details have been shared.

Emergency Plan

If an emergency occurs, the event team must:

- Establish what the emergency is and clarify the details of those involved
- Establish what action needs to be taken to manage the emergency, ensuring the wellbeing of all members attending the event.
- Establish if anyone is hurt and call for medical assistance as required.
- Nominate a member of the event team to attend any medical treatment centre or other venue (e.g. police station) with the individual(s) concerned
- Ensure the rest of the members are safe and under the supervision of a suitable person.
- If necessary, inform the police as soon as possible of the incident.
- Contact the organisation's home contact and report the details of the emergency
- If necessary, contact the home contact and ask them to contact the relevant parents of any members involved.
- If necessary, contact Swim Wales Child Safeguarding Team for advice and guidance including whether or not insurers should be informed or action to take if the media is involved.
- As soon as possible, write down the details of what has happened.



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SWIM WALES

Swim Wales Child Safeguarding Policies and Procedures (SWCSP)

Section 3: Child Safeguarding Responsibilities

- Responsibility for child safeguarding within Swim Wales



Responsibility for child safeguarding within Swim Wales

The responsibility for child safeguarding within Swim Wales belongs with all adults who work with, or have responsibility for, children in our sport.

Shown below are the roles within Swim Wales who have specific responsibility for safeguarding children in aquatics.

Swim Wales Chief Executive

The Chief Executive, has the ultimate responsibility for child safeguarding, together with the Swim Wales Group Board and Swim Wales Sport Governing Board.

Swim Wales Boards ratify any changes to Swim Wales Rules and Regulations in respect of all matters including child safeguarding and protection.

The Chief Executive is the only person in Swim Wales with the power to suspend an individual Swim Wales member either temporarily or for a specified term in respect of a child safeguarding issue. The Chief Executive will do so on the advice of Legal Affairs, and Swim Wales Child Safeguarding Team.

Legal Affairs Department

Swim Wales works collaboratively with Swim England's in-house Legal Department, which has prime responsibility for the formulation of regulations in relation to child safeguarding for Swim England and the Swim England Child Safeguarding Team, which includes the Head of Legal Affairs. It also has responsibility for bringing disciplinary cases before Swim England's judiciary.

The team is headed by Ash Cox, Head of Legal Affairs. Ash is a solicitor and has worked in the area of child safeguarding for over ten years. The Legal Affairs Department actively takes a lead in sharing best practice in child safeguarding with the world of sport as a whole.

ICPO

Keith Oddy is the ICPO and has in excess of 30 years' experience in policing the busiest areas of London. Keith has worked on numerous youth crime projects, and from 1990, supervised several child protection teams in the London Boroughs.

An accomplished paedophile-case investigator, he has investigated complex cases across Europe and the USA. For eight years, he supervised and took the lead on suspicious child death and child murder investigations, having been awarded nine commendations for his work in these fields. He also led on setting up London's first MASH team,

jointly working with Children's Services for three years prior to his appointment as Swim England's ICPO. Keith services are used by Swim Wales when it is appropriate.

Keith played water polo at club level, and has been involved in competitive swimming since 1972. In 2014,

he became joint-holder of two British Records and a European Masters record.

All Swim Wales organisations and members can discuss their concerns with the Swim Wales Safeguarding Team and will be offered advice and guidance on action to be taken in safeguarding and welfare issues. In some situations, the Safeguarding Team may become directly involved with the organisation, normally through the welfare officer, to try and resolve the issues.

Swim England's Child Safeguarding Team are responsible for the content of SWCSP as this document mirrors Wavepower, and are actively involved in promoting and sharing best safeguarding practice with other sports organisations.

Swim Wales acknowledges the positive work Swim England do in protecting children participating in Aquatic Sport.

Swim Wales holds the NSPCC Child Protection in Sport Unit (CPSU) Advanced Standard for Safeguarding Children in Sport, Level 3. Swim Wales Safeguarding team are responsible for maintaining and embedding that standard across all Welsh Aquatics.

At any time, should Swim Wales Child Safeguarding Team believe their advice has been dismissed, and/or believe that the advice in SWCSP has been dismissed, then Swim Wales Child Safeguarding Policies and Procedures have been breached it may result in a complaint being raised against the organisation or individual member involved.

