

East Leake Parish Council Social Media / Digital Media Policy

The aim of this policy is to set out a Code of Practice to provide guidance to parish councillors, council staff and others who seek to engage with the council using online communications, collectively referred to as social media.

This policy should be read in association with the Media Relations Protocol which explains how we use various media, including traditional printed press and broadcast TV and radio, to get our messages out to the public, as such one-way communication, in which we control the content – this also includes the Parish Council Website.

Social media is a collective term, and covers all forms of social media and social networking sites, in which there is interactive, two-way, and multiple participant communication on the internet, such as (but not limited to):

- Facebook, WhatsApp, Instagram, and other social networking sites
- Twitter and other micro blogging sites
- YouTube, and other video clips and podcast sites
- Blogs and discussion forums

Although ELPC may publish **‘outgoing’ information** on social media, in line with the media relations protocol, the Parish Office (i.e., parish councillors and council staff, principally the Parish Clerk and Assistant), will not enter into exchanges with other users.

‘Incoming’ messages will only be responded to if received by email, in writing, by telephone, or in person. The sender of the message must be identifiable for response purposes, and respectful of the Parish Council.

Parish Councillors may themselves become the messenger by asking the Parish Clerk for a response to an issue raised on social media, which will be answered accordingly. This may also generate a formal outgoing message from the Parish Office.

The current Code of Conduct applies to online activity in the same way it does to other written or verbal communication. The policy sits alongside relevant existing policies which need to be taken into consideration.

Individual parish councillors and council staff are responsible for what they post in a council and personal capacity. In the main, councillors and council staff have the same legal duties online as anyone else, but failure to comply with the law may have more serious consequences.

Social media may be used to:

- Advertise events and activities and dates of meetings
- Good news stories linked to website or press page
- Vacancies
- Share information from partner agencies such as Principal Authorities, Police, Library, Health, etc.
- Announce new information

- Post or share information from other parish related community groups such as schools, sports clubs, community groups and charities
- Refer resident queries to the clerk and all other councillors

Code of Practice

When using social media (including email) parish councillors and council staff must be mindful of the information they post in both a personal and council capacity and keep the tone of any comments respectful and informative.

Online content should be accurate, objective, balanced and informative.

Parish councillors and council staff must not:

- hide their identity using false names or pseudonyms
- present personal opinions as that of the council
- present themselves in a way that might cause embarrassment to the council
- post content that is contrary to the democratic decisions of the council
- post controversial or potentially inflammatory remarks
- engage in personal attacks, online fights and hostile communications
- use an individual's name unless given written permission to do so
- publish photographs or videos of minors without parental permission
- post any information that infringes copyright of others
- post any information that may be deemed libel
- post online activity that constitutes bullying or harassment
- bring the council into disrepute, including through content posted in a personal capacity
- post offensive language relating to race, sexuality, disability, gender, age, religion or belief
- conduct any online activity that violates laws, regulations or that constitutes a criminal offence

Publishing untrue statements about a person which is damaging to their reputation is libel and can result in a court action and fine for damages.

This also applies if someone else publishes something libellous on your social media site. A successful libel claim will result in an award of damages against you.

Posting copyright images or text on social media sites is an offence. Breach of copyright will result in an award of damages against you.

Publishing personal data of individuals without permission is a breach of Data Protection legislation and is an offence.

Publication of obscene material is a criminal offence and is subject to a custodial sentence.

Councillors' views posted in any capacity in advance of matters to be debated by the council at a council or committee meeting may constitute Pre-disposition, Pre-determination or Bias and may require the individual to declare an interest at council meetings

Anyone with concerns regarding content placed on social media sites that denigrate parish councillors, council staff or residents should report them to the Clerk of the Council.

Misuse of social media content that is contrary to this and other policies could result in action being taken.

The Council will appoint a nominated person as moderator of parish council social media output and be responsible for posting and monitoring content to ensure it complies with the Social Media Policy.

The moderator will have authority to remove any posts made by third parties from council social media pages which are deemed to be of a defamatory or libellous nature.

This policy will be reviewed annually.

Date approved