



Online Safety and Communications Policy

Policy Statement

Lancashire Cricket Club is committed to safeguarding all participants in cricket and ensuring the online environment is safe, respectful, and inclusive. This policy sets out how Lancashire Cricket Club and its associated clubs, leagues, coaches, staff and volunteers should manage online communications, social media, and digital platforms to protect children, young people, and adults at risk.

Document Control

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Supercedes	
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Aims of the Policy

- Protect children involved in with our organisation and who make use of technology (such as mobile phones, tablets, games consoles and the internet)
- Protect children and adults from harm, exploitation, and inappropriate content or contact online
- Provide staff, coaches and volunteers with policy and procedure information regarding online safety and inform them how to respond to incidents
- Support a culture of transparency and accountability in all digital interactions
- To ensure our organisation is operating in line with our values and within relevant legislation, including the Data Protection Act 2018, UK General Data Protection Regulation and Online Safety Act 2023.

As an organisation, we commit to implementing this policy and addressing any concerns quickly and within these guidelines.

Scope

This policy applies to all individuals associated with Lancashire Cricket Club, including but not limited to:

- Children and young people under 18
- Adults at risk
- Parents and legal guardians
- All employees, whether permanent, temporary, or casual
- Volunteers and contractors working on behalf of the organisation
- Coaches, officials, and support staff
- Players and participants in any programs, teams, or events organised by the organisation
- Third-party service providers engaged by the organisation
- Club and league administrators and communications teams

This policy is binding on all individuals regardless of their role, status, or location when representing or participating in activities related to Lancashire Cricket Club.

It covers:

- Use of social media (Facebook, Twitter/X, Instagram, TikTok, YouTube, etc.)
- Communication apps (WhatsApp, Messenger, Signal, etc.)
- Emails, texts, and phone calls
- Video conferencing and online meetings
- Online training, games, and live streaming



Our Policy

What we will do

As part of our online safety policy, we will:

- Conduct risk assessments for all digital and online platforms being considered or being used by the organisation
- Ensure that we adhere to relevant legislation and good practice guidelines when using online platforms
- Provide relevant training to all staff on online safety, and ensure all staff or volunteers using online platforms have had training appropriate to their role
- Monitor how staff, parents and children use our platforms both inside and outside of our setting to ensure it adheres to our policy, acceptable use statement and code of conducts
- Regularly review existing safeguarding policies and procedures to ensure online safety is embedded throughout the organisation
- Ensure at least two members of staff have access to our digital platforms and moderate them regularly
- Ensure staff who moderate and use our digital platforms have appropriate safeguarding training and work closely with the safeguarding lead
- Keep all apps and platform security up to date, use strong passwords and maintain privacy of all users
- Effectively use security and privacy tools available on each platform
- Have a zero-tolerance policy towards discrimination, hateful communication, cyberbullying, inappropriate, harmful or illegal content
- Inform all staff, volunteers, parents, legal guardians and children of who to report any online concerns to, or what to do in the event they see something that worries them online
- Adhere to parental consents and permissions when sharing images, videos or live streaming our organisation for promotional or celebrational purposes
- Never publish identifying information of children on publicly available online platforms (such as our website and public social media channels)
- Develop an online safety agreement for use with staff, volunteers, parents and legal guardians and the children and young people
- Ensure personal information gathered while using online platforms are stored securely and in line with our privacy policies

Guidance for the Club and Coaches

Communication with Children and Young People

- Always communicate with children via their parents
- Never use personal accounts or numbers to contact children
- Avoid one-to-one messaging with a young person, use group messages including at least one other adult
- Communications should be professional, transparent, and cricket-related only



Social Media Use:

- The Club should maintain official social media accounts managed by responsible adults
- Content should promote cricket positively and respectfully
- Children must not be tagged or identified
- Do not post anything that could be viewed as offensive, abusive, discriminatory, or unprofessional
- Private messaging between adults and children on social media is not permitted

Photos and Videos:

- Follow ECB photography and video guidance at all times
- Obtain parental/legal guardian consent before sharing any images of children
- Ensure imagery is appropriate and does not reveal personal details (e.g. full names, locations)
- Live streaming of matches or training involving children should only occur with strict controls and parental consent

Online Meetings and Virtual Training:

- Use ECB-recommended platforms with privacy settings enabled
- Children must be supervised by a parent or legal guardian during any virtual session
- Sessions should be recorded and stored securely where appropriate
- Only deliver age-appropriate content with safeguarding measures in place

Guidance for Parents and Legal

- Be aware of how your child uses digital devices and who they are communicating with in cricket
- Encourage children to speak up if something online makes them feel uncomfortable
- Report concerns to the Club Safeguarding Manager or the County Safeguarding Lead
- Ensure you have given or withheld consent for images or communication preferences in writing

Photography and Social Media Guidance Guardian

We understand that families may wish to capture moments of their child's involvement with Lancashire Cricket Club — to celebrate achievements, to document their progress and to share with family members. However, safeguarding and the welfare of all players must remain our top priority.

Some players may be subject to care proceedings or legal restrictions, and it is essential that their identities are protected and not shared publicly.

To ensure everyone's safety:

- You may only photograph or film your own child.
- No other children or member of staff should appear in the frame.
- Any images or videos shared on social media must follow this guidance.



Reporting Concerns

- Inappropriate messages or online contact
- Exposure to harmful or abusive content
- Grooming or exploitation
- Cyberbullying or harassment

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 the Club Safeguarding Manager and the ECB if they have any concerns about the use of the internet or social media
- 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 and/legal guardians 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
- Coaches should not be using their personal phones/digital devices to film players

Monitoring and Review

- This policy will be reviewed annually and updated in response to technological developments, safeguarding trends, or incidents
- The Club and leagues are expected to adopt and embed this policy into their own safeguarding practices

Useful Information

[Safe Hands Social Media, Online Communication and Online Safety](#)

In a safeguarding emergency, where a child is at immediate risk of harm, call 999.

You can contact the NSPCC Helpline by calling 0808 800 5000, emailing help@NSPCC.org.uk or completing our report abuse online form.

Any child can call Childline on 0800 1111 or chat to them online