



COVID-19 IT Policy

Appendix 1

This addition to the policy should be read in conjunction with “the Company” Safeguarding for Children and Safeguarding for Adults policies, available [here](#)

Date of statement: May 2020

Company policy

Bristol City Football Club, Bristol City Women’s Football Club, Bristol City Robins Foundation, Bristol Bears Rugby, Bristol Bears Women, Bristol Bears Foundation, Bristol Bears Academy, Bristol Flyers, Bristol Flyers Foundation, Bristol Sport Foundation, Ashton Gate and Bristol Sport (collectively referred to as “the Company”)

“The Company” has both a moral and legal obligation to ensure a duty of care for both children and adults across its services. We are committed to ensuring that all children and adults are protected and kept safe from harm whilst engaged in any services organised and provided by “the Company”. “The Company” is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and local authority requirements.

Company statement

The way in which our “Company” is currently operating in response to coronavirus (COVID-19) is fundamentally different to business as usual. However, a number of our important safeguarding principles remain the same:

- with regard to safeguarding, the best interests of children and adults at risk will always continue to come first
- if anyone has a safeguarding concern about any child or adult at risk connected to “the Company” they should continue to act and act immediately
- the Senior Safeguarding Officer for “the Company” will always be available on safeguarding@bristol-sport.co.uk or 07880140411

Remember that in an emergency or where there is risk to life you should contact the police immediately.

- unsuitable people are not allowed to enter “the Company” workforce and/or gain access to children or adults at risk.
- children and adults at risk continue to be protected when they are online

This addendum covers “Company” policy and procedures that should be adhered to by all stakeholders, staff, volunteers, players, parents, when it becomes necessary for us to instigate online learning due to social distancing requirements.

Parental and player consent

The “Company” will ask parent/guardians of under 18 players to provide consent for online teaching and/or meetings with their child to go ahead. This will include providing consent for the meeting/lesson to be recorded and stored in line with our “Company” data protection and GDPR policies.

The “Company” will own the rights to the recording and will maintain the record for a maximum of one year. Access to view any recording can be obtained via the Senior Safeguarding lead and Head of operations.

Safer recruitment and online teaching/learning

- All staff providing one to one online sessions to under 18 players will have been recruited by the “Company” in accordance with our safer recruitment policy. They will hold a current enhanced DBS check with children’s barred list as per safeguarding regulations.
- Staff will wear/show their “Company” lanyard or identification document at the beginning of the session to participants.
- If due to sickness or last minute change in circumstances a member of staff needs to be replaced for an online session then the details of who will be leading the session will be emailed to participants and their parents in advance and the above requirements will be adhered to.
- Where possible a member of the Safeguarding team will be present during each session.

Professional appearance during online teaching/learning

Players and staff are required to be dressed appropriately for remote learning. Attire which would ordinarily be worn in Club or in a classroom environment is appropriate. When clothing is worn which does not meet expectations lessons should be stopped immediately and player/staff/parent should report their concerns to the Company Safeguarding lead whose details can be found at the start of this document.

Suitable environment

- Both staff and players must be physically located in safe working spaces, appropriate for online lessons; a lounge or study is appropriate, a bedroom or bathroom is not.
- Under 18’s should be in a room with or near an adult so that the adult can hear and see the lesson taking place and is the responsibility of the parent/carer to ensure this is happening.
- “Company” staff should be in a room where others cannot see or listen in. If this is not possible, then headphones must be worn, and screens angled away towards a wall and away from any other people.

Software

The Club utilises the following methods for online teaching and communication with all stakeholders:

“Company” zoom account

Communication must be undertaken by staff through “Company” provided devices, via “Company” I.T. servers and utilising the above approved methods.

Under no circumstances should staff and/or players' personal contacts be shared and the use of social media or any way of communicating other than the "Company" approved official methods through unofficial channels is strictly prohibited.

Private chat or sharing of images between players and staff is unacceptable. All "Company" provided devices will be monitored remotely by the "Company" I.T. team including content, pictures and videos saved to the device.

Zoom is the "Company's" preferred online platform. It must only be used during scheduled lesson or meeting times. Neither staff nor players should use this as a means of contacting the other party outside of official scheduled times.

Appropriate language

As with all "Company" communications the content and language used by all parties, including family members, be professional.

Lessons and meetings will be recorded and stored securely (in line with GDPR requirements for one year to ensure that the teaching/instruction/meeting has taken place and to review in case of any issues that might arise).

The duration of online lessons/meetings will be kept to a reasonable length. The "Company" is mindful of the fact that during imposed lockdown families may be experiencing a number of pressures and competing expectations on their time.

Online safety:

It is important that internet safety and security messages are re-enforced during this time when we are expecting young people to be online more often. They may also be increasing their usage on devices during their own free time during this lockdown period. It is important that both players and parents are aware of the help and support available should they be concerned about something they have seen or experienced online. These include:

UK Safer Internet Centre <https://reportharmfulcontent.com/>

CEOP <https://www.ceop.police.uk/safety-centre/>

Internet Matters <https://www.internetmatters.org/>

NetAware <https://www.net-aware.org.uk/>

ParentInfo <https://parentinfo.org/>

ThinkuKnow <https://www.thinkuknow.co.uk/>