



Social Media Policy

NEWPORT COUNTY AFC

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Drafted by	Ben Jones
Reviewed By	Kelly Anderson
Signed off by	Gavin Foxall
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Newport County AFC engages with its supporters on a daily basis via our social media channels and website.

We predominantly use Twitter, Facebook, and Instagram, to keep our fans updated on club and team matters, provide live breaking news, and match reports, and share club videos and images.

Newport County AFC welcomes feedback from supporters via our social media channels. We greatly value such engagement and interaction which you can share via fanfeedback@newport-county.co.uk

We also appreciate supporters are entitled to voice their criticisms of the club when appropriate. However, as a family and community club, we will not tolerate social media comments that are threatening, abusive, discriminatory, insulting or that contain obscene language, irrespective of whether such comments are aimed at other supporters, the club, its staff, or volunteers.

In such circumstances, we will take appropriate action against the individuals concerned. This may include temporary or permanent bans from the club's social media pages, and user accounts being reported to the relevant authorities, as well as potential temporary and permanent Rodney Parade stadium bans. In extreme cases, the club will not hesitate to involve the police and the courts.

Online abuse is a growing and worrying trend in professional sport. Vile abuse of club players, staff or volunteers can have a significant impact on individuals and their families and Newport County AFC has a duty of care to all those who work or volunteer for our club. We remain extremely appreciative of the magnificent support the club receives from Exiles fans and recognise the issues referred to in this statement relate to a tiny minority of social media users. Nevertheless, it is important that the club makes its position clear on these matters for the benefit of our players, staff and volunteers, and the vast majority of our fantastic supporters.

Should you be in receipt of any online abuse, the following steps will help you to gain help and support:

- Do not delete the messages or images, please save them, as these can be used as evidence if necessary.
- Block the user straight away, this will stop further messages/images reaching you.
- Please report this straight away to a member of the Senior Management or Safeguarding Team
- Aim to protect your young people from the start:
 - Ensure that you know how to set your privacy settings on each app/social media site that you use.
 - Always ensure that your location is switched off.
 - Do not post pictures on your social media account that may determine the area in which you live or the school that you attend.
 - Ensure that you give your permission for that photograph to be taken and shared of yourself.
 - Consider your future when posting on social media. You will set a digital footprint that will last forever and could affect future career opportunities.
 - Consider the minimum age of use for social media apps
 - Parents/Carers – please use safeguarding sites such as Ineqe, SafeTo Net, National Online Safety and ThinkUKnow, which have a number of resources which show you how to set privacy settings and some offer some great parental control apps.
 - Contact your internet provider, they can help to limit access on certain devices in your home or between certain times.

- Common Sense Media will also help you to keep up to date on the latest apps that young people may be using and the recommended age ratings
- Our charity partner www.kidscape.org.uk also offer fully funded Online Safety Awareness courses for Parents/Carers, and host a wide range of resources available on their website.

If you are uncomfortable with how someone has been communicating with you online, or have sent sexual images, you can also report this directly to CEOP (Child Exploitation and Online Protection Command) <https://www.ceop.police.uk/safety-centre/>

Again, they along with <https://www.thinkuknow.co.uk/> will have a whole host of resources and advice available, along with age-appropriate games for your young people to learn about keeping themselves safe online.

If you are concerned about the behaviour of any member of staff, volunteer, player or spectator, please do contact a member of the Senior Management or Safeguarding Team, who will investigate your concerns further in line with and not limited to the Anti-Bullying and Harassment Policy, Equality and Diversity Policy, Managing Allegations and Whistleblowing Policies.

Useful Contacts

Senior Safeguarding Manager (SSM)

Kelly Anderson

Email: safeguarding@newport-county.co.uk

Designated Safeguarding Officer (DSO) Academy

Colin Faulkner

Email: Equality@newport-county.co.uk

Designated Safeguarding Officer (DSO) Club

Ben Lucey

Tel: 01633 302012

Email: ben.lucey@newport-county.co.uk

Academy Manager

Damien Broad

Email: Damien.Broad@newport-county.co.uk

EFL Safeguarding Officer

Mark Derrien

Tel: 07944 272236

Email: mderrien@efl.com

Newport City Council Local Authority Designated Officer (LADO)

Mike Sloan

Tel: 01633 851485

Email: Mike.Sloan@newport.gov.uk

FA Safeguarding

Tel: 0800 169 1863

Email: safeguarding@TheFA.com

NSPCC helpline

Tel: 0808 800 5000

Police

Tel: 999 or 101