Club and Regional Welfare Officers

The volunteers who perform the role of welfare officer are a vital part of Swim Wales Child Safeguarding Team. They are often the first point of contact for Swim Wales members and parents of members who have a child safeguarding concern, and they ensure that any such concerns are addressed by following the procedures and practices in SWCSP and Swim Wales Rules and Regulations. Many welfare officers have experience in child safeguarding through their professional employment outside of Swim Wales and this knowledge and experience can be invaluable when handling the wide range of concerns and enquires they are faced with.

At the request of Swim Wales regional welfare officers can become directly involved with child safeguarding issues often to support an organisation's welfare officer. They may meet with the individuals involved, or lead meetings with parties to try to directly resolve the issues presented.

Welfare officers can discuss any concerns with, or request help and advice from, the ICPO and/or NCSC at any time.

A full role description of the club and regional welfare officers can be found on pp. 44–45.

Swimline and Swimline Volunteers

Swim England's Swimline Child Protection helpline is a freephone helpline that anyone involved in aquatics can contact for help and advice on any child safeguarding issue.

On contacting Swimline, callers are asked to leave their contact details and a brief description of their concern. The caller will be contacted within 48 hours by either a Swimline volunteer or by Swim Wales Child Safeguarding Team.

Callers also have the opportunity to transfer straight through to the NSPCC helpline should they require immediate assistance.

Swimline volunteers are qualified and experienced professionals within child protection

Swim Wales Child Safeguarding Policies and Procedures (SWCSP)

Section 4: Guidance for Coaches, Teachers and Poolside Helpers

- Safeguarding members
- Relationships with members aged 17 and under
- Grooming
- Managing challenging behaviour
- FAQs



Guidance for Coaches, Teachers and Poolside Helpers

Swim Wales recognises the commitment of all those who work directly with children in aquatics, whether paid or unpaid. Training sessions, galas, competitions and events at all levels could not take place without coaches, teachers and the many poolside helpers and officials who give their time so generously.

Earlier in this document, it states that the responsibility to safeguard children in our sport belongs to all those who work directly with, or have responsibility for, children in our organisations. Section 2 of SWCSP gives details of policies, procedures and guidance to enable all who work with children to do so in a safe and appropriate manner. Swim Wales has produced a code of conduct which all local, regional and national level teachers, coaches, officials and poolside helpers should adhere to. The codes of conduct can be found on pp. 48–51

All those who work directly with children on poolside must adhere to the child safeguarding policies, procedures and guidance of the organisation and Swim Wales to ensure they safeguard children at all times.

In recent years, a great deal has been written in the media about the 'bad and abusive coach' and very little about the vast majority of good and caring coaches without whom SWCSP would not be a practical document. Swim England has identified through annual studies of referrals to the Child Safeguarding Team that coaches, teachers and poolside helpers are viewed by members as trustworthy adults. Coaches and teachers are often 'chosen' by young members as a safe and trusted adult to whom they can confide in to disclose concerns about abuse, in the knowledge that the trusted person will help get that concern addressed in a proper and confidential manner. Swim Wales and Swim England Child Safeguarding Team wishes to acknowledge the importance of the role undertaken by our coaches and teachers over and above that expected of them to safeguard our young members, and the important role that they, and all staff play in putting Swim Wales Child Safeguarding Policies and Procedures into practice.

This section of SWCSP, which has been written with the help of the British Swimming Coaches Association (BSCA) and a representative group of coaches and teachers, provides clear and specific guidance to enable best practice (already being applied by the majority) to be implemented by all.

Safeguarding Members

All those who work directly with children must ensure that:

- Children are treated with dignity and respect.
- Good practice is promoted, in order to reduce the possibility of abusive situations occurring.
- They, along with every coach, volunteer, official and member of staff continually reflect upon their own coaching, supervisory style, philosophy and practices to ensure the safety and wellbeing of children at all times.
- They always work appropriately and openly with children in the organisation.
- They are an excellent role model, which includes not smoking or drinking alcohol in the company of young people.
- They always put the welfare of each young person first, before winning or achieving goals.
- They build a balanced relationship based on mutual trust, which empowers young people to share in the decision-making process.
- They refer and deal with concerns regarding child safeguarding appropriately.

