

# Swim England and NSPCC Child Protection Helpline



## **Who is the ASA Swimline for?**

Swimline is the Swim England and NSPCC Child Protection Helpline and is available for anyone involved in our sports, including children and young people, who believe that the welfare of a child is at risk. This could be due to neglect or abuse, bullying or fear of someone, or anything that is worrying you and you don't know who to discuss this with.

## **Who will take the calls and what happens?**

When you ring you will hear a message. This will explain that if you wish to speak to someone urgently or it would not be convenient or safe for someone to call you back you can press option 2 to transfer through to the NSPCC Child Protection Helpline. This will be answered by trained and experienced counsellors who will advise you and will act to protect any children involved.

If your call is not urgent, someone is able to call you back, or if you wish to speak to someone who understands swimming, you will need to leave your contact details and a brief description of your concern. A member of the Child Safeguarding Team will call you back. In all circumstances Swim England will act to protect a child if a referral suggests a child may have been harmed or be at risk of harm.

## **Other things you should know**

- Swimline calls are free from a landline and do not appear on itemised bills.
- Call costs from mobiles may vary and will appear on itemised bills.
- Swimline does not use the 1471 code or any other call return or call display facilities.
- If you leave a message we will aim to ring back during the next working day. If you ring over the weekend we will aim to contact you on Monday.

You can call the NSPCC Child Protection Helpline direct on 0808 800 5000. The helpline is open for 24 hours each day and calls are free of charge.