

What is Social Media?

Social media is a popular and constantly evolving form of online communication that allows millions of people to take part in online communities, generate content and discussion and to share information with others. Online users of social media sites can now access interactive services across a multitude of services and devices, such as mobile phones, I-pads, game consoles and personal computers.

Knowle & Dorridge Racquets Club promotes the use of social media by its members to promote the Club, but the Committee is conscious that issues can arise through the use of social media which can directly affect the reputation of the Club and its members.

What are the issues?

Using social media sites such as Facebook, Twitter and on-line forums can be fun, constructive and positive for the person(s) posting the communications or those reading the communications. However, the use of negative comments about a person(s) or another Club, the posting of inappropriate images, the use of bullying language towards a person(s), direct criticism of a person(s) or sexist / racist remarks can all be extremely harmful to the parties involved. It is also the case that the reputation and the image of Knowle & Dorridge Racquets Club could be adversely affected - if the communication is by a known Club member and is seen to be related to an on / off court tennis related dispute. Others third parties (who may or may not be Club members) may also become upset or distressed if they view such communications which relates to their Club, a personal friend or a fellow Club member.

Position of Knowle & Dorridge Racquets Club

Whilst the Committee of the Club does not seek to control or actively monitor what our Club members do online via social media outlets, the Committee does expect all of its Club members to conduct themselves appropriately on social media sites when making comments, remarks, or allegations which involve the Knowle & Dorridge Racquets Club directly, other Club members, other tennis Clubs, members of other tennis Clubs or spectators.

The Committee has a responsibility to ensure that it safeguards all of its members both on and off the field of play. It is paramount that all our coaches, club officials, volunteers and others in a position of trust act responsibly, both on and off the court when they are representing or communicating about Knowle & Dorridge Racquets Club - and this includes promoting the acceptable use of social media. If coaches, club officials, volunteers and others in a position of trust fail to adhere to this requirement, or openly do not which to conform to this requirement, then the Committee will review their positions within the club.

This policy aims to provide guidance and advice to all club members on social media, how the Committee intends to control social media issues on its own sites and also what



guidelines the Committee will use when monitoring social media communications on other non-club sites.

Using the Club's website

1. The Club may use its social media sites as a positive outlet to promote its own players, player's performances, teammates, the teams, other clubs and other individuals involved in tennis. Posting results and acknowledging individual / team performances on social media makes many people aware of achievements involving members of the Club and the teams which they play for.

By doing this, the Club's own Social Media pages can have a positive effect on many people - similar usage by all Club members on their own social media sites is encouraged by the Committee.

2. The nominated administrators of the Club's own social media sites will identify all copyrighted or borrowed material with citations and links listed where appropriate. Members of the Club and others non- members posting directly into the Club's pages should, when publishing direct paraphrased quotes, thoughts, ideas, photos or videos also give credit to the original publisher or author.
3. The Club's Communications Officer will monitor online posts to its social media sites and resolve any concerns about the nature of posts/communications by Club members or other third parties directly with the parties involved. If a message or post is removed, a reason for doing so will be given.
4. If a person(s) posts or attempts to posts an inaccurate, accessory or unjustified negative comment about Knowle & Dorridge Racquets Club or anyone associated with the Club directly onto the Club's social media pages, the Club's Communications Officer will challenge these comments directly with the parties involved. If the poster uses inappropriate or offensive language, the poster will be removed from further accessing any of the Club's sites immediately. Any hostile, harassing or discriminatory communications based on a person`s race, sex, gender identity, national origin, colour, disability, age sexual orientation, veteran status, marital status, religion or any other status protected by law will not be permitted on any of the Club's social media sites and the person posting the communication will be immediately blocked from using any of the Club's social media sites.

Any hostile, harassing or discriminatory communications about the Club, another Club member, other tennis Clubs or other members of any other tennis club will be passed onto the LTA for further consideration and could result in exclusion from the Club for the person(s) involved.



5. The Club's Communications Officer will ensure that all the privacy settings on its social media sites are secure so that the page(s) are not used as a place to meet, share personal details or to have private conversations

Communications by Club members on private social media pages

1. The Committee strongly recommends that all its members should not use their private pages to social media to publish negative comments or pictures about,
 - a) Knowle & Dorridge Racquets Club
 - b) Club members, players, coaches or volunteers of Knowle & Dorridge Racquets,
 - c) Members, players, coaches or officials of other tennis clubs
 - d) Spectators
2. All Club members should be fully aware that any comment or communication that they make on any social media site has the potential to be seen by millions of people. If that communication is positive it's likely that little harm will be caused. However, if the content is critical of a person(s) or other Clubs then it could cause offence for the parties involved. If you would not wish to read the communication, which you are posting, in the context of yourself, then do not post it.
3. The Committee requires that when posting online regarding matters relating to Knowle & Dorridge Racquets Club, other Club members, other Clubs and its members – communications must avoid hostile, harassing or discriminatory communications based on a person's race, sex, gender identity, national origin, colour, disability, age sexual orientation, veteran status, marital status, religion or any other status protected by law. Whilst posts of such a nature will not be permitted on the Club's own social media sites and will be deleted immediately, communications by Club members on other personal or private sites which are considered to be hostile, harassing or discriminatory about either the Club or another Club member will be investigated further at the discretion of the Committee and the appropriate parties contacted.

Any hostile, harassing or discriminatory communications about the Club, a Club member, other tennis Clubs or other members of any other tennis Clubs will be passed to the LTA for them to consider further and could result in exclusion from the Club for the person(s) involved.

