



Littlebourne Parish Council

Social, Media & IT Policy

Press/Media

Littlebourne Parish Council's Standing Orders (section 22) state:

- a** *Requests from the press or other media for an oral or written comment or statement from the Council, its councillors or staff shall be handled in accordance with the Council's policy in respect of dealing with the press and/or other media.*

This policy outlines therefore the procedures and arrangements for handling the press and what Cllrs or the Clerk should do if approached by the media or if they are involved in a situation that will attract media attention.

The parish council is keen to develop a good rapport and work proactively with the media, whilst ensuring that confidentiality and consent are maintained at all times.

1. On receipt of a request from the press or other media for a statement to the Clerk or any Cllr, the person receiving the request will advise the body making the request that a statement will be considered and issued shortly.
2. On receipt of a request the journalist or other caller should be asked to make clear who they are working for or what is the exact nature of their enquiry. Further, they should be asked what and where any information they elicit will be put.
3. The Council is under no obligation to provide a statement – and may prefer to make 'no comment'.
4. Only the Clerk and/or the Chair shall provide the press with a verbal or written statement – ideally this statement would be after liaison with each other as a minimum and may involve input from other Cllrs also.
5. The exception to (3.) above would be if the Chairman or the Parish Council at a parish council meeting had delegated a specific parish cllr(s) to make the response on behalf of the Council.
6. Under no circumstances must anything of a confidential nature be disclosed to the press or other media.
7. The response to the press or other media should be the view of the Parish Council as a whole, not the view of an individual Cllr or the Clerk. However an individual Cllr may give a direct quote as long as they attribute that quote to their name and make it clear that is their view and not that of the parish council.
8. No response should be made that is in any way damaging to the interests or reputation of the Parish Council.
9. The Parish Council acknowledges the right of the media to obtain information from the parish council under the Freedom of Information Act. The Council

will respond to such requests in accordance with the Act as laid out in Littlebourne Parish Council's Freedom of Information policy.

The Council will not release information that is exempted. Exemptions will be:

- (a) Personal data (see paragraph 10 below);
- (b) Confidential matters
- (c) Information likely to endanger the health or safety of a Cllr or Clerk or any other individual.

10. Data protection Act – The council recognises that personal data (including photographs relating to a Cllr or Clerk) are protected under the Data Protection Act and this personal data will not be disclosed to the media without the consent of the person concerned.
11. If a request for information involves a conflict of interest for a Cllr or the Clerk. In that event, the Cllr or Clerk must declare his or her interest and avoid involvement with the matter.
12. The Clerk should keep a record of all communications with the Press or other media.
13. At Parish Council meetings – The Press or representatives from any other media are welcomed at parish council meetings. However under Littlebourne's Parish Council's Standing Orders, if any item or information is deemed personal or sensitive and not for the public domain, then the press / media along with members of the public should leave the meeting when requested to do so at this point.
14. Subject to Standing Order 3(m), a person who attends a meeting is permitted to report on the meeting whilst the meeting is open to the public. To "report" means to film, photograph, make an audio recording of meeting proceedings, use any other means for enabling persons not present to see or hear the meeting as it takes place or later or to report or to provide oral or written commentary about the meeting so that the report or commentary is available as the meeting takes place or later to persons not present.
15. A person present at a meeting may not provide an oral report or oral commentary about a meeting as it takes place without permission.
16. Subject to Standing Order 3 (n) states; The press shall be provided with reasonable facilities for the taking of their report of all or part of a meeting at which they are entitled to be present.

Social Media

The aim of this Policy is to set out a Code of Practice to provide guidance to staff and Parish Councillors in the use of online communications, collectively referred to as social media. Social media is a collective term used to describe methods of publishing on the internet. The policy covers the following;

- Parish Council Website www.littlebourne-parish-council.co.uk
- Facebook [Littlebourne Parish Council](#)
- Twitter
- Parish Council Emails clerk@littlebournepc.org/Cllr.name@littlebournepc.org

Who does it apply to?

The principles of the Policy apply to Parish Councillors and all Council Staff.

It is also intended for guidance for **others** communicating with the Parish Council.

The policy sits alongside relevant existing policies which need to be taken into consideration.

Use of Social Media

The use of social media will not replace existing forms of communication. The website and other forms of social media will be used to enhance communication. Therefore existing means of communication should continue with social media being an additional option.

The Policy

1. The Council will appoint a nominated member of staff/ Councillor or Councillors as moderator(s). They will be responsible for posting and monitoring of the content ensuring it complies with the Social Media Policy. The moderator will have authority to remove any posts made by third parties from our social media pages which are deemed to be of a defamatory, libel nature. Such post will also be reported to the Hosts (i.e. Facebook) and also the clerk.

