

	<b>Policy Name: Social Media Policy (MASTER)</b> <b>Policy Number: BMK-PC13</b> <b>Version: 1.0</b>
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<b>Responsible Committee:</b>	Full Council

Version No	Date Ratified / Amended	Date Implemented	Next Review Date	Reason for Change (eg, full rewrite, amendment to reflect new legislation, minor change etc)
1.0	02/09/19 (FC19/20-75.2)	11/09/19	Sept 20	New

## 1. POLICY STATEMENT

The use of digital and social media now has a clear and compelling impact on all areas of local government, enabling better and more direct contact between the Parish Council and the people and organisations that it serves and works with.

This Social Media Policy aims to describe how the Broughton and Milton Keynes Parish Council will use social media to improve and expand the ways in which it communicates with its local residents, local businesses and the various government (local and central) agencies that it deals with. It sets out what is and is not acceptable usage of social media and complements the general rules in the Code of Conduct for Councillors.

## 2. SCOPE

Social media describes a range of websites and online tools which allow people to interact. This includes blogs and postings on a wide range of platforms including, but not limited to, Facebook, Twitter, Linked-In, Instagram and Snapchat.

Social media is all about sharing information and people use social media platforms to give opinions, create interest groups and to build online communities and network which encourage participation and engagement.

This policy relates to any social media communication published by or on behalf of the council or any individual in their capacity as a councillor and in line with rules under BMK-PC04 Communication Policy

## 3. KEY PRINCIPLES

Any communication is capable of being misinterpreted. The immediacy of social media and the lack of face to face contact can magnify any problem. Information and comments made can be broadcast to a large number of people more quickly than other media.

The same rules apply to social media that govern other behaviour as a councillor – but extra care needs to be taken given the immediacy and ease of dissemination.

Although social media is conversational in tone, it is recorded, and it is permanent, so content and comment must be accurate, informative and thought through.

#### **4. RESPONSIBILITIES AND ACCOUNTABILITIES**

The Clerk & Community Engagement and Operations Officer (CEO) are responsible for all formal communication between the council and members of the public and will be responsible for maintaining the Council website, Facebook pages and any other Council social media.

Any post where Clerk and CEO need further support and guidance, will be referred to Chair of Media & Comms together with chair and vice-chair of the Parish Council.

Any individual councillor who wished to communicate on the Parish Council platform needs to do so in line with BMK-PC04 Communications Policy.

#### **5. PROCEDURE**

##### **5.1 Social media Use**

Social media communications from the Parish Council will meet the following criteria:

- (a) be civil, tasteful and relevant;
- (b) not contain content that is unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive;
- (c) not contain content copied from elsewhere, for which we do not own the copyright;
- (d) not contain any personal information, other than required basic contact details.

It is not a requirement for councillors to have a personal Facebook or Twitter account or to use other forms of social media to engage with parishioners or otherwise fulfil their role, but this will often be the case.

Councillors should always spell out clearly whether they are communicating on social media in their capacity as a councillor or as a private individual.

Councillors should ensure that they comply with the Code of Conduct for Councillors whenever they act or appear to act in an official capacity on social media in the same way as with any other form of communication.

Whilst independent communications with parishioners are important in order to engage and be approachable, the overarching rules are that councillors should not make commitments on behalf of the Council, not bring the Council into disrepute and always respect confidentiality.

## **5.2 Social media guidelines**

- (a) Treat others with respect – do not use social media to make personal attacks or indulge in rude, disrespectful or offensive comments;
- (b) Comply with equality laws – do not publish anything that might be seen as racist, sexist, ageist, homophobic or anti-faith;
- (c) Never bully or harass anyone – do not say anything, that might be construed as bullying or intimidation;
- (d) Do not bring the council into disrepute – do not publish anything that could reasonably be perceived as reflecting badly upon or lowering the reputation of you or the Council.
- (e) Do not disclose confidential information – do not disclose information given to you in confidence by anyone, or information acquired by you which you believe, or ought reasonably to be aware, is of a confidential nature;
- (f) Consider keeping your personal and councillor profile on social networking sites separate.
- (g) Check you have the appropriate privacy settings for any private blog or networking site;
- (h) Be aware that you will be seen as acting in your official capacity if you publish information that you could only have accessed by being a councillor.

## **6. POTENTIAL LEGAL ISSUES**

**6.1 Libel** – If an untrue statement about a person which is damaging to their reputation is published, they may consider it as defamatory and consider legal action.

**6.2 Copyright** – Using images or text on social media from a copyrighted source (for example extracts from publications or photos), without obtaining permission, is likely to breach copyright laws. All images should carry a credit to the owner of the image unless it is imagery owned by the Parish Council or is ‘royalty free’.

**6.3 Data Protection** – Personal data of individuals must not be published unless you have their express permission. Personal information in an email or personal exchange should not be presumed to imply any consent to pass it on to others.

**6.4 Bias and Predetermination** – Councillors should not say anything on social media (or indeed anywhere) that suggests they have made up their mind on an issue that is due to be formally decided. While your likely view on a particular application may be well known, you need to be able to show that you attended the committee or hearing prepared to take on board and weigh all the evidence, and were genuinely persuadable to a different view, or the decision may be later challenged as invalid.

**7. BROUGHTON & MILTON KEYNES PARISH COUNCIL FACEBOOK PAGES**

It is our intention that the Parish Council Facebook pages will provide timely information and updates regarding activities and opportunities within our Parish and a vehicle for constructive comments and suggestions from residents and local organisations. All activity is monitored and moderated.

7.1 In order to ensure that all discussions on the Parish Council page are productive, respectful and consistent with the Council's mission and goals, contributors must follow these guidelines:

- (a) Be considerate and respectful of others. Vulgarity, threats or abuse of language will not be tolerated;
- (b) Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone, including Parish Council members or staff, will not be permitted;
- (c) Share freely and be generous but be aware of copyright laws; be accurate and give credit where credit is due;
- (d) Stay on topic;
- (e) Refrain from using the Parish Council Facebook page for commercial purposes or to market products.

7.2 Broughton and Milton Keynes Parish Council will remove any comment or content that includes:

- (a) Obscene or racist content
- (b) Personal attacks, insults, or threatening language
- (c) Potentially libellous statements
- (d) Plagiarised material; any material in violation of any laws, including copyright
- (e) Private, personal information published without consent
- (f) Information or links unrelated to the content of the forum
- (g) Commercial promotions or spam

7.3 These may be referred to the social media platform provider, the police and/or and regulatory body. In the case of a) and b) above these will always be reported and the Parish Council will provide full co-operation in identifying the authors of content and comments of this nature.

7.4 Broughton and Milton Keynes Parish Council may choose to switch off commenting on specific posts at its discretion.

- 7.5 The Parish Council will endeavour to respond to comments/questions on all posts. It will do so in a way which is personable and focused on objective matters of fact rather than opinion.
- 7.6 Where posts/comments require individual follow-up the Parish Council will direct the individual to follow-up via personal message (platform dependent)/email.
- 7.7 Any post or comment where the Clerk and CEOO need further support and guidance, will be referred to Chair of Media & Comms together with chair and vice-chair of the Parish Council
- 7.8 Sending a message/post via Facebook will not be considered as contacting the Council for official purposes and the Council is not obliged to monitor or respond to requests for information through the Facebook channel.