

NETTLEHAM PARISH COUNCIL

PROTOCOL FOR NETTLEHAM PARISH COUNCIL FACEBOOK SITE

1. All posts must be approved by the Clerk before being uploaded onto the NPC Facebook page.
2. The Assistant Clerk (AC) and up to two authorised Councillors (ACLL) are Administrators of the NPC Facebook Site. The (ACLL) will, normally, post all items and the Assistant Clerk (AC) will post in (ACLL) absence only, or as requested to post on a particular matter – (AC) to notify (ACLL), and the Clerk, if this action is required and only post items that are approved by Parish Clerk and/or Parish Chairman. (AC) and (ACLL), as the two Administrators, are the only people with access rights to post/edit/delete entries on the NPC Facebook page. There should never be fewer than two Administrators for the page. If an Administrator ceases to be a Councillor, or NPC employee, their Administrators rights, and Administrator access, will cease within a timescale to be agreed with Parish Clerk and Council Chairman. An outgoing Administrator will be required to confirm, to the Parish Clerk, that this action has been completed.
3. The introductory statement for the NPC Facebook page reads as follows:
“Welcome to our Facebook page. We will use it to post information concerning the work of Nettleham Parish Council for residents of the village, and others with an interest in our lovely village. Please feel free to comment on these posts, however be aware that we will not respond directly to comments, other than to make any corrections that we feel may be necessary. Members of the public will not be able to initiate topics - there are other Facebook pages better suited to that purpose. Should you wish to contact Nettleham Parish Council about any topic please do so via our website:

<https://www.parishes.lincolnshire.gov.uk/Nettleham/>

or by ‘phoning the Parish Office on 01522 750011. The Parish Office is open 9.00am - 12 Noon, Monday to Thursday. This page is monitored on a routine basis, but not 24/7.

Nettleham Parish Council reserves the right to delete any posts it considers abusive or inappropriate. We also reserve the right to block anyone who repeatedly posts comments of an abusive or inappropriate nature.”

These guidelines will be rigidly enforced. In the interests of clarity, neither Councillors nor NPC employees should make unauthorised comments on the NPC Facebook page. Duly authorised posts should only be made, (unless there are deemed to be exceptional circumstances), by an Administrator.

5. From time-to-time other nominated Councillor will produce a spreadsheet of daily posts to be set up on NPC Facebook site. Such items will be posted by the method set-out above.

PROTOCOL FOR NETTLEHAM VILLAGE FACEBOOK SITES

1. An authorised Councillor (ACLL) and the Assistant Clerk (AC) will monitor the Nettleham Village Facebook sites and notify the Clerk and/or Chairman of any issues that might have an impact on the Parish Council.
2. The Clerk will consult with the Chairman and any other relevant Councillor regarding the matter and a suitable response agreed, if such be required. The (ACLL) will then upload the approved response to Nettleham Village Facebook page. The (AC) will assume this role in the event of the Councillors absence.
3. It is accepted that Councillors and employees have distinct Private and Public lives.
4. **No Councillor or employee** should post any comment/information on Nettleham Village Facebook page, (or, indeed any other social media site), that has come into their possession by reason of their association with Nettleham Parish Council and which is not already in the public domain. Neither should Councillors or employees state, or imply, that any such social media posts are made on behalf of Nettleham Parish Council, unless they are specifically authorised to do so.
5. When posting to Nettleham Village Facebook site, (or other social media sites), as a private individual, care should be taken to ensure that any post is the personal opinion of the Councillor or employee...at least on topics that may be viewed by the general public as having relevance to the work of Nettleham Parish Council. As an example: a comment on the topic of keeping tropical fish is not likely to be thought of as having any relevance to Nettleham Parish Council, whereas a comment on a topic such as care facilities for the elderly may well be generally deemed to be as having relevance to Nettleham Parish Council. Common sense must be our guide. If in doubt, either do not comment or add a rider such as "In my personal opinion" or "This is solely my view" etc.
6. The use of Nettleham Village Facebook site as a communications channel between Councillors and/or employees is to be avoided, particularly where the basis of such comments may be a difference of opinion. Such exchanges may bring Nettleham Parish Council, or individuals, into disrepute. There are other channels for such exchanges.
7. Residents who raise issues asking the Parish Council take action should be encouraged to report the matter directly to the Clerk of the Parish Council.

Revised and adopted at the meeting of Nettleham Parish Council – 20 April 2021.
This policy will be reviewed within 2 years.