Coaches and teachers should:

- Keep up to date with their technical skills and qualifications.
- Complete a Disclosure and Barring Service (DBS) check upon commencing a new post and update that check every three years.
- Complete a Swim Wales-approved Safeguarding and Protecting Children in Sport course upon commencement as a coach and attend a refresher course every three years. The refresher course is now available online.
- Know and understand Swim Wales Child Safeguarding Policies and Procedures contained in Wavepower.
- Ensure parents and members obtain appropriate information regarding training and competitions.
- Work in partnership with officers and event organiser(s).
- Not exceed the level of their competence and qualifications.
- Have open and regular communication with the young members' parents/carers.
- Ensure that activities are appropriate for the age, maturity, experience and ability of the young member.
- Promote honesty, teamwork and a good sporting environment.
- Follow Swim Wales guidance on coaching young people. All coaches should follow the guidance from their awarding body relating to coaching/teaching children.

- Report any concerns they may have in relation to young people following reporting procedures laid down in SWCSP.
- Recognise the expectations on members to undertake other activities outside of the sport including the demands of school sports and school examinations.

Swim Wales coaches, teachers, officials and helpers should not:

- Take children to their home or other secluded places where they will be alone.
- Engage in rough, physical or sexually provocative games.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching.
- Make sexually suggestive remarks to a child or young people.
- Reduce a child to tears as a form of control.
- Allow children to use inappropriate language or behaviour unchallenged.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Leave the pool venue before all members have been collected or are continuing to be supervised by appropriate officers.
- Abuse their position of power or trust with children or adults.
- Resort to bullying tactics or verbal abuse.
- Cause a child to lose self-esteem by embarrassing, humiliating or undermining the individual.
- Spend excessive amounts of time with one swimmer to the detriment of the squad/team.
- Do things of a personal nature for young people that they can do for themselves.
- Smoke or consume alcohol while working with children and young people. To include travel away
- Engage in a sexual relationship with a swimmer aged 17 or under.

Engaging in sexual relations with a child under 16 years of age is a criminal offence.

Swim Wales Code of Ethics for coaches and teachers can be found on www.swimwales.org.

Relationships with members aged 17 and under

The relationship between coaches, teachers or members of staff who hold a position of trust and responsibility and members of the organisation under 18 must be professional and appropriate at all times. In some situations, legislation may reflect this requirement as outlined below in the sections on the Relationship of Trust and Grooming. However, the importance of the relationship between a coach and a member must never be forgotten. Not only does it develop a child's sporting potential and self-esteem, but it also allows them to develop an appropriate and trusting relationship with a responsible adult. Research of child safeguarding cases in aquatics has shown that it is this relationship that has enabled many young people to disclose their concerns.

The coach/member relationship is a complex one for both parties. It is important that the coach acknowledges that children often develop feelings for people in positions of trust, often identified as 'a crush' or 'hero worship'. In the case of a sports coach, this may result from a young person's admiration of the coach's previous achievements, e.g. as a national level athlete, representative of their country, etc. If this should happen to you, always inform the welfare officer; to note the matter, and ensure that concerns are discussed and managed in an open and transparent manner. The welfare officer will be able to advise you on how to manage the issue and any action to take, if required. You and the welfare officer will be able to deal with such situations ensuring you and the young person are safe from harm or allegation.

Coaches may develop stronger relationships with some young members than with others. It would be unrealistic not to acknowledge that it is possible to like one person more than another. However, the professional nature of the coach's position requires them to never favour one member or group of members over another. If one member requires more attention for reasons identified by the coach (e.g. the member is preparing for a national level event) then that is totally acceptable, but such preferential treatment or extra attention must be justifiable as being necessary to a member's professional development, and should not be to the detriment of other members.

Some coaches have considered it acceptable to give rewards to members who do well, and it is acknowledged that in the vast majority of case gifts were given with no ulterior motive other than to reward success or improvement.

