



The Swimming Academy  
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## Child Welfare Contact

### **SWIMLINE 0808 100 4001**

The amateur Swimming Association is committed to promoting the welfare of children in our sport. That is they have joined with the National Society for the Prevention of Cruelty to Children in creating Swim Line.

The service is provided for anyone involved in swimming, including children and young people who believe that the welfare of a young child is at risk. This could be neglect or abuse, bullying or fear of someone, or anything that is worrying you and you don't know who to discuss it with.

#### **What happens if you call?**

When you ring, you will hear a message. This will explain that you wish to speak to someone urgently or it would not be convenient for someone to call you back – you can press a number to transfer straight to the NSPCC child Protection Helpline.

This will be answered by trained and experienced counsellors who will advise you and act to protect children.

If there is a problem with someone calling you back and you wish to speak to someone who understands swimming, you will need to leave your telephone number and time when it is convenient for one of the Child Protection Group to ring. These people are members of swimming clubs who work in child welfare as a profession and have volunteered to help this ASA programme.

If there is an issue which causes concern the ASA will act to protect the child.

Swim Line calls are free and do not appear on itemised bills unless the call is made from a mobile phone. Swim Line does not use the 1471 code or any other call return or call display facility.

If you leave a message they aim to ring back during the next working day. If you phone over the weekend they aim to contact you on Monday

The numbers are: Swim Line 0808 100 4001  
NSPCC Child Protection Helpline direct: 0808 800 5000 (open 24hrs and call free  
Text phone; 0800 056 0566

Comments and suggests on how they can improve this service are welcome.