



# Norwich City Hockey Club WhatsApp Usage Policy

Introduction WhatsApp is a popular instant messaging app, which lets you send messages, images and videos to friends. You can have 1-1 conversations as well as group chats.

Norwich City Hockey Club (NCHC) recognises that WhatsApp is widely used by teams, other groups and individuals to communicate with NCHC members.

Whilst these technologies provide positive and effective opportunities, they are accompanied by risks if abused by users; these include cyber bullying, grooming young people, and exposure to inappropriate content. WhatsApp allows every group member access to the telephone number of every other group member. In some environments this may allow individuals to contact each other in a negative way e.g. bullying in a performance environment.

This is a particular concern when considering the policy with respect to Under-18 players participating in NCHC WhatsApp groups but can also be relevant to senior players. NCHC supports the use of WhatsApp in NCHC activities provided the guidance contained within this document, based upon England Hockey good practice guidance, is followed.

## Guidance for the use of WhatsApp in NCHC Activities

This guidance is aimed at all Club Members, paid coaches, volunteers and parents/guardians.

- DO ensure that a WhatsApp group is only set up and administered by the Team Captain, Coach, Team Manager or other Club Official who has been DBS-checked and completed EH Safeguarding training.
- DO inform all group members what the app is/isn't to be used for.
- DO ensure that all group members are over the age of **sixteen**. For General Data Protection Regulation (GDPR) compliance, WhatsApp's Terms & Conditions prohibit anyone under the age of sixteen from opening an account.
- DO inform parents/guardians of Under-18s of its intended use.
- DO always include the parent/guardian of Under-18s in the group and only add their child with the parent's/guardian's permission.
- DO ensure that parents/guardians, who agree to their child being included in the group, understand that they should ensure that their child knows what they need to do if they are contacted privately by an adult member (over the age of 18) i.e. notify their parent/guardian and report the incident to the club Welfare Officer.
- DO get the group to agree how the app is to be used i.e. only hockey oriented content, no pictures, etc.
- DO keep language appropriate.
- DO think before you post – is content appropriate?
- DON'T assume everyone is on WhatsApp – ensure those team/group members who do not use the App are kept informed.
- DON'T use the app to replace formal feedback.
- DON'T set up any electronic communications unless you have completed EH Safeguarding training. Inappropriate use of WhatsApp may result in club disciplinary proceedings.

### 3. Specific Guidance for Parents/Guardians

- While NCHC will strictly enforce this policy as far as is reasonably possible, the club cannot police every action of its members. Once a child's contact details have been shared (with permission as above) NCHC cannot track subsequent use of those details. WhatsApp gives

every group member access to the telephone number of every other group member and, for this reason, Parents/Guardians should think very carefully before agreeing to their child's details being shared on WhatsApp.

- We strongly recommend that Parents/Guardians check their child's phone regularly for inappropriate use.
- Parents/guardians who agree to their child being included in the group should ensure that their child knows what they need to do if they are contacted privately by an adult member (over the age of 18) i.e. notify their parent/guardian and report the incident to the Club Welfare Officer.

#### 4. Reporting Concerns

Any concerns arising as a result of posts on WhatsApp should be reported in line with England Hockey procedures, available from the England Hockey website ([www.englandhockey.co.uk/safe](http://www.englandhockey.co.uk/safe)).

As a first step, contact the NCHC Club Welfare Officer Eleanor Jarvis at [welfare@norwichcityhc.co.uk](mailto:welfare@norwichcityhc.co.uk) or 07843144793.

Where a child or young person may be in immediate danger, always dial 999 for police assistance.