2. The Council will appoint a nominated "Webmaster" to maintain and update the Parish Council Website.

The social media may be used to;

- **Post minutes and dates of meetings**
- **Advertise events and activities**
- Good news stories linked website or press page
- Vacancies
- Retweeting or 'share' information from partners i.e. Police, Library and Health etc.
- **Announcing new information.**
- Post or Share information from other Parish related community groups/clubs/associations/bodies e.g. Schools, sports clubs and community groups
- **Refer resident queries to the clerk and all other councillors**

Facebook will be used to support the website information above.

LPC Emails will be used to distribute information of council business.

Guidance for Councillors using the Council's Social Media Presence

Individual Parish councillors are responsible for what they post. Councillors are personally responsible for any online activity conducted via their published e-mail address which is used for council business. Councillors are strongly advised to have separate council and personal email addresses, and adhere to **The Members' Code of Conduct**.

3. All social media sites in use should be checked and updated on a regular basis and ensure that the security settings are in place.

4. When participating in any online communication;

- a. Be responsible and respectful; be direct, informative, brief and transparent.
- b. Always disclose your identity and affiliation to the Parish Council. Never make false or misleading statements.
- c. Parish Councillors should not present themselves in a way that might cause embarrassment. All Parish Councillors need to be mindful of the information they post on sites and make sure personal opinions are not published as being that of the Council or bring the Council into disrepute or is contrary to the Council's Code of Conduct or any other Policies.
- d. Keep the tone of your comments respectful and informative, never condescending or "loud." Use sentence case format, not capital letters, or write in red to emphasis points.

- e. Refrain from posting controversial or potentially inflammatory remarks. Language that may be deemed as offensive relating in particular to race, sexuality, disability, gender, age or religion or belief should not be published on any social media site.
 - f. Avoid personal attacks, online fights and hostile communications.
 - g. Never use an individual's name unless you have written permission to do so.
 - h. Permission to publish photographs or videos on social media sites should be sought from the persons or organisations in the video or photograph before being uploaded.
5. Respect the privacy of other councillors and residents.
6. Do not post any information or conduct any online activity that may violate laws or Regulations.
7. Residents and Councillors should note that not all communication requires a response.
- a. There will not be immediate responses to communications as they may be discussed by the Parish Council and all responses will be agreed by the Parish Council.
 - b. The Parish Clerk and the moderators will be responsible for all final published responses.
 - c. If a matter needs further consideration it may be raised at either the open forum or as a full agenda item for consideration by a quorum of Councillors. Again the poster shall be informed via the page or direct message that this is the case.
 - d. If the moderator feels unable to answer a post for example of a contentious nature this shall be referred to the Parish Clerk. The poster will be informed by way of response to this fact and also be invited to correspond with the Parish Clerk directly.
 - e. Some communication from residents and other third parties may be required to be discussed at a Parish Council meeting. When this is necessary the item will be placed on the next available agenda. Any response will then be included in the minutes of the meeting.
8. The nominated moderator or moderators shall remove any negative posts which may contain personal and inflammatory remarks, libellous or defamatory information without further comment or notification.
- a. Spell and grammar check everything.
 - b. Correct any errors promptly.
9. Councillors or parishioners who have any concerns regarding content placed on social media sites should report them to the Clerk of the Council. Misuse of such sites in a manner that is contrary to this and other policies could result in action being taken.

Any links placed on the website/Facebook are for ease of finding information they are not an endorsement of any of their services

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Guidance for Councillors using the Council's Email

The Council has a main email account clerk@littlebournepc.org this is monitored during the clerks working hours. Each Cllr also has their own Council email address for use on Council business. To ensure good practice in sending emails;

1. Reply only to those who need to see them, try not to 'reply to all' if it is obvious from the originator that they only need a reply.
2. Never forward information of a confidential nature
3. Comments of a personal nature, or that which could be offensive or abusive would constitute unacceptable behavior; and be contrary to the Standing Orders of the Parish Council.

4. Emails which constitute harassment and bullying will be contrary to the Councillors Code of Conduct.

Cllrs should be aware these emails can be requested under a FOI (Freedom of Information Request) or the GDPR legislation in the form of a SAR (Subject Access Request). Therefore care should be taken to ensure that each Cllr keeps all Parish Council communication within its own separate file, which should be password protected (to prevent accidental access by other family members if the computer is used by more than one person in the house).

This Policy will be reviewed annually.

Background information

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.*

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.*

Data Protection *Avoid publishing the personal data of individuals unless you have their express written permission.*

Obscene material Publication *of obscene material is a criminal offence.*