Camden Swiss Cottage Swimming Club

Family Contribution Policy FAQs

Camden's Family Contribution Policy

These FAQs sit alongside the Family Contribution Policy. The policy is the master document, and where the two differ the policy is correct. You can read it here: CSCSC Family Contribution Policy.

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CSCSC has charitable status and is constituted as a charitable incorporated organisation registered in England and Wales with registered charity number 1217535

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Getting started

1. We are new to CSCSC. What should we know?

At CSCSC, part of the squad swimming experience is competing. When your swimmer is selected to join a squad they are committing not only to the training schedule, but also to competing through the season. Competitions, also called meets or galas, take place on a Saturday and/or Sunday over several sessions.

This is your opportunity as a family to earn their points and try different roles. When you commit your swimmer to a meet, you are expected to commit a family member to volunteer for a session, typically 3 hours. That session earns one point.

Getting involved early, across a few different roles, shows you how meets actually run, in a way you cannot see from the stands. It will serve you as your swimmer moves through the pathway and the points required increase.

2. How do I earn points?

A competition is made up of several sessions, usually two or three a day. Your swimmer needs 1 point for every meet they compete in, and you earn 1 point for every session you volunteer at.

You can spread that however suits you:

- One session at three different meets.

- A full day, two or three sessions, at a single meet.
- A whole weekend at a two-day competition, covering several points at once.

What that looks like depends on where your swimmer is competing:

- Club Meets and Future Stars are Level 3 and 4 early entry meets for younger and less experienced swimmers, usually two or three sessions. Clubs take turns hosting them.
- Academy Gold and the Development pathway move into two-day competitions. Barnet, for example, usually runs three sessions on the Saturday and two or three on the Sunday.
- Junior Potential, Competitive and Performance squads typically travel to Wycombe with an overnight stay, 5 to 6 sessions across one weekend. If you are there anyway, volunteering across the sessions is an efficient way to earn points.

Many parents volunteer for the whole day since they are already there. Others do one session and watch the rest. It is your choice.

3. Do all volunteers, including non-technical roles, need a Swim England number?

Yes. Every volunteer needs an active Swim England membership number, whatever role they take. This is required for insurance and applies to non-technical roles as well as poolside ones.
If you do not have one, the SE Motion account holder registers you to their account using the Register an Adult/Parent link, into the Parent/Adult squad. Allow 7 to 10 days. You cannot register as a volunteer until your number has come through, even if the application is under way.

Points and how they work

4. How many points does my family need?

It depends on your swimmer's squad. There are two things to meet: the season total, and a mid-season threshold by 31 March. Both are in the Points Required by Squad table in the policy. Open the policy to see the points for your squad.

If you have more than one swimmer, points accumulate across the family up to a maximum of 12. No family needs more than 12 points in a season, whatever their swimmers' individual totals add up to.

5. How are the points for each squad decided?

Points are set for the season based on the number of competitions each squad is expected to enter, as advised by the coaches. This is the first year of the policy, so each season total has been set at 80% of that expected schedule.

6. Do points carry over to the next season?

No. Points reset on 1 September each year.

7. Are extra points needed if my swimmer is selected for the Arena League?

No. Arena League selection is at the coaches' discretion and is an extra set of competitions. It is not counted in the expected competitions per squad, because not every swimmer is selected, and no extra points are required from the families of those who are.

8. What happens if my swimmer moves squad during the season?

Your existing points balance carries over in full. As this is the first year of the policy, we will not increase the points required when a swimmer moves into a higher squad mid-season. From the 2027-28 season we will have a better idea of what mid-season moves mean for points, and may adjust then.

Who in your family can contribute

9. Can both parents/guardians or swimmers themselves contribute points?

Yes. Points are earned by the family, not by one named person.

Non-swimmers contributing need to be 18 years of age or older, hold the certification for the role or be working towards it in the case of a trainee official, and be able to carry out the role as it is defined. Poolside roles such as Judge Level 1 and Timekeeper involve standing at the pool edge for a full session, seeing the water clearly and reacting quickly. If that does not work for someone, there are non-technical and admin roles that will, and we are happy to talk through the options.