However, as outlined in the section on grooming on p. 87, the giving of gifts or favours can be identified or misconstrued as part of the grooming process. Our clear advice to coaches is to not give members gifts in any form. It is recommended that if a coach feels that a member has attained a level of achievement that should be rewarded, then it is the organisation that should recognise that, on the coach's recommendation, and

that any reward, gift, or recognition given is then from the organisation and not one individual.

Where a coach does wish to carry out a rewards system, they should inform the relevant personnel within the organisation to make them aware of this, and provide details of the infrastructure around it. This may protect the coach from potential allegations of favouritism or grooming. In all cases, the reasoning behind creating the rewards system, and the justification for awarding a reward to an individual should be done on an open and transparent basis, for the sake of all concerned.

It is important that coaches work within the Code of Ethics and follow good practice as outlined in the Code of Conduct on p. 50 to ensure their behaviour towards their members is appropriate. All coaches are in a position of trust over young members and the general rule is to act professionally at all times. If an action you take could be deemed to be unprofessional and inappropriate, then do not take that course of action.

Relationship of trust

The Sexual Offences Act 2003 states: 'It is an offence for a person aged 18 years or over to involve a child under that age in sexual activity where he or she is in a specified position of trust in relation to that child. This includes those who care for, advise, supervise or train children and young people.'

This does not currently apply in law to aquatics teachers or coaches but Swim Wales has adopted this policy into the Swim Wales codes of conduct and the Swim Wales Code of Ethics, and any relationship of this nature may result in disciplinary action.

Swim Wales adopts the Home Office guidelines which recommends the principle that people in positions of trust and authority should not have sexual relationships with 16/17 year olds in their care. The power and influence a coach or teacher has in a professional relationship with a young person cannot be underestimated. In addition to this, the young person's success or failure and team selection may be dependent on the coach. It is vital for all coaches and teachers, as well as other volunteers, to recognise the responsibility they have and ensure that they do not abuse that position of power and trust.

Therefore, the position of Swim Wales is that no sexual relationship should exist between any young member of the organisation aged 16/17 years and their coach or teacher, and that the relationship between coach and member must be appropriate at all times.

Please note that young people aged 16/17 years can legally consent to some types of sexual activity. However, in almost all provisions of legislation (under the Children's Act 1989) they are still classified as children.

Grooming

Under the Sexual Offences Act 2003, the grooming of a child for the purposes of developing that relationship into a sexual one is a criminal offence.

Grooming is when an abuser builds a relationship with a child or young person in an attempt to 'set up' or 'prepare' them in order to sexually abuse them. Not all sexual abuse is preceded by grooming, but it is very common and may be used by strangers or by those known to the victim. It often involves a process of deceit, where the abuser continually appears to be a helpful and generous person to the child, or their parent/carer, to get their trust in order to gain the opportunity to abuse. The grooming process can take weeks, months or even years and can be very subtle. Many adult and child victims of grooming often do not realise that they are being manipulated until after the sexual abuse has taken place. Some victims are never able to see how the grooming led to their or their child's abuse.

People who sexually abuse children may use many techniques to prepare their victims. Some of these techniques include:

- Offering services and/or assistance that is inappropriate from someone in a position of trust.
- Paying inappropriate attention to certain children in a group situation.
- Giving gifts.
- Having an inappropriate and intrusive interest into a child's physical and sexual development.
- Having inappropriate social boundaries (e.g. telling the potential victims about their own personal problems, etc.)
- Sexualising physical contact, such as inappropriate tickling and wrestling.

This can lead to:

- Manipulating a child through threats or coercion.
- Gradually exposing the victim to nudity and/or sexual material in order to 'normalise' inappropriate behaviour.

This is not an exhaustive list and other exploitative strategies can be used and adapted to the individual child that the potential abuser has targeted.

Swim Wales recognises the importance of the positive coach/member relationship. It is the positive nature of that relationship that has led to many coaches being 'the trusted adult' that young people disclose their concerns of abuse to. The vast majority of coaches behave professionally and develop the coach/member relationship with young people in a responsible and appropriate manner. However, it is clear from experience and research, that a small minority of persons in positions of trust, including sports coaches, abuse their

position and groom young people, and in many cases their parents too, prior to committing acts of sexual abuse.

