



Social Media Policy

Bromsgrove Youth and Community Hub

Social Media Policy – Revised November 2020

Social Media Policy

Social media is a large part of the world we live in and, as such, at The Bromsgrove Youth and Community Hub 'The Hub' we need to make sure we protect our young people by having procedures in place for safe use.

Definitions:

'We' and 'staff' will be used to refer anyone working on behalf of The Bromsgrove Youth and Community Hub, including all Trustees, operational management committee, staff – paid and voluntary.

'Young Person'/'young people' will be used to refer to beneficiaries of The Bromsgrove Youth and Community Hub typically aged 11-19.

Social Media use on behalf of The Bromsgrove Youth and Community Hub

We currently use Facebook, Twitter and Instagram to share information and pictures of the activities the young people have accessed at the Hub. In order to safeguard young people, we will:

- Ensure all young people in the photographs or posts have the correct permissions in place from their parent / carer.
- Not allow others to post on our Facebook page, i.e. only management (should we have named officers?) can post on the page.
- Monitor comments on all posts and address any concerns immediately.
- Inform parents of our policy with regards to taking photographs/videos when taking part in activities at the setting.
- Any new social media pages established need to be presented to the board of trustees for agreement prior to being set up.

Official Social Media and contact details for The Bromsgrove Youth and Community Hub

Facebook: <https://www.facebook.com/The-Hub-Bromsgrove-668110906880997>

Instagram: https://www.instagram.com/the_hub_bromsgrove/

Twitter: <https://twitter.com/BromsgroveHub>

Email: TheHubBromsgrove@outlook.com

Phone: 07717 438427

Staff use of social media

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the setting, The Hub staff, parents or children.

When using social networking sites such as Facebook or Instagram staff must:

- Not make comments relating to their work or post pictures in work uniform.
- Not send private messages to any young person/parents/family members from a personal account.
- All electronic communications between staff and parents/guardians/ family members/young people should be professional and take place via the official Hub communication channels, e.g. work emails and phone numbers. This is to protect staff, young people and parents.
- Ensure any public posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language).
- Report any concerning comments or questions from parents to the youth and community hub coordinator/safeguarding lead.
- Follow the staff code of conduct, this should be applied online as well as in person.
- Not post anything that could be construed to have any impact on the organisation's reputation or relate to the setting, or any young person attending the setting, in any way.

If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents, young people and visitors' use of social networking

We promote the safety and welfare of all staff and young people and, therefore, ask young people/parents/guardians/family and visitors not to post, publicly or privately, information about any young people on social media sites such as Facebook, Instagram and Twitter. We ask all above follow this policy to ensure that information about young people, images and information do not become accessed inappropriately outside of the setting.

We ask young people/parents/guardians/family and visitors not to:

- Send friend requests to any member of staff
- Post any photographs to social media that have not been shared publicly by The Hub (e.g. Christmas concert photographs or photographs from an activity at the setting not shared publicly)

We ask that parents and visitors share any concerns regarding inappropriate use of social media through the official procedures.