Swimmers can contribute to their Family Contribution points with the following age restrictions:

- Swim England sets the minimum age for the Timekeeper qualification at 14, so a qualified swimmer aged 14 or over can timekeep and earn points for the family. This applies to Timekeeping only.
- Swim England sets the minimum age for the J1 qualification at 15, so a qualified swimmer aged 15 or over can certify and earn points for the family. This applies to J1 only.
- The minimum age for Non-Technical, Announcers, and Timing Suite is 14 and over.
- The minimum age for Adin roles is 18 and over.

In all cases, swimmers under the age of 18 must:

- Complete the Swim England Foundation Safeguarding for Young People
- Have their parent's permission to register for the sessions they are working
- Adhere to the Club Code of Conduct
- Not be competing in the session in which they register to work

10. If both parents volunteer on the same day, is that one set of points or two?

Two. Each parent or guardian earns a point for every session they volunteer at, whatever the other one does.

For example, if one parent works sessions 1 and 2 they earn 2 points, and if the other works sessions 1, 2 and 3 they earn 3 points. The family total for that day would be 5.

11. What if we want a non parent/ guardian or the swimmer to help?

Please contact volunteers@camdenswimming.co.uk to discuss it first.

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In all cases, swimmers under the age of 18 must:

- Complete the Swim England Foundation Safeguarding for Young People
- Have their parent's permission to register for the sessions they are working
- Adhere to the Club Code of Conduct

12. How do I get an extra adult added to our family account?

If you do not have a Swim England Membership number, the SE Motion account holder needs to register you to their account. They must follow the Register an Adult/Parent link to register you into the **Parent/Adult squad.**

Membership requests are processed as part of the club's wider administration and are not an on-demand service. Please allow 7-10 days for your membership to be processed by the Club Administrator and your membership number to be issued directly (by email) from Swim England.

13. Someone else is watching my children so I can volunteer. Can the points go to them?

Yes. Pooling childcare like this is a good way for two families to both get where they need to be, and we are happy to support it.

The points do not transfer automatically. The person who volunteers must email the Volunteer Coordinator, copying the other family, and say which competition, which sessions,

and which family the points should go to. Without that, the points are allocated to the volunteer's own family by default.

Choosing a role

14. What are the available roles?

There are five types of role. The percentages show the mix of volunteers the club needs across each squad.

Fewer non-technical volunteers are always needed at away competitions. Host clubs fill those roles with their own volunteers first, so at away meets the only role usually open to us is marshalling. Non-technical roles are mostly available at the meets Camden hosts.

Role	What it does	Who it suits	% of volunteers
Official (Judge Level 1 and above)	Judges strokes, turns and finishes poolside. Qualified officials are what makes a meet licensed, and a J1 can work at every level of meet.	Academy Gold and above	60%
Team Manager	Looks after swimmers poolside, keeps them organised and manages logistics on meet day. Required at every meet for safeguarding ratios.	Any squad. Capped per squad, so check the Team Manager guide for your swimmer's squad.	20%
Timekeeper	Times races. A lower level of official, who can only work at Level 4 meets.	Academy Silver and below, including all Development squads	10%
Non-technical volunteer	Marshal, Medals Coordinator, Catering Coordinator, set up and pack down.	Families whose swimmer competes in Future Stars races, generally Academy Gold and below. Anyone else is welcome to help even if their swimmer is not competing.	5%
Announcer and Timing Suite	Announces the safety briefing, warm-up calls and each event, and runs the two systems that produce the results. Both	Any squad, though generally Junior Potential 1 and below. Only at the meets we host, such as Future Stars, club hosted	Part of the 5%

Role	What it does	Who it suits	% of volunteers
	sit in the timing suite, next to poolside.	Arena League and Club Championships. A little training is needed first.	
Admin volunteer	Season-long support from home, covering communications, registrations, scheduling and similar.	Any squad, and families who cannot get poolside or prefer a more regular contribution	5%

15. Which role does the club need most, and what is my best bet for earning the points we need?

Judge Level 1 and above, without question. A J1 can work at every level of meet, from Level 4 through to Level 1, so whatever squad your swimmer is in and wherever they race, you will be able to volunteer and earn points. No meet can run without enough qualified officials, so a J1 is always needed and never turned away. If you want one qualification that will carry your family through the whole pathway, this is it.

