



SOCIAL MEDIA POLICY

HOW WE USE SOCIAL MEDIA

Our objectives for using social media are to increase awareness of the foodbank, announce its opening hours and promote any fundraising activities that may be organised.

Social media platforms used at the time of writing are Facebook, X (Twitter) and LinkedIn.

PANTRY has a Facebook page and a group page which require individual consideration.

All 3rd party posts to these platforms require the approval of the moderator before they are published. Comments of a political, religious or libellous nature will not be approved.

SOCIAL MEDIA ACCESS

Access is restricted to one individual who may be a member of the management committee. This individual will be the sole publisher and moderator of content on all platforms to avoid cross posting and confusion. All members of the management team, trustees and volunteers can request that a post be considered for publication. Requests to delete a post may be received from anyone within and outside of PANTRY.

CONDUCT OF THE MODERATOR

The individual tasked with the publication and moderation of the social media platforms shall always do so in the best interest of PANTRY and comply with all relevant law, regulation and Charity Commission guidance. Special consideration must be given to safeguarding children and vulnerable adults as written in our safeguarding policy. Policies on safeguarding, whistleblowing and risk should be read alongside this policy. Any social media postings by trustees, volunteers and members of the management committee on their personal accounts should not be defamatory or in direct contradiction of this social media policy.

INCIDENT RESPONSE

Breaches of the guidance in this policy will be dealt with by the management committee. If no resolution can be found, then the incident will be reported to the trustees. If any trustee, volunteer or member of the management committee is subject to online abuse, the abuser will be blocked from all platforms

and all content removed. If the abuse is of a criminal nature, for instance racially motivated, then the police will be informed.

REVIEW

This policy will be reviewed every two years

Date.....

Signature (Chair).....

Signature (Secretary).....