

SOCIAL MEDIA POLICY

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Social Media Policy & Guidance for Councillors

1 Introduction

1.1 Social media is a collective term used to describe easy ways to create and publish on the internet. People generally use the term to describe how organisations and individuals share content – text, video and pictures – and create conversations on the web. It has grown substantially over recent years as a means of communicating and sharing information. Popular sites include [Twitter](#), [Facebook](#) and [YouTube](#).

2 Benefits Versus Drawbacks

2.1 Online media is a useful way to interact with your residents in a variety of ways, allowing you to get a message out to a wide audience. It gives you the opportunity to share content, advice and opinions, entering into a conversation with people who are interested in your work.

2.2 However it does come with its own pitfalls, in particular that the volume and content of comments can become difficult to manage. It requires responses to be given in a timely manner, that responses are professional and legal, and also for Councillors to be clear in what capacity you are commenting (whether personal or professional).

3 Parish Council Official Facebook Page

3.1 At this time the Parish Council does not have a Facebook page, but there may be a possibility in the future that a FB page is set up purely as a notice board, with comments disabled. Recommendations would be that posting to the site is administered by a limited number of Councillors. This recognises the time constraints on Councillors and aids a consistent approach.

3.2 Councillors able to post to this site would need to take account of the following issues:

- Libel
- Copyright
- Data protection
- Bias and pre-determination
- Obscene material
- Bullying and discriminatory comment
- Electoral periods
- Purdah

Please see the following sections for more detailed information.

4 Advice for Individual Councillors

4.1 Individual Councillors can still use their own social media accounts. However the advice in the following sections should be borne in mind.

5 Legal Considerations

5.1 In the main, Members have the same legal duties online as anyone else but failure to comply with the law may have more serious consequences. There are some additional duties around using a Member's website for electoral campaigning and extra care needs to be taken when writing on planning, licensing and other quasi-judicial matters. Whilst this list is not exhaustive it does highlight some of the more obvious issues. Almost all of these pitfalls can be avoided if your online content is objective, balanced, informative and accurate.

a Libel

If you publish an untrue statement about a person which is damaging to their reputation they may take a libel action against you. This will also apply if you allow someone else to publish something libellous on your website if you know about it and don't take prompt action to remove it. A successful libel claim against you will result in an award of damages against you.

b Copyright

Placing images or text on your site from a copyrighted source (for example extracts from publications or photos) without permission is likely to breach copyright. Avoid publishing anything you are unsure about, or seek permission in advance. Breach of copyright may result in an award of damages against you.

c Data Protection

Avoid publishing the personal data of individuals unless you have their express written permission. More information is available from the authority's Data Protection Guide for Councillors

d Bias and pre-determination

If you are involved in determining planning or licensing applications or other quasi-judicial decisions, avoid publishing anything on your blog that might suggest you don't have an open mind about a matter you may be involved in determining. If not, the decision runs the risk of being invalidated.

e Obscene material

It goes without saying that you should avoid publishing anything in your blog that people would consider obscene. Publication of obscene material is a criminal offence.

f Bullying and Discriminatory comments

Behaving in a discriminatory, bullying or harassing way towards any individual including making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age via social media by posting images or links or comments could, in certain circumstances, result in criminal sanction.

g Electoral periods

The Electoral Commission requires that candidates provide a return of expenditure on any form of advertising or campaign literature and that includes web advertising. And there are additional requirements, such as imprint standards for materials which can be downloaded from a website. Full guidance for candidates can be found at www.electoralcommission.org.uk.

6 The Members' Code of Conduct

6.1 It is worth pointing out that Members can have 'blurred identities' when they have a social media account where they comment both as a Member and as a private individual.

a For example you may have a Facebook account where you've posted about a great night out (in your personal/private capacity) and another time explained the Authority's position on pothole repair (in your councillor capacity). It may be clear in your mind when you are posting in a private capacity or as a councillor, but it could be less clear to others.

b Such blurred identities might, for example, have implications where your views are taken as those of the Authority or political party, rather than your personal opinion. So it is important to be clear in your social media accounts/profiles, then you can be confident as to what you can and cannot say while you are representing the Authority or political party.

6.2 How you use your online identity will also determine how online content will be treated in respect of the Members' Code of Conduct. Councillors are expected to communicate politically. As explained above there is a difference between communicating on behalf of the Authority, for example blogging as an elected Mayor/councillor or as a private citizen, and the former will be held to a higher standard than the latter.

6.3 The key to whether your online activity is subject to the Code of Conduct for Members is whether you are giving the impression that you are acting as a councillor, and that is the case whether you are in fact acting in an official capacity or simply giving the impression that you are doing so.

6.4 **One way to separate your personal/private business from your activities as a councillor is to have two separate accounts. One for personal/private business and the other for councillor activities.** The latter account would have the title of Councillor in the profile name to clearly identify the role you are undertaking when using that account. This separation of accounts will assist in managing friends lists and the content of any tweets/post etc.

6.5 Aspects of the Members' Code of Conduct will apply to your online activity in the same way it does to other written or verbal communication you undertake. Councillors should comply with the general principles of the Code in what they publish and what they allow others to publish.

6.6 You will need to be particularly aware of the following sections of the Code:

- Treating others with respect. Avoid personal attacks and any disrespectful, rude or offensive comments.
- Refraining from publishing anything you have received in confidence.
- Ensuring you do not bring the Authority, or your councillor role, into disrepute.

7 Elections – Purdah

- 7.1 The same guidance applies to your use of social media during the “purdah” period before elections.
- 7.2 Purdah does not affect a member’s ability to use social media in the normal responsible way provided you are not using Council resources to do so where you wish to perhaps promote an election candidate or particular political party.
- 7.3 The use of Council hosted member blogs while not currently supported by the authority would tend, in any event, to be suspended during purdah. It is worth remembering, of course, that there can be heightened tension and debate at election time and comments can be made in the heat of the moment which, on reflection, would not have been said or made in the normal course of events and which could lead to allegations of member misconduct
- 7.4 This would specifically apply during any Parish Council election, but it would be advisable to apply these rules during any County Council election.

8 General Advice for Maintaining Good ‘netiquette’

- 8.1 Councillors, just like anyone, should take due regard of internet security and to ensure that communications remain proper and appropriate, the following practical points may assist:

a Make your commenting policy clear

You will need to take note of the comments that other people make on your site. It may be a fine line to tread, but if you allow offensive or disrespectful comments to stand on your site then it can put off other members of your community, and you may even be called to account under the Code of Conduct for Members.

For blogs, the easiest way to handle this is to moderate comments and to state clearly on your site that you’re doing so and reasons why comments may be rejected.

For Facebook or other social networks, including multi-media sites like YouTube and Flickr where people can post public or semi-public messages to your profile, you will need to regularly check on messages (you can be notified by email) or disable message posting.

b Allow disagreement

Some comments may not accord with your views, but on the other hand deleting the comments of people who disagree with you will backfire. You cannot stop them from posting the same comment elsewhere, then linking back to your site and saying you are gagging those who disagree with you.

c Think before you publish

Words cannot be unspoken and even if you delete a hastily fired off blog post or tweet, it will probably have already been read and will be referenced or duplicated in places on the web beyond your reach.