Team Managers come next. They are required at every meet for safeguarding ratios, so the need is real, but the number needed per squad is capped. Check the Team Manager guide to see whether your swimmer's squad still needs one before you commit to the training.
Admin roles matter too, especially this year. They are how the club gets set up to run sustainably rather than depending on a handful of people, and several are open now. They also earn the full 12 points across the year, so they are a real alternative if poolside does not work for you.

16. We need 12 points. Which role is the surest way to get there?

A Judge Level 1 is the surest route, because it is the one role always in demand, so you are asked often and every session counts. An Admin Volunteer role also earns the full 12 points across the year, in two tranches. You can also spread it: more than one adult in the family can volunteer in whichever role suits them, and it all counts towards the same family total.

17. I want one pathway I will not have to change. Which role is always in demand, so I only certify once?

The Judge Level 1. It is the qualification the club is shortest of, it is needed at every level of meet, and it does not run out as your swimmer moves up. A Timekeeper qualification stops being enough at Academy Gold, because the longer events there need turn officials. Renew your J1 every three years by keeping up your poolside hours and you never start again.

18. What role should I consider, based on my swimmer's squad?

What matters is the level of meet your swimmer races at, not the squad name. Squads racing mostly at Level 4 can earn points through a non-technical role, Timekeeper or Team Manager. From Academy Gold upwards, meets run at Levels 1 to 3, where Timekeepers cannot work, so you need a Judge Level 1 or above, or a Team Manager.
The Family Contribution Policy sets out a suggested role for every squad. Check it against your swimmer's squad before you commit to any training.

19. Should I become a Timekeeper or a Judge Level 1?

It depends on the squad your swimmer is in, because that decides which meets you need to be qualified for. Junior Potential squads compete at Level 3 meets around 80% of the time, and Academy Gold races around half its meets at Level 3. A Timekeeper qualification does not cover any of those, so a Timekeeper in one of those squads will struggle to earn points at the meets their own swimmer attends.

Role	Best for	Meets you can work at	What you judge	Course	Keeping it current
Timekeeper	Academy Silver and below, including all Development squads	Level 4 only	Timekeeping only	About £5 and 30 minutes online, plus a practical poolside assessment	No renewal requirement
Judge Level 1	Academy Gold and above, and anyone who wants to help at any meet	Every level: 1, 2, 3 and 4	Timekeeping and turns	About £20 and 2 hours online, plus poolside mentoring hours	Valid three years, renewed through minimum poolside hours

20. What if I am a Timekeeper but there were not enough Level 4 meets for me to earn the points?

The points requirement does not change, so the role may have to. This usually happens when a swimmer moves up: a Timekeeper whose child reaches Academy Gold will find very few Level 4 meets left to work. The answer is the short top-up course to Judge Level 1, which lets you work at every level. Start it early, because the poolside hours take time to build. If you are not sure what suits, the Volunteer Coordinator will talk it through.

21. What is less work: a non-technical role, Timekeeper, or Admin Volunteer?

Choose the role that fits the squad your swimmer is in first, because a role you cannot use at their meets will not earn you points however light it is.

Role	What it takes to start	Ongoing commitment	Worth knowing
Non-technical volunteer	No course. You can start straight away.	One session at a time, no ongoing commitment.	Places are limited, and roles are allocated on the day.
Timekeeper	Short online course, about £5 and 30 minutes, plus a poolside assessment.	One session at a time, no ongoing commitment.	Only counts at Level 4 meets.
Admin volunteer	No course for most roles. Some need training.	A full season, roughly one to two hours a week.	No poolside time at all. Done from home.

