



Internet & Social Media Use Policy (2025–2026)

1. PURPOSE

This policy ensures that all digital communication, online activity and social media use within BLTSRC is conducted safely, professionally and in a way that protects children, adults at risk, staff, coaches and the Club's reputation.

2. SCOPE

This policy applies to:

- Coaches, staff and volunteers
- Committee members
- Junior members and their parents
- Adult members using club digital platforms
- Photographers and content providers
- Anyone communicating on behalf of BLTSRC

3. DEFINITIONS

Digital Communication: Messaging or interaction via electronic devices.

Social Media: Platforms enabling content creation or interaction.

Online Grooming: Building trust with a child for the purpose of exploitation.

Digital Safeguarding: Protecting children from online harm.

4. PRINCIPLES

- Welfare of children is paramount.
- Communication must be professional and transparent.
- Private messaging between adults and juniors is prohibited.
- Digital communication must be recordable and appropriate.



- Club social media content must reflect BLTSRC values.

5. ROLES & RESPONSIBILITIES

Coaches & Staff:

- Use only club-managed channels
- Never privately message juniors
- Maintain professional tone
- Report concerning behaviour

Volunteers:

- Use group channels only
- Avoid one-to-one communication with juniors

Parents & Carers:

- Supervise children's online activity
- Report concerns to the CWO

Juniors:

- Act respectfully online
- Report worrying online behaviour

Committee:

- Oversee Club social media
- Ensure online safety compliance

6. ACCEPTABLE USE RULES



Communication with Juniors:

- Include parents or groups in all messages
- Use official club channels
- Avoid personal conversation, humour or images

WhatsApp & Group Chats:

- Juniors not added to adult-only groups
- Squad groups must include parents
- Admin rights limited to staff

Social Media Conduct:

Adults must not:

- Friend or follow juniors
- Comment on a child's appearance
- Tag a junior without consent
- Share inappropriate or unsafe content

Club Social Media Accounts:

- Only authorised admins may post
- No identifying information without consent
- Two administrators minimum on every account

7. ONLINE SAFETY RISKS

This policy protects against:

- Grooming
- Cyberbullying



- Exposure to inappropriate content
- Online harassment
- Identity misuse
- Reputational damage

Staff must watch for:

- Secretive conversations
- Excessive messaging
- Boundary violations
- Attempts to move conversations offline

8. REPORTING DIGITAL CONCERNS

Report within 24 hours to:

Club Welfare Officer – Sarah Markwort

Tel: 07879 843360

Email: welfareofficer@bltsrc.co.uk

Alternative reporting:

- LTA Safeguarding
- England Squash Safeguarding
- LADO
- NSPCC

Online concerns include:

- Inappropriate messages



- Sharing harmful content
- Bullying
- Attempts to meet offline
- Fake accounts

9. RECORD KEEPING

CWO maintains:

- Screenshots and evidence
- Logs of concern
- Actions taken
- Referral notes
- Outcomes

Records kept for minimum 6 years.

10. BREACHES OF POLICY

Breaches may result in:

- Removal from online groups
- Disciplinary action
- Suspension from coaching or volunteering
- Reporting to NGBs or police

11. EDUCATION & TRAINING

BLTSRC provides:

- Digital safeguarding training
- Guidance on safe communication



- Annual policy updates

12. REVIEW & MONITORING

Policy reviewed annually or after major incidents.

Next Review: September 2026

APPENDICES

A – Digital Communication Decision Guide

B – Acceptable & Unacceptable Examples

C – Reporting Flowchart

D – Template: Request for Removal of Online Content

Version Control

Policy Owner: Club Welfare Officer

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