



LANCASHIRE COUNTY CRICKET CLUB & LANCASHIRE CRICKET FOUNDATION (LCCC/LCF)

ONLINE SAFETY AND COMMUNICATION POLICY

The LCCC / LCF strives to ensure that all children (anyone under 18) and adults at risk are safeguarded from abuse and have an enjoyable tennis experience.

This document sets out how the LCCC / LCF uses the internet and social media, and the procedures for doing so. It also outlines how we expect staff, coaches, volunteers, players and parents/carers, to behave online and communicate with players.

The principles in this policy apply no matter which current or future technology is used.

The purpose of this policy is to:

- Protect children involved in with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet).
- Provide staff, coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
- Ensure our organisation operates within the law regarding how we behave online

We recognise that

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children safe online, whether or not they are using [club/county]'s network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, their parents, carers and other organisations is essential in helping them to be responsible in their approach to online safety

We will seek to keep children safe by

- understanding the safety aspects, including what is acceptable and unacceptable behaviour for staff, coaches, volunteers and children, when using website, social media, apps and other forms of digital communication
- being aware that it doesn't matter what device is being used for digital interaction, but that the same safety aspects apply whether it is a computer, mobile phone or game console
- when using social media platforms, ensure that we adhere to relevant legislation and good practice
- ensuring the person managing our organisation's online presence is suitably trained and experienced

Managing our online presence

Our online presence through our website or social media platforms will adhere to the following guidelines:

- all social media accounts will be password-protected, and at least two members of staff and/or volunteers will have access to each account and password

- social media accounts will be monitored by a designated person, who will have been appointed by the committee
- the designated person managing our online presence will seek advice from our County Safeguarding Officer and the ECB to advise on safeguarding requirements as required
- the designated person will remove any inappropriate posts, explaining why, and informing anyone who may be affected (as well as the parents of any children involved)
- account, page and event settings will be set to 'private' so that only those invited can see their content
- social media pages/groups (e.g. Facebook pages/groups) used to communicate with children must be an organization, community or sports group and not personal
- identifying details such as a child's home address, school details, telephone number or email will not be posted on social media platforms
- any posts or correspondence will be of a professional purpose
- we'll make sure children are aware of who manages our social media accounts and who to contact if they have any concerns about the running of the account
- parents will be asked to give their consent for us to communicate with their children through social media, or by any other means of communication
- parents will need to give consent for photographs or videos of their child to be posted on social media
- all of our accounts and email addresses will be appropriate, fit for purpose and only used for club/county specific activities

What we expect of staff, coaches and volunteers

- they should be aware of this policy and behave in accordance with it
- they should seek the advice from our County Safeguarding Officer and the ECB if they have any concerns about the use of the internet or social media
- any messages they wish to send out to children must be sent through the designated person responsible for the organisation's online presence
- they must not 'friend' or 'follow' children from personal accounts on social media
- they must make sure any content posted is accurate and appropriate
- they must not communicate with children via personal accounts or private messages
- they must communicate with parents through email or in writing, or use an organisational account, profile or website rather than via personal social media accounts
- they must copy in parents or at least one other member of staff, coach or volunteer should to any communications sent to children
- they must avoid communication with children beyond dedicated event or activity timings , unless it is necessary for professional purposes (i.e. emergencies, whilst on a trip, etc.) and contacting the parents is not possible