22. What if the role I want is already at capacity?

Some roles are capped, Team Manager in particular, so a squad can reach its limit. If the role you wanted is full, you will need to choose another one.

The Volunteer Coordinator can tell you what your squad still needs before you book any training, so it is worth asking first.

23. Can I choose my non-technical role?

For Camden hosted competitions, no. We need a set number of volunteers across marshalling, refreshments, medals and the rest, so we place people where the gaps are on the day.

At away competitions, there is usually very little choice as well. Host clubs fill their own non-technical roles, and the only one they occasionally need from us at Level 4 meets is marshalling.

24. Can I do the Timing Suite or Announcer roles at away competitions, or only at home?

Only at home competitions. Every club has its own set up, and timing suites can be temperamental. Clubs tend to be specific about who does these roles and strongly prefer their own volunteers, who know the systems and any special set up requirements.

25. What does the Admin Volunteer role involve?

Admin volunteers cover consistent roles that run across the whole swim season. Most involve specific training or access to club documents, so consistency and commitment matter, and most roles are a full one or two year commitment.

Half the points are awarded at the 31 March point, and the rest on completion of the year.

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Roles are posted once a year. Where more people want a role than there are places, we hold a short interview to check commitment and communication skills.

The full list of roles, what each one involves and which are still open, is in the Admin Volunteer Roles document.

Getting and keeping qualified

26. How do I become a Judge Level 1, Timekeeper or Team Manager?

There is a detailed guide for each role, covering every step and what to expect on your first day poolside:

- Becoming a J1 Official
- Becoming a Timekeeper
- J1T and Timekeeper: first day, what to expect poolside
- Becoming a Team Manager
- Team Managers: first day, what to expect poolside
- Becoming a Non-Technical Volunteer, and roles available

Email volunteers@camdenswimming.co.uk for whichever you need.

27. Do non-technical roles need any qualification or training?

No. Non-technical volunteering is the only route with no course, no qualification and no training at all. You need a Swim England membership number, as every volunteer does, and that is it. The Meet Manager gives out the jobs on the day, each takes under five minutes to explain, and you should expect to be on your feet all session.

28. What training do the Announcer and Timing Suite roles need?

Like every volunteer, you need an active Swim England membership number before you can help in either role. Beyond that, both need a little training first. Both come to the practice set up we run before home meets. Announcers then shadow at a live meet: watch first, then alternate races within a session, then a session on your own. Timing Suite volunteers learn on the job, and most need three or four meets before working the systems on their own.

29. Do Admin Volunteer roles need training?

There is no qualification to sit, but most admin roles need guidance before you start and a gradual handover. Roles on an annual cycle, such as meet licensing, run two years: someone shows you the job in year one so you can run it in year two and train your successor. Some roles carry their own requirement, for example Squad Coordinators must be a certified J1 or Team Manager.

30. I am nervous about becoming a Judge Level 1 as I was never a swimmer myself. Can I still do it?

Yes, and more than 80% of our officials started in exactly the same position. No prior swimming or judging experience is needed. The theory course explains what to do, and you are mentored through all of your poolside experience so you learn as you go. Everyone makes mistakes or misses something sometimes. It is part of learning, and we have all been there.

31. If I become a Timekeeper now, can I upgrade to a Judge Level 1 later?

Yes, but it is worth knowing what that involves. You would do the extra J1 theory course, then build up your poolside experience hours and sign-offs from zero. Time spent as a Timekeeper does not count towards your J1. Only experience accumulated after the J1 theory course counts.

For that reason many parents go straight for the J1, so they do not have to do the work twice.

32. If I become a J1, do I have to progress to J2 and then Starter?

No, you can stay a J1. The club does need some J1s to go on to J2 and then Starter, though. Those are required roles too, and a meet simply cannot be licensed or run without them.

In practice, progressing is a continuation of the same journey rather than a new one. The work feels familiar. You are more experienced, and focused on a slightly different part of the competition. A J1 judges strokes and turns at the ends of the pool, while a J2 watches the stroke through the middle. If you enjoy the J1 role, the next step is a smaller one than it sounds.

