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SAFEGUARDING ONLINE SAFETY

Date of Next Update: August 2026

SAFEGUARDING ONLINE SAFETY POLICY

Policy Purpose

The purpose of this policy statement is to ensure that children, young people, and adults at risk are protected from harms when using digital devices to access the internet, social media, messaging, or gaming. It will set out the over-arching principles that guide our approach to online safety within our environments or whilst participating in our activities.

Scope

This policy applies to all Norwich City Community Sports Foundation ("Foundation") colleagues, including those on temporary contracts, agency workers, consultants, self-employed contractors and volunteers.

Norwich City Community Sports Foundation is committed to being A Home for Everyone – an inclusive and safe environment where everyone can thrive, and all feel welcome. We will do this by embedding a culture where every individual engaged with the Foundation is treated with respect and met with positivity and compassion. We are all responsible for upholding the Foundation's values by ensuring others feel included and valued, championing equality, and challenging all forms of discrimination, increasing our knowledge to develop the confidence to do so.

We believe that together we are stronger; we celebrate diversity and will proactively work with our community to ensure everyone has a fair opportunity to participate. This way Norwich City Football Community Sports Foundation will build a culture to be proud of – we will build A Home for Everyone.

This policy supersedes any previous policies prior to its issue date.

Legal Framework

This policy has been drawn up based on legislation, policy and guidance that seeks to protect children, young people, and adults at risk from online harms.

Summaries of the key legislation and guidance are available on:

<https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>

<https://www.anncrafttrust.org/how-to-stay-safe-online-guidance-for-adults-and-young-people-with-learning-disabilities/>

We believe

- that children and adults should never experience online abuse of any kind
- that everyone should be able to use digital devices for education and support, personal development, and enjoyment purposes free from the threat of harm
- that by working in partnership with children and adults, their parents, carers, and other agencies is essential in promoting confidence and in helping children to be responsible in their approach to online safety.

We recognise that

- the online world can provide everyone with opportunities however, it can also present risk and challenges
- we have a duty to ensure that all children and adults participating in our activities are protected from online harms
- we have a responsibility to help keep children and adults safe online, whether using our network and devices or their own
- everyone, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation, maternal or marital status have the right to equal protection from all types of harm or abuse.

We will seek to keep children and adults at risk safe by

- appointing a Foundation online safety lead who is our Safeguarding and Compliance Manager
- providing clear and specific directions to staff and volunteers on how to behave online through our code of conduct
- supporting and encouraging children and adults participating in online activities to in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child
- reviewing and updating the security of our information systems regularly
- ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

Responding to online abuse

We will make sure our response to incidents of online abuse considers:

- the needs of the person being abused
- the needs of the person displaying abusive behaviour
- needs of any other involved party
- our organisation as a whole

We will have clear and robust safeguarding procedures in place for responding to online abuse or digitally enabled abuse.

We will take positive action where online abuse is identified to reduce the risk of further harm and to promote confidence.

We will develop plans to address any incidents of online abuse and review them at regular intervals, to ensure that the problem has been resolved in the long term.

We will provide support and training for staff and volunteers dealing with online abuse

Responsibilities and Key Contact

<https://www.communitysportsfoundation.org.uk/about/our-commitment-to-safeguarding/>

Associated Policy

Safeguarding Children Policy

Safeguarding Adults Policy

Responding to and Managing Allegations Policy Low Level Concerns Policy

Safeguarding -Behaviour Codes

Policy Issue Date August 2025

Date of Next Update August 2026

This policy is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in Foundation requirements, or relevant legislation.

Policy Review – March 2024 – Removal of the term young person and adults at risk expanded to all adults.
Updated external links and addition of key contact link

