

Social Media Policy

GREAT SHELFORD PARISH COUNCIL

Adopted: 19th April 2023

1. Purpose and Scope

- 1.1 This policy is intended to help councillors and council staff to make appropriate decisions about the use of social media such as emails, blogs, wikis, social networking websites, podcasts, forums, message boards or comments on web-articles such as Twitter, Facebook, LinkedIn and other relevant social media websites.
- 1.2 Great Shelford Parish Council (the Council) will encourage the use of social media for the purpose of:
 - Providing and exchanging information about our services;
 - Supporting local democracy;
 - Gathering residents' insights and managing relationships;
 - Promoting cultural and community events for the area;
 - Supporting community cohesion, neighbourliness and resilience; and
 - Creating internal communications, learning and development
- 1.3 This policy outlines the standards the Council requires councillors and staff to observe when using social media, the circumstances in which the Council will monitor the use of social media and the action to be taken in respect of breaches of this policy.
- 1.4 This policy supplements and should be read in conjunction with all other policies and procedures adopted by the Council, such as the Communication Protocol, Equality and Diversity Policy, Civility & Respect Pledge, Code of Conduct and such like.
- 1.5 This policy does not form part of any contract of employment, and may be amended at any time.

2. Who is Covered by this Policy

- 2.1 This policy covers all individuals working at all levels within the Council, included all elected and co-opted councillors, the Clerk to the Council, and all other employees and volunteers (collectively referred to as staff in this policy).

3. Scope of the Policy

- 3.1 The Council has a corporate presence on the internet and in the use of email.
- 3.2 Over time the Council may add to the channels of communication it uses as it seeks to improve and expand the services it delivers. When these changes occur, this Social Media Policy will be updated to reflect the new arrangements that is uses to communicate with people who live in, work in and visit the parish. The Council will always try to use the most effective channel for its communications. We may ask those who contact us for their preferred method of communication when we deal with them.

- 3.3 All members and staff are expected to comply with this policy at all times to protect the reputation, privacy, confidentiality and interests of the Council, its services, employees, partners and community.
- 3.4 Serious breaches of this policy by employees may be dealt with under the Disciplinary Procedure.
- 3.5 The Council may take disciplinary action in respect of unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually orientated or racially offensive comments by the employee.
- 3.6 Breach of the policy by volunteers will result in the Council no longer using their services and if necessary, appropriate action will be taken.
- 3.7 Behaviour required by the Code of Conduct shall apply to online activity in the same way it does to other written or verbal communication. Members will bear in mind that inappropriate conduct can still attract adverse publicity, even where the code does not apply.
- 3.8 Remarks are easily withdrawn, apologised for and forgotten when made in person, but posting them on the Internet means that they have been published in a way that cannot be contained.
- 3.9 Online content should be objective, balanced, informed and accurate.
- 3.10 Members must be aware that their profile as a councillor means the more likely it is they will be seen as acting in an official capacity when blogging or networking.
- 3.11 It must be remembered that communications on the Internet are permanent and public. When communicating in a 'private group' it should be ensured that the Council would be content with the statement should it be made public.

4. Rules for Using Social Media

- 4.1 Staff and councillors must not allow their interaction on any websites or blogs to damage their working relationship with others. They must not make any derogatory, discriminatory, defamatory or offensive comments about other staff, councillors, the Council or about the people, businesses and agencies that the Council works with and serves.
- 4.2 Posts must not contain anyone's personal information other than necessary basic contact details.
- 4.3 If staff or councillors blog or tweet personally and not in their role as councillor or employee, they must not act, claim to act or give the impression that they are acting as a representative of the Council. They should not include web links to official council websites as this may give or reinforce the impression that they are representing the Council.
- 4.4 All staff and councillors must ensure that they use Council facilities appropriately. If using a Council provided website, blog site or social networking area, any posts will be

viewed as made in an official capacity. Do not use Council facilities for personal or political blogs.

- 4.5 The Council will appoint a nominated person as moderator, the Clerk to the Council will be responsible for posting and monitoring content on Council pages, with support from other office based staff, and will ensure compliance with the Social Media Policy. The moderator will have the authority to immediately, without notice or comment, remove any posts from the Council's social media pages if they are deemed to be defamatory or libellous in nature. Such posts will also be reported to the hosts (i.e. Facebook) and recorded in Council records.
- The Clerk to the Council will maintain and update the Council's website with support from office staff. The website may be used to:
 - Post notices and minutes of meetings;
 - Advertise events and activities;
 - Post good news stories;
 - Links to appropriate websites or press pages if those sites meet the Council's expectations of conduct;
 - Advertise vacancies;
 - Retweet or 'share' information from partners i.e. the Police, library, District Council, County Council, etc.;
 - Announce new information appropriate to the Council;
 - Post or share information promoting bodies for community benefit such as schools, sports clubs and community groups; and
 - Post other items the Council sees fit.
- 4.6 Facebook and/or Twitter, etc. may be used to support the website and its information as above.
- 4.7 Staff and individual councillors are responsible for what they post. They are personally responsible for any online activity conducted via their published email address which is used for Council business. Both staff and councillors are provided with separate council email addresses to their personal email addresses.
- 4.8 All social media sites in use should be checked on a regular basis to ensure that the security settings are in place.
- 4.9 When participating in online communication, staff and councillors must:
- Be responsible and respectful; be direct, informative, brief and transparent.
 - Always disclose their identity and affiliation to the Council.
 - Never make false or misleading statements.
 - Not present themselves in a way that might cause embarrassment. They must protect the good reputation of the Council.
 - Be mindful of the information posted on sites and make sure personal opinions are not published as being that of the Council.

- Keep the tone of comments respectful and informative, never condescending or 'loud'. Use sentence case format, not capital letters, do not write in red to emphasise points.
- Refrain from posting controversial or potentially inflammatory remarks. Language that may be deemed as offensive relating in particular to race, sexuality, disability, gender, age, religion, or belief should not be published on any social media site.
- Avoid personal attacks, online fights and hostile communications.
- Do not post comments that you would not be prepared to make in writing or face to face.
- Never name an individual third party unless you have written permission to do so.
- Seek permission to publish original photographs or video from the persons or organisations in the video or photographs before they are uploaded. You must check that there is parental permission before photos of children are used.
- Respect the privacy of other councillors, staff and residents.
- Never post any information or conduct any online activity that may violate laws or regulations such as libel and copyright.
- Spell and grammar check everything.

4.10 At any meeting of the Council or any of its committees, the following persons should sit in a separate designated area, although they may be included in a panning or panoramic shot – any members of the public who do not wish to participate in the meeting and who object to being filmed, recorded, photographed or otherwise reported about and children and adults at risk where the relevant responsible adult has not given consent for them to be filmed, recorded, photographed or otherwise reported about.

4.11 Residents and councillors should be aware that not all communication through social media requires a response, although an acknowledgement should be made if appropriate.

4.12 If a matter that is raised in any form on social media needs further consideration by the Council, it may be raised at either the public participation session or as an agenda item for consideration by a quorum of councillors. Again, the 'poster' shall be informed via the page or direct message, that this is the case and invited to contact the Clerk directly. Any response agreed by the Council will be recorded in the minutes of the meeting.

4.13 Reports of any concerns regarding content placed on social media sites should be reported to the Clerk for referral as required.

Document History		
Status	Date	Version
Drafted by Libby White	March 2023	1.0
Draft to Council for debate	19 th April 2023	
Council Approved	19 th April 2023	