33. I was a J1 or J2 but I think it has lapsed. Do I have to start from scratch?

Not necessarily. To check what you hold you need an active Swim England membership, set up the same way as everyone else: the SE Motion account holder registers you using the Register an Adult/Parent link, into the Parent/Adult squad, so your whole family sits in one account. Then set your profile qualifications to visible, or we cannot see what you hold. Once both are done, email volunteers@camdenswimming.co.uk and we will liaise with the London Lead Referee on next steps.

34. How long does it take to become a Team Manager?

The work itself is not long: two courses of about 3 hours each, so 6 hours of coursework, plus a DBS form that takes under 30 minutes to fill in.

The waiting is the part to plan for. Team Manager courses have to be booked in advance, and DBS processing can take 4 to 6 weeks. Expect the whole thing to take a few months from expressing interest to being fully certified. Factor that in when you decide, so you can still accumulate points in time.

35. I want to become a Team Manager. Can you start my DBS check before I book the courses?

No. The club starts the DBS check once you have confirmed both courses are booked. DBS checks cost the club money and take time to process, and we have had cases where the courses were never booked afterwards, so we now run the two in step. Book the courses, send us the confirmation, and we will start the DBS straight away.

36. I have done both Team Manager courses but my DBS has not come through. Can I start volunteering?

Unfortunately not. All three have to be in place for insurance purposes before you can start. Please factor this into your timings so you can still meet your family contribution requirement.

37. Does the Team Manager qualification have to be renewed?

Yes. The DBS check has to be redone every 3 years, and a shorter version of the Team Manager safeguarding course also has to be completed every 3 years. If either has lapsed, please speak to the Volunteer Coordinator.

38. Do all roles need a DBS check?

No. Only Team Managers require a DBS check.

39. Will the club see my DBS details?

The club receives only your DBS number and confirmation that you are cleared for the role. The certificate is sent directly to you. A previous conviction does not bar you from being a Team Manager unless it relates to children.

Signing up for competitions

40. How do I sign up to volunteer at a competition?

The club Fixtures page lists every competition currently scheduled. Click into one and the volunteer sign-up sheet will be there; if you cannot see a sheet, it has not been released yet. The primary account holder has full access to both. Check back through the season, as host clubs send us their details as they are ready.

41. I have not got my Swim England number yet. Can I still sign up?

No. Every competition requires all volunteer to have a Swim England number, and without one you cannot register to help. This is for insurance purposes. At least one parent per family already has a number, usually the one with the SE Motion account. Look yourself up if needed.

If you do not have one, the SE Motion account holder registers you to their account using the Register an Adult/Parent link, into the **Parent/Adult squad**. Allow 7 to 10 days. Swim England emails your number to you once the Club Administrator has processed it.

42. Why can I not sign up to all the meets now? Why are they not all on the Fixtures page?

Host clubs run their meets at different points in the year and send us the details when they are ready, so competitions appear as they come in. The volunteer link is often only released two or three weeks before the meet. Check the Fixtures page regularly, and we will message everyone on WhatsApp about two weeks before each competition.

43. Am I guaranteed to volunteer if I have put my name down?

No. In your first year as a Judge Level 1 you are a Trainee, and clubs must field enough certified officials to run a licensed meet, so a certified J1 is sometimes taken ahead of a trainee. There also have to be enough certified J1s poolside to mentor trainees, which limits trainee places. The same goes for any role: a club may already have enough Timekeepers. Sign up anyway, because the more meets you offer, the more you are used.

44. I am very busy. Can you remind me when I need to check the Fixtures page?

Entering your swimmer for competitions, and meeting your family contribution points, are the family's responsibility. You are not left to spot everything alone: coaches often message their squad before an entry deadline, and your Squad Coordinator messages when a sign-up sheet opens. Checking the Fixtures page between those prompts is on you.

45. I would rather wait until I know my swimmer has a place. Should I sign up anyway?

Yes. A swimmer is never guaranteed a place, or even a race: times can be too quick or too slow, meets get over or under subscribed and swimmers are scratched, and occasionally the whole club is cut. If your swimmer does not swim, you can withdraw as a volunteer, giving as much notice as you can. Most parents sign up when they enter their swimmer, since they would be taking them anyway.

