



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 Facebook Group (BVFBG):

- Was formed on the 7th July 2010.
- It is a 'Private Group' - it is not searchable and member's names are not publicly listed.
- The BVFBG Administrators are volunteers and are all members of the BV Operating Committee.
- Members are all parent/carer's with a child or young person aged 0-25 with SEND living in or attending an educational setting in Bexley, Kent, or part of the Bexley Voice Operating Committee/Trustees.

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, building relationships between parent carers living in Bexley.
- Enable access to a local response to a range of issues, consultations and surveys.
- Develop and strengthen parent participation at a local level.
- Provide an on-line resource of documents and leaflets.
- Reduce Isolation by ensuring prompt responses to all posts.
- Enable BV to highlight issues raised and get answers from/find solutions with relevant teams/providers etc

Who is given access to the BVFBG?

- Bexley Voice Facebook Admin team, Operational Committee and Trustees where appropriate.
- Parent/carers who have completed a BVFBG application form and are already members of Bexley Voice.
- Please note that a small minority of our parent/carer Facebook group members, may have a supporting/staff role, including but not limited to; Teaching Assistant/Learning Support Assistant within an educational setting or a service provider, but will also have a child or young person with special needs or disabilities and are a member of the group in a parent/carer capacity.

Who is not given access to the BVFBG?

- Anyone who does not meet the parent/carer BV membership criteria.
- Existing BVFBG Members **MUST NOT** request any other person to join the group.
- Anyone who has not completed the BV membership form and BVFBG request form on our website. This ensures that all BVFBG members have agreed to this social media policy.
- Access to the BVFBG can only be granted by the BVFBG Administrators.

How to Join:

Joining the BVFBG means you have read, understood and are in agreement with this social media policy

- Members must have a previously set up Facebook account, using the **same** email address as supplied on the membership form or FB request form.
- 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 BVFBG request button on the membership application form when joining BV.
- You will receive a FB access link, by email, to the email address supplied on your membership form. If you have not received the link within 14 days, please check your junk/other email in-boxes before contacting Bexley Voice

Posting Guidelines:

- Stay within the Bexley Voice and Facebook's own Social Media, Safeguarding and Privacy policies and be aware that libel, defamation, copyright and GDPR/Data Protection laws apply.
- Private message/email the BVFBG Administrators if any difficulties arise.
- All posts must be appropriate to the group's purpose and aims.
- There is no limit on the quantity of your posts, responses, files, photos etc - if appropriate.
- Remember - your comments will be permanently available for 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 or private message one of the administrators or email bexleyvoice@hotmail.co.uk to post for you.
- Respect other member's comments, opinions, views and posts.
- Do not swear, use abbreviations of swear words or use inappropriate language.
- Do not make offensive comments regarding including but not limited to; racial, ethnic, sexual and religious beliefs or physical disabilities.
- Do not name or use offensive comments about any individual member or any professional.
- Admin reserve the right to delete any posts which are considered offensive or inappropriate.
- In all posts and responses - be kind. Insulting or bullying language towards members or administrators is not acceptable behaviour. If administrators become aware of such behaviour, the member will be removed from the group, without warning.
- No commercial/business endeavour should be promoted in the BVFBG without prior permission from the administrators. Posts may be allowed if appropriate and without any BV endorsement.
- Do not post any items for sale. Items offered free of charge will be allowed if the item/s are relevant to special needs/disabilities. Admin will automatically delete inappropriate posts of items for sale.
- Please contact the BVFBG Administrators regarding fundraising posts for any person, charity or organisation before posting. Posts will be deleted, if prior permission has not been given.
- Do not share personal details (home address/personal phone numbers) in the face book group.
- Think carefully about any photos you may wish to share, particularly those of children – note permission guide re photos below.
- 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 can not be held responsible for any details shared, arrangement's, meetings arranged etc by individual members

- BV reserves the right to follow up/report any issues they feel represent a safeguarding concern, following the guidelines in the BV Safeguarding policy.
- Repeated breaches of the above posting guidelines will result in removal from the BVFBG.

General Guidelines for Social Networks and Discussion Forums:

- Consider background information you choose to share about yourself (ie 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 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 what you publish may have consequences. 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 from the original owner.
- 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.

Document Name:	Bexley Voice Social Media Policy
Created Date:	January 2014
Reviewed Date:	June 2020 (revised December 2020 and January 2021)
Next Review Date:	June 2022
Bexley Voice 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.

**HELPLINE: 07512 409936 EMAIL: bexleyvoice@hotmail.co.uk
 WEBSITE: www.bexleyvoice.org.uk REG CHARITY NUMBER: 1142306**