Swim Wales is clear in its expectations that Swim Wales coaches have a responsibility to maintain that relationship of trust within the boundary of professionalism as outlined in the Swim Wales Code of Ethics and codes of conduct. Coaches who breach that professional relationship in a manner that may be considered as possible grooming, even without police action being taken, are not only placing the young person at risk but also placing themselves at risk of allegation and possible action under the Swim Wales Disciplinary and Child Protection Regulations for a breach of the Code of Ethics and codes of conduct.

Managing challenging behaviour

Individuals who deliver sports activities to children may, on occasions, be required to deal with a child's challenging behaviour.

These guidelines aim to promote good practice and to encourage a proactive response to support children to manage their own behaviour. The guidelines suggest some strategies and sanctions which can be used, and also identify unacceptable sanctions or interventions, which must never be used by any individual. The guidelines will also include the views and suggestions of children.

These guidelines are based on the following principles:

- The welfare of the child is the paramount consideration.
- All those involved in activities (including children, coaches/volunteers and parents/ carers) should be given clear guidelines about required standards of conduct, and the organisation's process for responding to behaviour that is deemed unacceptable.
- Children must never be subjected to any form of treatment that is harmful, abusive, humiliating or degrading.
- Some children exhibit challenging behaviour as a result of specific circumstances, e.g. a medical or psychological condition, and coaches may therefore require specific or additional guidance. These and any other specific needs the child may have should be discussed with parents/carers and the child in planning for the activity, to ensure that an appropriate approach is agreed, and additional support provided where necessary, e.g. Children's Services.
- Sport can make a significant contribution to improving the life experience and outcomes for all children and young people.

Every child should be supported to participate and only in exceptional circumstances, where the safety of a child or of other children cannot be maintained, should a child be excluded from activities.

Planning activities

Good coaching practice requires planning sessions around the group as a whole but also involves taking into consideration the needs of each individual within that group. As part of session planning, coaches should consider whether any members of the group have, presented previously or are likely to present, any difficulties in relation to the tasks involved, the other participants or the environment.

Where potential risks are identified, strategies to manage those risks should be agreed in advance of the session, event or activity. The planning should also identify the appropriate number of adults required to safely manage and support the session, including being

able to adequately respond to any challenging behaviour and to safeguard other members of the group and the staff/volunteers involved.

When children are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this should be discussed with parents/ carers and the young person, where appropriate. The organisation should seek to work in partnership with parents/carers, and where necessary, external agencies, to ensure that a child or young person can be supported to participate safely.

Agreeing acceptable and unacceptable behaviours

Staff, volunteers, children, young people and parents/ carers should be involved in developing an agreed statement of what constitutes acceptable and unacceptable behaviour (code of conduct) and the range of sanctions which may be applied in response to unacceptable behaviour. This can be done at the start of the season, in advance of a trip away from home or as part of a welcome session at a residential camp.

Issues of behaviour and control should regularly be discussed with staff, volunteers, parents and children in the context of rights and responsibilities. When children are specifically asked as a group to draw up a code of conduct that will govern their participation in activities, experience indicates that they tend to arrive at a very sensible and working set of 'rules' with greater 'buy-in' from participants than those simply imposed by adults within the organisation. If and when such a code is compiled, every member of the group can be asked to sign it, as can new members as they join.

Managing challenging behaviour

In responding to challenging behaviour, the response should always be proportionate to the actions, be imposed as soon as is practical and be fully explained to the child and their parents/carers. In dealing with children who display negative or challenging behaviours, staff and volunteers might consider the following options:

- Time out – from the activity, group or individual work.
- Reparation – the act or process of making amends.
- Restitution – the act of giving something back
- Behavioural reinforcement – rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation – talking through with the child.
- Increased supervision by staff/volunteers
- Use of individual 'contracts' or agreements for their future or continued participation.
- Sanctions or consequences, e.g. missing an outing.

- Seeking additional/specialist support through working in partnership with other agencies to ensure a child's needs are met appropriately, e.g. referral for support to Children's Services, discussion with the child's key worker if they have one, speaking to the child's school about management strategies (all require parental consent unless the child is felt to be 'at risk' or 'in need of protection').
- Temporary or permanent exclusion.

