



## Swim Line

Document No 004 Rev 2

### Who is the ASA Swim Line for?

Swim Line is for anyone involved in swimming, including children and young people, who think that a child may be at risk.

### How it works

When you ring you will hear a message. It will ask if you wish to speak to someone urgently now, or if it would be convenient or safe for someone to call back - you also have the option to press a number to transfer you to the NSPCC Child Protection Help Line.

The call will be answered by trained and experienced counsellors who will advise and act to protect children.

If there is no problem with being called back and you prefer to speak to someone who understands swimming, leave your phone number and a convenient time for one of their Child Protection Group to ring.

They 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 Facts

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

### Swim Line 0808 100 4001

**YOU CAN CALL THE FREE 24 HOUR NSPCC CHILD PROTECTION HELPLINE DIRECT ON 0808 800 5000**

If you have a text phone you can call the NSPCC text phone on 0808 056 0566.