



**TITAN PERFORMANCE**

**Titan Performance Gyms Ltd**  
**On-line and Social Media**  
**Safety Policy**

Whilst social media provide excellent tools for helping to engage with club members and the wider public it can also present a number of risks. This policy provides guidance on how Titan Performance Gyms Ltd, it's staff and any and all self employed trainers/coaches and/or therapists use the internet and social media and the procedures for doing so. The policy outlines how we expect our coaches, volunteers, self-employed trainers renting space and our members to behave online.

## **AIMS**

1. To protect all people involved in Titan Performance (In any capacity) and who make use of technology (eg mobile phones, internet) whilst in they are in our care and beyond.
2. To provide coaches and volunteers with information regarding online safety and inform them how to respond to incidents.
3. To ensure Titan Performance Gyms Ltd is operating within our stated values and within the law regarding online behaviour.

## **Understanding the online world**

In using the internet and social media Titan Performance Gyms Ltd will:

- a) ensure coaches, volunteers, self-employed trainers working from Titan and anyone working for Titan, as well as club members and parents/carers where appropriate, understand what is acceptable and unacceptable behaviour when using websites, social media, apps and other forms of digital communication;
- b) ensure adherence to relevant legislation and good practice guidelines when using social media platforms;
- c) regularly review our policies and procedures to ensure online issues are fully integrated including:
  - making sure concerns of abuse or disclosures that take place on line are written into our reporting procedures;
  - cyberbullying is integrated into our anti-bullying policy;
  - provide relevant training to personnel responsible for maintaining the club's online presence.

## **Managing our online presence**

Titan Performance Gyms online presence will adhere to the following guidelines:

- the designated person managing the club's online presence will seek advice from the Club Welfare Officer (CWO) (Ben Caton) to advise on safeguarding requirements;
- identifying details of people such as addresses, contact details will not be posted on social media;
- consent will be asked of parents and carers for the club to communicate with any children and/or dependants through social media, or by another means of communication in line with club policies;
- all accounts and email addresses will be appropriate and fit for purpose.

## **What we expect of coaches, volunteers and staff , self-employed AND employed by Titan**

- Everyone will be aware of this policy and behave in accordance with it;
- Anyone should seek the advice of the designated safeguarding lead (the CWO) if they have any concerns about the use of the internet or social media;
- Anyone working for OR from Titan Performance Gyms Ltd (Including self employed trainers/therapists renting space) should not communicate, follow or befriend people from accounts on social media; If another person adds/follows/friends/communicates with them first then communication can be returned.
- rather than communicate with parents through personal and social media accounts, more formal means of communication should be used such as face to face, in writing or in an email where appropriate. Where channels such as WhatsApp are the method of communication it is advised that accounts used are business accounts and NOT private accounts.
- at least one other member of the management team should be copied into any e mails sent to children and young people;
- emails should be signed off in a professional and appropriate manner.
- any disclosures of abuse reported through social media should be dealt with in the same way as face to face disclosure according to the club's reporting procedures.

Any and all bound by this policy must not engage in sexting or send pictures to anyone that are obscene, indecent or menacing. It is against the law to send any kind of sexual image or video to someone under 18. Any incidents will be dealt with according to the club's policies and procedures including reporting to the Police. Childline.org.uk has a range of helpful resources for young people concerned about sexting.

- Smartphone users must respect the privacy of other adults and not take and distribute images without their consent.

### **Using mobile phones or other digital technology to communicate**

The following precautions will ensure peoples' safety.

- Coaches and volunteers will avoid having children or young peoples' personal mobile numbers but will instead seek contact through their parent or carer.
- Texts will be used to communicate information and not to engage in conversation.
- If a person misinterprets such communication and tries to engage the coach or volunteer the individual coach or volunteer should:
  - end the conversation or stop replying; suggest discussing the issue at the next session;
  - if concerned about the persons welfare follow the procedures as set out in our policies and immediately notify the welfare officer (Ben Caton).