The following should never be permitted as a means of managing a child's behaviour:

- Physical punishment or the threat of such.
- Refusal to speak to or interact with the child.
- Being deprived of food, water, access to changing facilities or toilets or other essential facilities.
- Verbal intimidation, ridicule or humiliation.

Staff and volunteers should review the needs of any child for whom sanctions are frequently necessary. This review should involve the child, parents/carers and, in some cases, others involved in supporting or providing services for the child and his/her family, to ensure an informed decision is made about the child's future or continued participation. As a last resort, if a child continues to present a high level of risk or danger to him or herself, or others, he or she may have to be suspended or barred from the group or club activities.

Physical intervention

The use of physical intervention should always be avoided unless it is absolutely necessary to prevent a child injuring themselves or others, or causing serious damage to property. All forms of physical intervention should form part of a broader approach to the management of challenging behaviour.

Physical contact to prevent something happening should always be the result of conscious decision making and not an unplanned reaction. Before physically intervening, the member of staff or volunteer should ask themselves, 'Is this the only option in order to manage the situation and ensure safety?' It is good practice to ensure that, if you have to physically intervene in a situation with a child/young person, it is in the least restrictive way necessary to prevent them from getting hurt, and used only after all other strategies have been exhausted. Studies have shown that, where this is the case, children and young people understand and accept the reasons for the intervention. The following must always be considered:

- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual
- Any form of physical intervention should achieve an outcome that is in the best interests of the child whose behaviour is of immediate concern.

- Staff/volunteers should consider the circumstances, e.g. the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- The scale and nature of physical intervention must always be proportionate to the behaviour of the young person and the nature of harm/ damage they might cause.
- All forms of physical intervention should employ only a reasonable amount of force, i.e. the minimum force needed to avert injury to a person or serious damage to property – applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to children or themselves.

- Staff/volunteers should never use physical intervention as a form of punishment.
- Physical intervention should NOT involve inflicting pain.

- Where children are identified as having additional needs or behaviours that are likely to require physical intervention, this should be discussed with parents/ carers and where necessary, the organisation will seek advice from or work in partnership with external agencies (e.g. Children's Services) to ensure that a child or young person can be supported to participate safely. This may include asking for the provision of a suitably trained support worker/volunteer or accessing staff/volunteer training in physical intervention.

Any physical intervention used should be recorded as soon as possible after the incident by the staff/ volunteer(s) involved, by using the Incident Report Form and passing it to the welfare officer/ASA Child Safeguarding Team as soon as possible.

Views of the child

It is clear, from the accounts of children and young people that physical intervention provokes strong feelings. Children may be left physically or emotionally hurt. Even a child who hasn't directly been involved in the situation may be fearful that it will happen to them in future or have been upset by seeing what has happened to others.

A timely debrief, for the staff/volunteers, the child and the parents, should always take place following an incident where physical intervention has been used. This should include ensuring that the physical and emotional wellbeing of those involved has been addressed and ongoing support offered where necessary. Staff/volunteers, children and parents should be given an opportunity to talk about what happened in a calm and safe environment.

There should also be a discussion with the child and parents about the child's needs and continued safe participation in the group or activity.

It is important that staff and volunteers are made aware of and understand the organisation's guidance about managing challenging behaviour, to ensure that they are aware of ways in which they may need to intervene and are clear about the guidance in this area.

Conclusion

In conclusion, all organisations that have a duty of care to children and young people should develop and implement policies and procedures on managing challenging behaviour, or consider incorporating this into their child protection policy.

It should clearly set out the following:

- The standard of conduct expected from staff/volunteers and participants.
- How the organisation will respond to unacceptable behaviours.
- How the organisation will respond to 'high risk' behaviours. This will give children and young people a clear message about when staff may need to get involved to stop a particular form of behaviour, and describe options to avoid confrontation through, for example, time out.
- The circumstances in which children will be restrained. A decision to restrain a child should be firmly based on the safety of the child or of others, and must NEVER be made as a punishment or to get children to comply with instructions.
- The guidance, information or any support and/or training available to staff/volunteers, particularly where they are supporting a child with recognised challenging behaviour to access the organisation's activities.
- The circumstances where external agencies will be contacted for support or in response to concerns, e.g. Children's Services or the police.
- What will happen after an incident? The organisation must have arrangements in place to check on the physical and emotional wellbeing of the child and staff, provide guidance on who should be informed and a system for recording and monitoring.

