

Social Media, Online Communication and Online Safety

Definitions - in this Policy the following terms/expressions shall mean:

- the term “Surrey Cricket” encompasses *The Surrey County Cricket Club, Surrey Cricket Foundation and Kennington Oval Limited*
- the terms ‘child’ or ‘children’ and or” young people” apply to anyone under the age of 18
- the term “adults considered at risk” applies to those adults who have additional care and support needs as defined by the Care Act 2014
- the term ‘parent’ applies to anyone with guardianship or caring responsibilities for the child
- the term ‘staff’ applies to coaches, team managers and all employees whether full or part time and volunteers working for and on behalf of Surrey Cricket
- the term ECB stands for the England and Wales Cricket Board
- the term “Safe Hands” refers to Cricket’s policy for safeguarding children

Social media is constantly changing providing both benefits and risks to cricket clubs and those involved in cricket.

Social media platforms enable efficient communication between Surrey Cricket and its members, staff or volunteers, players, supporters, and parents/carers.

The potential risks include cyber bullying, inappropriate content shared on club platforms and security issues such as club or personal accounts being hacked.

Surrey Cricket Codes of Conduct should include aspects about social media and many cricket clubs have formally incorporated expectations about online behaviour into their constitution and/or disciplinary processes, and we encourage this as good practice.

Surrey Cricket will ensure that there is more than one person who is made admin of any social media platform which is in use by Surrey Cricket.

Social media and online communication

Social media, when used properly, offers many positive communication opportunities for cricket organisations. There are many different social media platforms which incorporate instant messaging, sharing of images and videos, live streaming, and gaming. As the number of available apps grow and change, it is important to follow some simple guidelines to ensure that social media can be safely used as a promotional tool and as a means of communication for Surrey Cricket. Remember: cricket is open to all ages and open to all genders as a sport.

Surrey Cricket officials, staff and volunteers

Social media platforms can be a positive way of promoting Surrey Cricket and cricket in general, as well as a method to stay in touch with friends. But it is essential to keep these two worlds separate. You should have separate Surrey Cricket and personal social media accounts.

- All contact with children and young people, should be via a Surrey Cricket account, and communication should be strictly in relation to training, coaching, matches, and cricket-related activity

- For coaches, any communication with anyone you are in a coaching relationship with should adhere to the expected standards in the [Coaches Code of Conduct](#)
- You should adjust the privacy settings for your personal account so that content is only visible to accepted 'friends'. Although younger players may see you as a friend and may request to be your 'friend' on a social media platform, you should direct them to the Surrey Cricket account page, keeping all contact professional. You should let our Safeguarding Officer know about any friend requests from a child/young person at Surrey Cricket
- Any direct communication or interaction with a child/ young person on a social media platform could be misconstrued as overstepping expected professional boundaries
- Before using social media to post or comment, consider whether you would be happy for those you are coaching or their parents to see your post
- You should never criticise players, team members, or their parents online
- Ensure that any Surrey Cricket social media platforms have more than one admin and keep the account secure by enabling two factor authentication.
- It is also important to be mindful of any content you post online via Surrey Cricket social media page or platform. Remember:
- You are representing Surrey Cricket
- Your communications should conform to Safe Hands guidance
- Your post should not cause personal distress or be seen as inappropriate in content
- Remember to follow the [ECB Photography, Video and Live Streaming Guidance](#) on combining names and images. If a child/young person is named (or is otherwise identifiable by, for example, a nickname), avoid using their image alongside their name. If an image is used, avoid naming the child/young person.

Contact with players who are U18

- You should make training, playing, and other arrangements for children via parents/carers
 - As children approach adulthood, they may become increasingly responsible for making their own training and playing arrangements. An acceptable exception to this rule for children over 16 is to contact the parent/carer and to copy in the child with the parent's prior consent. This means that the parent/carer can monitor communications, but the 16/17-year-old receives the information directly
 - You should not engage in any form of communication with any child without their parent/carer receiving the same messages from you
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- If you receive any responses that appear inappropriate, they should be brought to the attention of the parent/carer and our Safeguarding Officer immediately.
- All contact with children should be in relation to coaching, matches, and cricket-related activity only.
- Surrey Cricket may wish to consider using a separate social media platform for team management which allows staff to contact parents/carers and participants while not revealing their personal details on the platform.

Social Media: Dos and Don'ts

Club officials, staff, and volunteers

- ✔ Have separate social media accounts for Surrey Cricket and personal use
- ✔ Keep photos and personal information private
- ✔ Apply all relevant Codes of Conduct and professional behaviour online
- ✔ Obtain consent before posting anyone's personal information online. This includes photographs where an individual can be identified
- ✔ Remember the picture/no name guidance for children
- ✔ Make your account(s) secure by enabling two factor authentication and regularly check your privacy settings for both personal and Surrey Cricket accounts.

Surrey Cricket , staff and volunteers DO NOT

- ✘ Contact children by any means. Arrangements should be made via a parent/carer. Remember that the Rule of Two applies to all your interactions with children, whether in person or online
 - ✘ Send private messages to children via apps or social media
 - ✘ Invite or accept children to become 'friends' on social media platforms
 - ✘ Respond to a direct message from a child. If this happens let a parent/carer and our Safeguarding Officer know
 - ✘ Send or post inappropriate messages that are offensive, negative or derogatory in any way.
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Adult Players in Open Age Teams

Please be mindful of who may have access to material you share via social media.