Earning points on the day

46. Which roles can I earn points while training for?

It depends on the role.

Role	Can you earn points while you train?
Timekeeper	Yes, from your first session. There is nothing to complete beyond the short online course.
Judge Level 1	Yes, 1 point per session while you work through your poolside competencies. That is 20 to 25 hours across 5 or 6 competitions, so most of a season's points can come from qualifying.
Team Manager	No. You cannot volunteer until both courses and your DBS are complete, for safeguarding reasons. See the next question.
Announcer or Timing Suite	Yes. You train alongside experienced volunteers at live meets, and those sessions count.
Non-technical volunteer	Yes. There is no training at all, so you earn from your first session.
Admin Volunteer	Not per session. Points are signed off in two tranches, at 31 March and at the end of the season.

47. Do I earn points while training as a Team Manager?

No. You cannot volunteer as a Team Manager until you are fully certified, meaning both courses and your DBS are complete, which is a safeguarding requirement rather than a club preference. This year we are trialling 2 points on becoming certified from 3 September 2026, where your squad still needs a Team Manager, added once you have also completed at least one session.

48. Do I earn points while training as a J1T?

Yes. You work through the poolside competencies, and you are awarded 1 point for each competition session you complete while doing so.

49. Do I earn points while training as a Timekeeper?

There is no training requirement beyond the short course, so you can start volunteering immediately and earn points from your first session.

50. Are there any competitions where I can earn more than one point per session?

Yes, one. The London Legacy Meet. As part of the club's commitment to the sport, and to keeping swimming accessible to all children, any family who completes at least one session at that competition earns a bonus point.

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The bonus is capped at one extra point per family, however many sessions you cover or however many people you send.

51. I want to sign up for a session but cannot stay for all of it, or my swimmer will have finished racing. Do I still get the point?

No. You need to stay for and complete the entire session to be awarded the point.

52. Can my swimmer Timekeep in a session they are also competing in?

No. Whoever is appointed to a role has to attend the safety briefing and stay in post for the whole session, so nobody can compete and hold an official's position in the same session.

A qualified swimmer aged 14 or over can timekeep at a session they are not racing in, and those points count towards the family total.

53. Does the Timing Suite include set up and tear down?

Yes. At Camden hosted events, set up is part of the role in the first session and tear down is part of it in the last session. You cannot arrive late or leave early for those sessions.

54. When do Team Managers need to arrive and leave at a competition?

Team Managers must be at the competition 30 to 45 minutes before warm up starts, so they are set up and ready to receive the swimmers. They cannot leave until the last swimmer has been collected by their parents. That is part of the session, in the same way that the Timing Suite covers set up and tear down.

Staying on track

55. Where do I check our points balance?

Points are tracked in SportsEngine Motion, under the Service Hours tab in the web version of your account at www.camdenswimming.co.uk. It does not appear in the SEMotion app.

56. Is contribution verified on the day?

Yes. Every technical volunteer, meaning J1T and above, Timekeepers and Team Managers, is verified session by session by the hosting Referee, who is required to record it and submit it as part of the end of competition pack. Non-technical volunteers are recorded by the meet manager in the same way. Points are allocated once the host club sends us that confirmed list.

57. How will you know who volunteered at which events?

Every club, including us, runs sign-up sheets for technical and non-technical volunteers, and most use swimmeets.com. The Volunteer Coordinator has access to see who has registered for a given meet.

Points are allocated a week or two after the competition, once the host club's Referee sends us the confirmed list of who actually volunteered in each session.

58. Why is there a threshold part way through the season?

So the effort is spread evenly across the year. Meets run from September onwards and every one of them needs volunteers, not only the ones at the end of the season. It also means no family is left with a pile of sessions to fit in at short notice.