This briefing has been developed from Creating a Safe Environment in Sport, Scottish Governing Bodies' Child Protection Guidelines (Sport Scotland/ Children 1st). Kind permission to reproduce this document has been provided by the NSPCC/PSU.

Frequently asked questions

Swim Wales recognises that coaches, teachers and poolside helpers may be wary of putting themselves in a position where false allegations can be made and for this reason may overly interpret the guidance given in this document. It is important the guidance is interpreted appropriately and in a common sense manner so it does not hinder the building of professional, appropriate and safe relationships with members.

Below are the answers to some questions that are asked regularly, which we hope will allay some of the concerns you may have and provide assistance to help you interpret the procedures in an appropriately flexible manner, as well as advising where specific guidance can be obtained from.

1. What do I do if I find I am inadvertently left alone with a young person?

Firstly, don't panic. You are now the only person available who can ensure the wellbeing of that young person, so although the guidance says 'do not place yourself in a situation where you are alone with a young person', in this scenario, to absent yourself could potentially put that young person at risk. You should therefore ensure the wellbeing of the child, as that should always be the first and foremost consideration. In this case, that means you should wait with that child until the parent arrives, and use your mobile to inform another coach or committee member of the situation.

It is unlikely you will have the parent's phone number but the young person should be able to provide this, or, if they are old enough to have their own mobile phone, they can contact the parent themselves. Take sensible precautions while waiting with the young person. Talk only about matters which are acceptable between coach and member and if you are in a leisure centre with other users, wait for the parent in a public area. If you are at a venue that has no other users, wait in an area that is open and where the parent can clearly see you when they arrive.

If the late arrival of a parent is happening repeatedly, discuss this with the welfare officer as the Swim Wales Late Collection of Children Policy (p. 73) should be brought into action.

2. If a parent fails to arrive, it is getting late and I cannot contact them by phone what should I do?

In such circumstances, it may be necessary for you to consider transporting that member home. If other suitable adults are present, ask one to accompany you and the young person in the car to the member's home. If not, ensure you tell another officer or staff member of the action you are taking by phone, sit the member in the back of the car and make sure you know where you are going before you set off to return the child home.

When you arrive at the member's home, hand

the member over to the parent. Do not get into discussion with the parent about their failure to collect their child in front of the member concerned, but suggest you will inform the welfare officer and ask they speak to the parent the following day.

3. As a coach on poolside, can I physically comfort a young person who is upset, can I congratulate a member who has done well by shaking their hand and can I assist a young member manually in the water?

The answer to all the above is yes but always in a reasonable and appropriate manner.

Be mindful that to comfort a young person who is upset, it is not always necessary or appropriate to place an arm around them.

Sitting down and listening to them, and maybe holding their hand, can show concern for their situation. Often young people do get distressed if they compete and feel they have done a 'bad swim' and sometimes a coach can assist just by being positive, for example, saying 'well the dive and turns were good, and we can look in training next week at the stroke issues.'

You can certainly shake the hand of a member who has done well. This is often seen by a young person as high praise from the coach.

The concerns about manually assisting young members in the water when teaching or coaching along with other handling issues, are addressed in the Swim England's guidance document Teaching in the water and handling children or from Swim Wales. It has been written to advise and guide on how to safely handle young members in the water. This document can be found at www.swimming.org.

4. I work mainly with able-bodied members at my organisation but I occasionally coach young disabled members, some of whom are just learning to swim and some who are ready to move up into squads. I am unsure on how to physically handle members with a disability safely when in the water, and how to integrate them when ready into the sessions I teach/ coach with mainstream members.

Swim England has published a document entitled Inclusion of swimmers with a disability which is available to all coaches and teachers at www.swimming.org. The document includes guidance on what is safe and the appropriate handling of swimmers with a disability. This guidance should answer many of your questions but it is also advised that you undertake one of Swim Wales Continual Professional Development (CPD) courses such as Integrating swimmers with a physical and sensory impairment into mainstream teaching and/or Integrating disabled swimmers into a mainstream coaching environment to assist in your ongoing development and to inform your work with disabled members.