4. The Committee strongly wishes to remind all Club members that their actions on social media could have serious consequences for others and for the reputation of the Knowle & Dorridge Racquets Club. Posting negative comments and images, making bullying, adverse criticism or sexist remarks on either the club's own social media pages, on own private pages or on friends pages do not only impact negatively on the people they are

about – but it also affects those who read the communications, and those who are made of are of them.

5. The Committee strongly wishes to remind all Club members that they should always assume the person(s) or Club which you are communicating about will ultimately see what has been written about them. An online communication between two people does not mean it remains private and nobody else can see. Social media is accessible to everyone. In addition to this, even if the person(s) or Club you are discussing does not see it directly, somebody else may, and the end result would be that it's you, rather than the person you are communicating about that would ultimately be seen in a negative light by others for posting inappropriate comments.
- 6.
7. The Committee is strongly of the view that its Club members should not tolerate or condone poor social media behaviour or actions and that they have a role to play in ensuring that inappropriate comments are not posted online which affects the Club, other Club members or members of other clubs. If you are aware of, or observe poor social media behaviour or actions which you think is unacceptable, Club members should remind those posters of their responsibilities when using social media – if you consider it appropriate to do so. If you believe any communication to be hostile, harassing or discriminatory it should be reported to the Committee as soon as possible with evidence of the material which has been posted. The Committee will move to investigate the matter further – and consult with the LTA if it considers it appropriate to do so.

The Committee strongly recommends that all its Club members, when using social media sites, show the same respect and regard for other people/other Clubs that you would show on court when playing, coaching, officiating or volunteering on behalf of Montrose Tennis Club.

If you're unsure if what you're posting on your own private social media page(s) or someone else's is appropriate (or not), then it is simply best not to post it - if in doubt, leave it out.

Unfortunately, the Committee has little direct control over non-members posting inaccurate, unjustified, hostile, harassing or discriminatory communications about the Club, Club members, other tennis Clubs or other members of any other tennis Club. With measures in place across all the Club's own social media pages to ensure that all communications are reviewed before being published, such material should not appear on Club's own social media sites.

If however, for any reason such communications are posted, it will be removed immediately and the party posting will be contacted by the Club and asked to explain their comments.

If the communication is made on a private page of a non-Club member, and a Club member considers it to be serious enough, it should be brought to the attention of the Committee.

Risks to Children, Young People and Adults at Risk through Social Media

When social media is not used correctly, it can pose a risk to all of those involved and in some cases cause harm to individuals and others. Whilst the majority of adults can deal with matters in a reasoned manner, it can often be difficult for some children, young people and adults with learning difficulties to fully understand the issues involved and how best they can deal with issues which can arise from online posts. Online risks for children, young people and adults at risk can be classified into the 3C's

Content – where children are the receivers of harmful content, for example receiving a spam email which links them to pornography or racist, homophobic or other abusive or offensive content

Contact – where children come into contact with people who may want to harm them, for example an adult talking to a child on a chat site and trying to arrange a meeting for sexual purposes or people who are trying to identify individuals to bully or troll;

Conduct – this is when children behave inappropriately online and may cause harm, for example a young person uploading an image of one of their friends naked which leads to their friend being bullied or uploading a video or image which incites hatred or violence towards an individual or group

The main online risks in relation to children and young adults can be categorised into four areas:

1. Inappropriate images, language or behaviour

Children and young people may come across images online which may be harmful and distressing. Social media houses images such as pornography, violence, crime and other still and moving images which may impact on the child. Children and young people may be sent such images, search for them or create images thus making all 3C's mentioned above part of this category. Children state that seeing inappropriate images has the most profound effect on them and unfortunately such images are easily accessible across the online network.

It is unacceptable for any Club member to send or posting inappropriate images to any child or young persons.

It is unacceptable for any Club member use inappropriate language or behaviour towards a child or young person.

Any instances of either by a Club member must be reported to the Club's Welfare Officer immediately for further action to be taken.

2. Sexting

This is when a child or young person sends a sexual message or image of themselves or others to one or more people. Research suggests 1 in 4 young people have send a 'sext', and the impact of such images can be very damaging for the child or young people and lead to serious bullying and other emotional and physical impacts. Anyone under the age of 18 may



be prosecuted for 'sexting' under the offence of either creating, distributing or having possession on an indecent image of a child. If the child or young person is found guilty, they may also be placed on the Sex Offenders Register and this may affect their future career.

If any Club member is aware of any 'sexting' incident they should inform the LTA's Safeguarding Team and Equality and Diversity Team as soon as possible and inform the Club's Welfare Officer that they have done so.

3. Online Grooming

This is where an adult (someone over the age of 18) uses the internet and social media to befriend and entrust a child or young person for future sexual abuse, image production or exposure. Children or young people may befriend someone online and that person may use sexual language with the child and also send gifts or pretend they are in a relationship with the child.

As with other abuse, the signs and indicators are similar, however with online grooming there are some specific indicators including:

- Children having lots of new gifts not brought by family members;
- Children being picked up by different people (who the family do not know) in cars;
- Children saying they are dating someone they met online and it is apparent the person is older;
- Children being on dating sites;

If any Club member is aware of any grooming incident, they should inform the LTA's Safeguarding Team and Equality and Diversity Team as immediately to seek further advice on the best course of action and inform the Club's Welfare Officer that they have done so.

4. Cyberbullying

The use of electronic and digital media to scare, harass or intimidate a child, young adult or adult at risk club member is unacceptable. More information can be found in the Anti-Bullying Guidance on the LTA website, however if the cyberbullying is taking place by a club member it should be reported to the Committee so that further action can be taken if necessary.