



Online Safety & Communication Policy

The Bourne Club strives to ensure that all children (anyone under the age of 18) and adults at risk are safeguarded from abuse and have an enjoyable rackets experience.

This document sets out how the Bourne Club uses the internet and social media, and the procedures for doing so. It also outlines how we expect staff, contracted coaches, players and parents/carers, to behave online and communicate with players.

The principles in this policy apply no matter what current or future technology is used.

The purpose of this policy is to:

- Safeguard children within The Bourne Club who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Provide staff, contracted coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents.
- Ensure The Bourne Club operates within the law regarding how we behave online.

We recognise that

- The online world provides everyone with many opportunities; however it can also present risks and challenges
- We have a duty to ensure that all children and adults involved in The Bourne Club are safeguarded from potential harm online
- We have a responsibility to help keep children safe online, whether or not they are using the Club's network or devices
- All children, regardless of age, disability, gender, race, religion or belief, sex or sexual orientation, have right to equal protection from all types of harm or abuse.
- Working in partnership with children, their parents, carers and other organisations is essential in helping them to be responsible in their approach to online safety.

We will seek to keep children safe by:

- Understanding the safety aspects, including what is acceptable and unacceptable behaviour for staff, contracted coaches, volunteers and children, when using website, social media, apps and other forms of digital communication

- Being aware that it doesn't matter what device is being used for digital interaction, but the same safety aspects apply whether it is a computer, mobile phone, tablet or games console
- When using social media platforms, ensure that we adhere to relevant legislation and good practice
- Ensuring the person managing our organisations presence is suitably trained and experienced

Managing our online presence

Our online presence through our website and social media platforms will adhere to the following guidelines:

- All social media accounts will be password-protected and where possible, have 2 factor authentication. At least 2 members of staff, volunteers or contracted coaches will have access to each account and password.
- Social media accounts will be monitored by the Club Manager who has been appointed by the Directors of the Company
- The Club manager managing our online presence will seek advice from our Welfare Office, Nikki Condren, or from the County Safeguarding Officer and the LTA to advise on Safeguarding requirements as required
- The Club Manager will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- Account, page and event settings will be set to 'private' where possible so that only those invited can see our content
- Social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be through the organisations account, not through personal accounts.
- Under no circumstances will identifying details, such as home address, school details, telephone number, email address etc. be posted on social media platforms
- Any posts or correspondence will be of a professional manner and purpose
- We will make sure children are aware of who manages our social media accounts and who to contact if they have concerns about the running of the account
- Parents will be asked to give consent for us to communicate with their children through social media, or by any other means of communication
- Parents will need to give consent for photographs and/or videos of their children to be posted on our social media platforms
- All of our accounts and email addresses will be appropriate, fit for purpose and only used for Club and County specific activities

We expect staff, contracted coaches and volunteers to:

- Be aware of this policy and behave in accordance with it
- Seek advice from the Club Welfare Officer, Nikki Condren or County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media

- Any messages they wish to send out to children must be sent through the designated Club account and person responsible for managing the Club's online presence (Club Manager)
- They must not 'friend' or 'follow' children from personal accounts on social media. Any friend request to a personal account from a child must also be denied
- Make sure any content posted is accurate and appropriate
- Must not communicate with children through personal accounts or private messages
- Must communicate with parents through email or in writing, or use a Club account, profile or the Club Website rather than via personal social media accounts
- Parents must be copied in or at least one other member of staff (Club Manager or Assistant Club Manager) or Head Coach should any communications be sent to children
- Must avoid communication with children beyond dedicated events or Club activities, unless it is necessary for professional purposes (e.g. an emergency) and contacting the parents is not possible
- They must sign off any communications in a professional manner, avoiding the use of emojis and symbols such as kisses ('X's)
- Must respond to any disclosure of abuse in line with the Safeguarding Policy
- Must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

What we expect of children:

- To be aware of this policy
- To follow the guidelines set out in our acceptable use statement on all devices (phones, tablets, computers, consoles etc.)
- To not use mobile phones/tablets or any other device to take photos whilst in a Bourne Club Academy session

What we expect of parents/carers/guardians:

- They should be aware of this policy and behave in accordance with it
- They should seek the advice from our Welfare Officer / County Safeguarding Officer and the LTA if they have any concerns about the use of the internet or social media
- They should communicate with staff, contracted coaches and volunteers in a professional and appropriate manner
- They must not engage in sexting, or send pictures or messages that are abusive, obscene, inappropriate, indecent or menacing to anyone

Using mobile phones, or other devices to communicate:

When using mobile phones or other devices to communicate, we will take the following precautions to help keep children safe:

- Contracted coaches, staff and volunteers will communicate through parents directly or copy them into all messages to children

- Messages will be used for professional communications only, such as reminders about lesson times, meeting points etc.
- If a child tries to engage a member of staff, contracted coach or volunteer in a conversation which is not of a professional manner (for example, their personal life), the member of staff, contracted coach or volunteer will:
 - End the conversation or not reply
 - Inform the Welfare Officer, Nikki Condren or County Safeguarding Officer as soon as possible to address the matter with the child and their parents appropriately
 - If the conversation raises safeguarding concerns, notify the LTA as soon as possible

Using mobile phones, tablets or other devices during Bourne Club Academy Activity:

So that all children can enjoy and actively take part in racket sports at the Bourne Club, we discourage the use of mobile phones, tablets or other devices. As part of this policy, The Bourne Club will:

- Make children aware of how and who to contact if there is an emergency or change to previously agreed arrangements
- Advise parents that it may not be possible to contact their children during Bourne Club Academy activities and provide a contact within the Club who will be reachable should there be an emergency
- Inform parents of appropriate times they can contact children during Bourne Club Academy activities
- Unless in an emergency, the use of mobile phones during Bourne Club Academy sessions is prohibited.
- Prohibit the use of mobile phones or other electronic devices within the Changing Rooms at The Bourne Club

Related Policies and Procedures:

This policy should be read alongside the following policies and procedures:

- Safeguarding Policy
- Code of Conduct
- Photography and Filming policy
- Anti-bullying policy
- Diversity and Inclusion Policy

This policy is reviewed every 2 years (or sooner if there is a change in national legislation or if an incident occurs).

Policy created: August 2024
 Policy to be reviewed: August 2026

Club Manager:	Marissa Ivey	September 2024
Welfare Officer:	Nikki Condren	August 2024