



# *All Saints Church*

## *Grove Road, Fishponds, Bristol*

### **Social Media Policy**

The use of social media has increased immensely in a short period of time and has become a way of communicating and sharing with the members of church community, with the local community and the wider world. As with all forms of communication, there are risks and this policy seeks to put guidelines and boundaries in place on the use of social media platforms in the life of All Saints Church. This policy does not seek to address personal use of personal social media accounts by its members but highly recommends all members sign up to adhere to the Church of England Digital Charter.

This policy covers

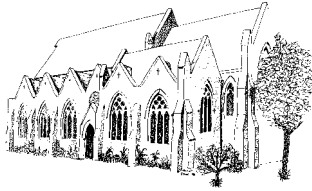
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### Platforms

The church currently makes use of the following Social Media platforms:

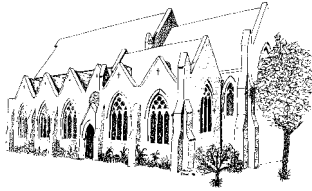
- Church Website ([www.allsaintsfishponds.co.uk](http://www.allsaintsfishponds.co.uk)) managed via Wix.
- Facebook – Members of All Saints Fishponds (closed group)
- Facebook – All Saints Fishponds (Public Page)
- Facebook – Tiny Tots All Saints Fishponds (Private Group)
- Twitter - @church\_info
- YouTube - Benefice of All Saints and St Marys, Fishponds
- Zoom

Use of additional Social Media Platforms in the name of the church, or a group operating directly within the authority of the church, must be approved by the Parochial Church Council prior to set-up and use. This process will consider any appropriate privacy settings to be utilised. No personal social accounts are to be used in the name of the church.

The group / page must be managed by an active member of the church with PCC having overall responsibility to ensure content is appropriate. This may be delegated to group member(s) as deemed appropriate. All social media accounts must have a minimum of two people with access who proactively monitor all activity on the account(s). All those holding responsibility are accountable for ensuring content is monitored effectively and quick action taken in the event of any inappropriate material or behaviour being exhibited.

This policy defines the administrators who have received the delegated authority. These people must be proactive in their monitoring of activity:

- Church Website ([www.allsaintsfishponds.co.uk](http://www.allsaintsfishponds.co.uk)) managed via Wix. E-Mails via Names.co.uk
  - Managed by: Elisa Williams (Elected Officer – PCC Member) (Overseen by: Rev'd Lizzie Kesteven)
- Facebook – Members of All Saints Fishponds (closed group)
  - Admins\* are: Elisa Williams, Lizzie Kesteven
  - Moderators\* are: Diane Simms, Anita Lavis
- Facebook – All Saints Fishponds (Public Page)
  - Admins\* are: Elisa Williams, Lizzie Kesteven, Anita Lavis /
  - Editors\* are: Diane Simms, Elaine Seretny, Chris Whitehead
- Facebook – Tiny Tots All Saints Fishponds (Private Group)
  - Admins are: John Waldren plus two current members (Charlotte Lune and TBC on group re-start)
- Twitter - @church\_info
  - Admins is: Elisa Williams (Overseen by: Tamara Pearce)
- YouTube - Benefice of All Saints and St Marys, Fishponds
  - Admins is: Elisa Williams (Overseen by: Rev'd Lizzie Kesteven)
- Zoom -
  - Admins are: Mark Simms, Elisa Williams, Rev'd Lizzie Kesteven



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### *Principles and Guidelines*

All those posting (or approving posts) to the group must read and agree to the contents of this policy.

Must follow the below guidelines. If there are infringements of this – restrictions on future authority will be implemented. This will only be done following discussion with, and agreement of, the serving churchwardens and incumbent.

The purpose of the platforms is to communicate the work of the church in the local community, work of the local community and that of the wider church. The social media platforms in the name of All Saints or groups in the authority of All Saints, are not to provide an opportunity to advertise the personal or political view of one member.