59. If we have not earned enough points, can my swimmer still compete?

No. Entry to competitions depends on your family having the points. Every family starts the season on zero, and we will allow some leeway for the first few months while everyone gets going. We do need families to begin contributing from the start of the year and to keep going steadily through it. If you have not reached the 31 March threshold, your swimmer will not compete in the second half of the season until you have caught up and are on track for the points needed.

60. What happens if we fall behind?

Swimmers entered into competitions by their parent will not be approved for competition by the club until the threshold is met. Entries submitted by a parent will not be approved or sent on by the club, and the club shares this with all Competition Secretaries so individual entries are not accepted separately.

This applies to every meet, including any your swimmer needs in order to qualify for Counties, Regionals or Nationals. There is no exception for a qualifying meet, which is why reaching the 31 March threshold matters.

61. What if my swimmer is withdrawn from a meet we have already paid for?

Ensuring you have enough family points to enter a swimmer for a competition is the family's responsibility. The club screens all entries before they are sent to the competition, so most cases should be caught before an entry goes in, but the check is yours to make first. You can see your balance at any time in SportsEngine Motion, under the Service Hours tab in the web version of your account.

If a swimmer is withdrawn because the points are not there, the entry fee is not returned. The club pays that fee to the host club when the entry is submitted and cannot recover it, so it cannot be refunded to the family.

62. I am behind on our family points. Can I volunteer at a competition my swimmer is not in?

Yes. If it is a competition Camden is attending and you register to volunteer in the way the host club asks, your contribution should be picked up. Email the Volunteer Coordinator to say which competition you will be helping at, so they can reach out to the Referee to get it verified.

Circumstances and exemptions

63. I work full time and am very busy. Can I be exempt?

No, and you are in good company. Around 80% of our volunteers work full time, about 90% have more than one child, and roughly half travel regularly for work. The policy exists precisely because the work has to be shared across everyone, rather than carried by whoever happens to have the most flexibility.

If poolside does not fit your week, the Admin Volunteer route is done from home and is built for exactly this. Exceptions are considered only in exceptional circumstances, such as documented extended hospitalisation or long-term illness, and must be requested in writing to the Volunteer Coordinator, who will take it to the Management Committee.

64. I have younger children at home as well as my swimmer. How should I approach this?

Most families with more than one child take it in turns. One parent goes to the meet with the swimmer and volunteers while they are there, and the other stays at home with the younger children.

Younger children cannot be poolside, for insurance reasons, and a volunteer needs to be focused on the role rather than on supervising their own children. If neither parent can be at the pool, an Admin Volunteer role is done from home and works around the rest of your week.

65. Can I just pay instead of contributing points? Some clubs elsewhere offer that.

No. The club looked at it. Paying only works if there is already a large enough pool of certified parents to find and pay, and that pool is exactly what we do not have. Money cannot put a qualified official on poolside if nobody has qualified.

66. What if we do not want our swimmer to compete?

Competing is part of the swimming journey, and swimmers are expected to meet the competition expectations of the squad they are offered a place in. If you do not want your swimmer to compete, please discuss it with the coach before accepting the place. This matters most for families joining the Academy and Development pathways. Swimmers in

Junior Potential, Competitive, Age Group and Youth Performance are expected to commit to the competition schedule at the start of the season.

About the policy

67. Why do we have to do this when other London clubs do not?

Swim England expects clubs to be run by qualified parent officials, and every licensed meet needs a minimum number of them poolside or it cannot go ahead.

Every club faces the same problem. Contribution has been carried by a smaller and smaller group of families, to the point where it is no longer sustainable. Camden is already close to having to cancel meets. If we do not act now, it is our swimmers who lose the races.

Contribution policies are standard practice in other countries, and a number of UK clubs already run one. In London, we are the first to implement one, but four other London clubs and several others outside London are seriously considering the same policy for next season, and are waiting to see how ours works in practice.

68. Will this policy change?

It will be reviewed annually ahead of each new season, and any changes will be communicated before September renewal. The points set for 2026-27 will not change during the season.

69. What if I have other questions?

Email volunteers@camdenswimming.co.uk and we will be happy to help.