



Bexley Voice

Bexley Parent Carer Forum



SOCIAL MEDIA POLICY AND PROCEDURE

'Social Media' is the term commonly given to websites and online tools i.e. Facebook and Twitter etc. which allow users to interact with each other by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.



The Bexley Voice (BV) Facebook Group (BVFBG):

- Was formed on the 7th July 2010.
- It is a 'Secret Group' - this means it is not searchable and member's names are not publicly listed.
- The BVFBG admin team are volunteer parents and carers and are all members of the BV management committee.
- Members are all parent/carer's with a child or young person aged 0-25 with SEND living in or attends an educational setting in Bexley, Kent, England.

The purpose and aims of the group is to:

- Provide an easy access, on-line forum to parents and carers of children and young people with special needs and disabilities experiencing similar issues
- Offer a mechanism to enable the sharing of relevant experiences, ideas and information
- Offer encouragement and support from others in the same position
- Enable access to a local response to appropriate issues, consultations and surveys
- Develop and strengthen parent participation at a local level
- Provide an on-line resource of documents and leaflets
- Connect and build on the relationships of parents and carers living in Bexley
- Be actively responsive to all posts thus reducing isolation

Who is given access to the BVFBG?

- Bexley Voice Management Committee
- Bexley Voice Facebook Admin team
- New parent/carer members of Bexley Voice who have completed a membership form and requested an email invite to join the group
- Existing parent/carer members of Bexley Voice who have completed the Facebook request on-line website form.

How to Join:

- Members will need to have a previously set up Facebook account.
- Existing BV parent/carer members can request an access link sent by email by completing the on-line request form on our website.
- New BV parent/carer members can tick the request button on the membership application form when joining BV.
- **Joining this group means you have read, understood and are in agreement with this social media policy.**

Please note that a small minority of our parent/carer Facebook group members, may have a supporting/staff role ie as a TA/LSA within an educational setting or a service provider but will also have a child or young person with special needs or disabilities and is a member of the group in a parent capacity.

Who is not given access to the BVFBG?

- Professional members of BV who are not parent/carers.
- Anyone who does not meet the parent/carer BV membership criteria.
- Existing BVFBG Members MUST NOT request any other person to join the group. Any request made to join the group by a non-admin member, will be automatically declined. Anyone wishing to join the BVFBG must be a parent/carer member of Bexley Voice and complete the BV membership form or BVFBG request form on our website. This ensures confidentiality and that all BVFBG members have agreed to this social media policy.
- Access to the BVFBG can only be granted by the BVFBG Admin team.

Posting Guidelines:

- Stay within the Bexley Voice and Facebook's own Social media and privacy policies and be aware that libel, defamation, copyright and data protection laws apply.
- Please private message/email BV Admin if any difficulties arise.
- All posts must be appropriate to the group's purpose and aims.
- There are no limits to the amounts of your posts, responses, files, photos etc if appropriate.
- Always remember that participation online results in your comments being permanently available to other members to see and refer back to. This could include copy and pasting / screen shots of posts/responses.
- If you wish to post anonymously, please private message a member of the admin team or email bexleyvoice@hotmail.co.uk.
- Respect other member's comments, opinions, views and posts.
- Do not swear, use abbreviations of swear words or use inappropriate language.
- Content such as racial, ethnic, sexual, religious and physical disability slurs are not tolerated.
- Do not name any individual member or any professional in a negative or offensive way.
- Under no circumstance should offensive comments be made about any individual or group.
- Admin reserve the right to delete any posts which are offensive, discriminating, rude or considered inappropriate.
- Repeated breaches of the above posting guidelines will result in removal from the BVFBG.
- No commercial/business endeavour should be promoted in the BVFBG without prior permission from the admin team. Posts may be allowed if appropriate and without any BV endorsement.
- Never give out personal details including home address and personal phone numbers on the main face book page.
- If you wish to engage with another member in more detail, please use private messages but continue to follow the guidelines in this social media policy.
- BV are not held responsible for any details shared, arrangement's, meetings arranged etc by individual members.

General Guidelines for Social Networks and Discussion Forums:

- Consider background information you choose to share about yourself, such as information about your family, experiences or personal interests. It may be useful in helping establish a relationship between you and other members, but it is entirely your choice whether to share this information.
- Ask permission before posting someone's picture in a social network or a conversation that was meant to be private.
- Don't be afraid to be yourself, but do so respectfully. This includes proper consideration of privacy and of topics that may be considered offensive to others.

- Use your best judgement. Remember that there may be consequences to what you publish. If you're about to publish something that makes you even the slightest bit uncomfortable, review the suggestions above and think about why that is.
- Ensure your entries, articles or comments are neutral in tone, factual and verifiable.

General Guidelines for Video and Media Sharing:

- Ensure that all video and media (including presentations) are safe to share and do not contain any confidential or derogatory information. It is the responsibility of the member who posts to ensure permission has been given.
- If the content is official with corporate content, then it must be labelled and tagged as such and must not be affiliated with an individual and where appropriate a disclaimer used.
- Individual work must be labelled and tagged as such and where appropriate a disclaimer used.

Confidentiality note:

All information transmitted, including files/attachments, is intended only for the purpose of the group and may contain confidential and/or privileged material.

Any review, transmission, dissemination or other use of, or taking of any action in reliance upon this information without the member's permission is prohibited.

If any member is found and proved to be passing personal information outside of the group about an individual, education setting, local/national organisation/provider without permission from the contributor, they may be removed from the BVFBG.

Although we strongly suggest you gain permission of the original owner, note that any media you choose to upload to the group can be copied, screenshot, downloaded and used by other members.

Facebook:

- Facebook main site is public and users consent to follow the privacy and social media polices.
- Facebook controls the right to re-use any media/posts uploaded to any group.

Twitter:

- Bexley Voice Twitter Account – @Bexleyvoice1 – active from the 1st August 2016.
- Twitter is a public site and users consent to follow Twitters privacy and social media polices.
- All tweets must be professional and appropriate to Bexley Voice's charity purpose and aims.
- What you share on Twitter may be viewed all around the world instantly.
- The above guidelines are also appropriate for the Bexley Voice Twitter account.

Document Name:	Bexley Voice Social Media Policy
Created Date:	January 2014
Reviewed Date:	April 2018
Next Review Date:	April 2019 The Bexley Voice Management Committee reserve the right to update or amend this policy at any time without notice.

Together we can make a difference...

Bexley Voice are a voluntary group of parent/carers of children and young people (age 0-25) with special/additional needs and disabilities (SEND) living in the London Borough of Bexley. We provide an opportunity for parent/carers to express their views and input into the planning and delivering of SEND services. We signpost, support and empower families to obtain the best possible care and services.

VOLUNTEER HELPLINE: 07512 409936

EMAIL: bexleyvoice@hotmail.co.uk

WEBSITE: www.bexleyvoice.org.uk

REG CHARITY NUMBER: 1142306