The open age nature of cricket can mean that children are playing alongside young adults of a similar age who they may have grown up with, been at the same school as, and consider to be friends. Players over the age of 18 should remember that some of their teammates are children, and should judge their social media interaction accordingly and in line with Surrey Cricket's Codes of Conduct. Direct contact between an adult player and a child when there is a significant age gap between the two could be misconstrued. The adult should consider if this contact is appropriate.

If your relationship to those in your team changes (e.g. if you are appointed captain or coach), then your online contact with any child in your team will have to change as outlined above. If you have any questions about how to manage this change, please speak with our Safeguarding Officer.

If you have concerns regarding social media

If you suspect someone is using social media in an unsafe or inappropriate manner, you should report their behaviour to the platform as well as to our Safeguarding Officer Heidi Langrish on 07843977020 or via email @ safeguarding@surreycricket.co.uk and or the Safeguarding Team (safeguarding@cricketregulator.co.uk).

Information for parents and carers

As children have access to the internet from phones and other personal devices, it can be increasingly difficult to monitor their use. It is important to enable children to stay safe online.

Different social media platforms have different age policies. Parents/carers should familiarise themselves with these age policies and how each platform works, including how to use privacy settings to keep users safe.

It is important that your child feels they can talk to someone if they are being bullied online, or if they have been exposed to something that makes them feel upset or uncomfortable.

There is a range of useful information available for parents/carers to help keep children safe online including:

- [NSPCC](#)
- [Child Protection in Sport Unit](#)
- [Thinkuknow Home Activity Packs](#)

Parents/carers DO

- ✔ Make sure you are aware of who your child has contact with online and via messaging apps
- ✔ Use parental controls that are available on your home WI-FI and on any platforms your children may be using
- ✔ Be aware of the ECB and your Surrey Cricket's guidance of the use of social media and report anything that concerns you to our Safeguarding Officer, Heidi Langrish on 07843977020 or via email @ safeguarding@surreycricket.co.uk and or the Safeguarding Team (safeguarding@cricketregulator.co.uk).

- ✔ Keep talking to your children about their use of social media
- ✔ Provide your phone number and email address to Surrey Cricket so they can contact you directly
- ✔ Report any content you think may be improper or unlawful to the police or the [Internet Watch Foundation](#). Reporting is easy, anonymous, and could help to save a child from ongoing harm.






Information for children/young people

Connecting with your friends online is something you will most likely do every day. When you are using social media to connect with your friends in cricket, we want you to be safe. Please remember these things when you are online or using social media.

- If someone isn't your friend in real life, they aren't your friend online. Be careful when accepting friend requests or arranging to meet someone you have 'met' online
- Sometimes people on the internet aren't who they say they are. If you're not 100% sure, don't risk it
- Remember to change your privacy settings so that only your friends can see information about you, your posts, and your photos
- Remember that your school's name or cricket club name can make you identifiable. Don't post personal details on your social media
- Trust your instincts. If you see or receive any hurtful, upsetting or harmful content online you should use the reporting tools on social media platforms and tell your parent/carer or another adult you trust, such as your teacher or your Club Safeguarding Officer or our County Safeguarding officer
- Remember that your coach is a professional, just like your teachers. They should not be your friend online and should not be sending you friend requests or messaging you on any social media platform
- All contact from your coach should be via your parent/carer or, if you are 16 or 17, your parent/carer should be copied into all messages




- Bullying can happen online. This can include negative comments about someone's performance or achievements on or off the field. If you, or someone you know, has had this happen, you should tell an adult that you trust
- Don't be afraid to tell someone if you have concerns.
- If you want to know more about staying safe online, the websites below are a good place to start:
- [Childline – Online and Mobile Safety](#)
- [Thinkuknow](#)

Children/Young People DO

-  Keep your photos and personal information private
-  Regularly check your privacy settings to ensure your accounts stay secure
-  Conduct yourself in a respectful manner on social media as you would at home, in school or at cricket
-  Make sure that you feel comfortable with everything you are doing online, if anything makes you feel uncomfortable, stop, and ask a trusted adult for help
-  Remember that anything you post online could be there permanently – think before you post

If you are worried about inappropriate online behaviour or unwanted contact/communication use the reporting tools on a social media platform. You should also tell your parents or carers, a professional (such as a teacher), your Club Safeguarding Officer/County Safeguarding Officer and or another adult you trust.

Children/Young People DO NOT

-  Post inappropriate content on social media or make comments or send messages that are offensive or nasty in any way
-  Accept any friend requests from people you don't know, or you feel uncomfortable accepting. Always tell your parent/carer, an adult that you trust or your Club/County Safeguarding Officer if this happens
-  Send or forward any nude or sexual images of yourself, someone you know, or anyone you don't know, even if you think this is just for fun. It is wrong and it is against the law.

If you are worried that someone else is sharing nude or sexual images of you, support is available from [Report Remove](#).

If you happen to find sexual images or videos of someone who could be under 18 you should tell someone you trust and report it to the [Internet Watch Foundation](#) (IWF). Reporting is easy, anonymous, and could help to save a child from ongoing harm.

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