#### **Do:**

*Before posting social media content, sharing a post or sending communications:*

- Ask the question – is this post relevant to All Saints Church and its wider community.
- Ask the question – will this post be supported by other members of the PCC.
- Ensure anything shared comes from a legitimate source.
- If there is doubt – a 2<sup>nd</sup> opinion should be sought.
- Consider that, whilst the post can be removed, it may have already been seen.
- Ensure appropriate permission is held before photos / video including people are published.
- Ensure the post will not breach confidentiality
- Avoid one to one communication with under 18's should be avoided at all time including over social media, messaging apps and online meeting platform.
- Ensure there are two DBS adults present in any platforms (including messaging) where under 18's or vulnerable adults are present.

Where there are multiple account holders – ensure the respondent's name is given in the response. Be vigilant for any comments or communication which highlights safeguarding.

Link back to original sources / reference the original poster where this is not an original post.

Be bound by Copyright Law.

Report any safeguarding concerns observed to the Safeguarding Officers – either through requested posts or observed communication.

#### **Don't:**

- Do not post, or authorise, anything which could be deemed offensive to other readers.
- Do not post anything which can be deemed as libellous, defamatory, bullying or harassment, contains offensive language or contains sexual or abusive references (with the exception of pinpointing to services the can assist those who may be suffering from such abuse)
- Do not identify children or vulnerable adults in any posts on social media platforms.
- Unless explicit consent has been given - do not post pictures / video of individual children or vulnerable adults (i.e through opt-in not opt-out).
- Do not publish personal information without the consent of the person concerned.
- Interact with a young person on a 1:1 basis using social media platforms. If a conversation is started – invite a 2<sup>nd</sup> adult (DBS'd) to join.

Social Media Policy – Version 1.1 (March 2021)

Review Date: No later than 31 March 2022



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- Do not use personal social accounts to communicate directly with under 18's or vulnerable adults on a one-to-one basis. Where messaging is required to enable the smooth running of activities – this must be within a group message and **must** have two DBS adults included and parents. This includes through messaging services (such as WhatsApp).

A log of any data collected / available through social media platforms must be considered in any requests to be forgotten within the General Data Protection Regulation (GDPR) and Data Protection Act (DPA)

### *Membership Requests*

Where groups are closed or private – the below guidance is in place and must be followed before approving requests to join:

- The requestor must be aged 18 and over.
- Current members of the church / group
- Unless stated otherwise - past members of the church / group.
- Those linked to the local area / church members who may have specific interest and support for the activities of the church / group

If this information is not clear – the administrator must contact the individual to confirm legitimacy of the request and verify where possible.

### *Use of Mobile Phones*

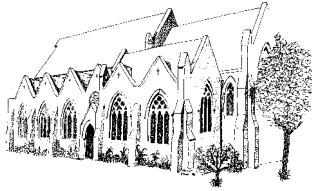
The principles and guidelines specify the expected conduct of all church officers in regards to social media which including messaging. The use of personal mobile phones is discouraged and personal numbers should not be given to under 18's. It is recognised that it may be necessary to use groups such as WhatsApp for the smooth running of activities. Where this is necessary the principles and guidelines must be followed with groups containing two DBS adults / parents.

### *Misuse of Social Media*

Any safeguarding concerns must be reported to the Safeguarding Officers of All Saints Church  
Any complaints regarding the appropriateness of articles / items published on social media must be raised via the PCC Secretary.

The PCC of All Saints church / Safeguarding Officers will review and respond appropriately to any issues raised which may include the removal / blocking of an individual from social media.

Where deemed appropriate, support and guidance of the diocese will be sought.



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### ***\* Clarification of Facebook Roles***

#### **Admin:**

Manage all aspects of Page, publish, send messages as Page, respond to and delete comments, create ads, see who created post/comment, view insights and assign roles.

#### **Editor:**

As per admin except for adding and assigning page roles.

#### **Moderator:**

Less access than admins and editors. They can't post content to the page, but can respond to comments posted on the page, send messages, create ads, and see Facebook Insights.