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Swim Wales Child Safeguarding Policies and Procedures (SWCSP)

Section 5: Templates, Forms and Checklists

- Swim Wales Child Safeguarding Policy Statement
- Swim Wales Referral Form
- Swim Wales Reference Form
- Application Form
- Medical Information Form
- Child Photography – Parental Consent Form
- Child Photography – Refusal of Consent Form
- Template welcome letter to parents
- Template welcome letter to new members
- New members information checklist
- Behaviour Contract Template



Swim Wales Child Safeguarding Policy Statement

The _____ organisation (club/squad/school) is committed to providing an environment in which all children and young people participating in its activities have a safe and positive experience.

In order to achieve this, the organisation agrees to:

1. Adopt and implement the policies and procedures in SWCSP in full.
2. Recognise that all children participating in the organisation (regardless of age, gender, race, religion, sexual orientation, ability or disability) have a right to enjoy their involvement in aquatics in a safe environment and be protected from harm.
3. Ensure that all individuals who work with children in the organisation, whether paid or voluntary, provide a positive, safe and enjoyable experience for children.
4. Appoint a welfare officer with the necessary skills and training as outlined by Swim Wales who will take the lead in dealing with all child safeguarding matters raised within the organisation.
5. Ensure that the welfare officer's name and contact details are known to all staff, members and parents of members.
6. Ensure the welfare officer is available to discuss issues of concern on matters of safeguarding and deal with such concerns appropriately and in line with SWCSP.
7. Ensure that all individuals who work with children in the organisation have undertaken the appropriate training, have had the relevant DBS checks, and adhere to the required practices for safeguarding children as outlined in SWCSP.
8. Ensure that all individuals who will be working or will work with children in the organisation have been recruited in accordance with Swim Wales Safe Recruitment Policy.
9. Ensure that all individuals who work with children in the organisation have the appropriate training, code of conduct, and good practice to follow in line with the guidance in SWCSP.
10. Provide all members of the organisation and parents of members with the opportunity to raise concerns in a safe and confidential manner if they have a concern about a child's welfare.
11. Ensure that all child safeguarding matters, whether they be concerns about child welfare or protection, are dealt with appropriately in accordance with the guidance for reporting and action in SWCSP.
12. Ensure that confidentiality is maintained appropriately and in line with the best interests of the child.
13. Ensure all papers relating to child safeguarding matters are held in a safe and secure manner.

Swim Wales Referral Form

Date: _____
Name of Organisation: _____

Section 1 – Details of referrer (your details)

Name: _____
Position in Organisation: _____
Address: _____
Phone number(s): _____ E-mail: _____

Section 2 – Details of child concerned

Name: _____ Age: _____
Gender: _____ Date of Birth: _____

Ethnic Origin: _____

Disability/Special Needs: Yes No

If yes, give detail: _____

Parents/Carers: _____

Address: _____

Phone Number(s): _____

E-mail: _____

Section 3 – Details of adult/child against whom the allegation is made

Name: _____

Position in the organisation: _____

Address: _____

Phone Number(s): _____

E-mail: _____

Section 4 – The incident/concern

Date of incident: _____

Place of incident: _____

Did you observe the incident/concern: Yes No

If no, give details of the person who did

Name: _____

Position in Organisation: _____

Contact Details: _____

Details of concern (include as many details as possible including time it happened, place, if any injuries were sustained, treatment required). Continue on separate sheet if necessary.

Child's account of what happened (please state what the child actually said or indicate if not their exact words). Continue on separate sheet if necessary.

For Swim Wales Office use only

Category of referral: (delete as appropriate)

Sexual Bullying Physical Other

Section 5 – Action taken by the organisation

Police informed: Yes No

If yes, give name of the police officer dealing: _____

Phone/e-mail contact details: _____

Children's Services informed: Yes No

If yes name of social worker dealing: _____

Phone/e-mail contact details: _____

Medical assistance required: Yes No

If yes, give details: _____

Parents informed: Yes No

Details of action taken (or attach report sheet separately)

Signed: _____ Date: _____