

SOCIAL MEDIA & WHATSAPP COMMUNITY POLICY

Effective Date: August 2026

Last Updated: August 2026

1. PURPOSE

This policy is in place to ensure that all online communication within My Child Has A Speech Delay CIC is safe, respectful, professional, and protects the privacy and wellbeing of our children, families, volunteers, and staff.

2. SOCIAL MEDIA MANAGEMENT

- Only the Directors of My Child Has A Speech Delay CIC have access to and manage the organisation's social media accounts.
- Directors are responsible for creating, approving, publishing, and monitoring all content shared on behalf of the organisation.
- Social media accounts are regularly monitored to ensure that content remains appropriate, accurate, and aligned with the values of the organisation.
- Any inappropriate, offensive, discriminatory, abusive, or misleading comments may be removed without notice. Repeat offenders may be blocked from our social media platforms.

3. WHATSAPP COMMUNITY

- Only the Directors of My Child Has A Speech Delay CIC act as Community Administrators within our WhatsApp Community.
- Directors monitor activity across all groups to help maintain a safe, respectful, and supportive environment for members.
- Messages or content that are inappropriate, offensive, discriminatory, abusive, threatening, spam, or unrelated to the purpose of the group may be deleted without notice.
- Members who repeatedly breach community guidelines may be removed from the WhatsApp Community.

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4. MONITORING

- Activity across our social media platforms and WhatsApp Community is monitored on a regular basis.
- Monitoring is carried out to safeguard members, protect children and vulnerable individuals, maintain confidentiality, and ensure compliance with organisational policies.

5. STAFF & VOLUNTEER ACCESS

- Staff and volunteers do not have administrator access to the organisation's social media accounts or WhatsApp Community as standard.
- Should a staff member or volunteer require administrator access in the future, this will only be granted following:
- Approval from the Directors.
- Completion of appropriate safeguarding, confidentiality, data protection, and social media training.
- Clear understanding and agreement to follow all organisational policies and procedures.

6. PROFESSIONAL CONDUCT

Everyone representing My Child Has A Speech Delay CIC is expected to communicate professionally, respectfully, and in a manner that reflects the values of the organisation. Any misuse of social media or WhatsApp may result in removal of access and, where appropriate, further action in line with organisational policies.

7. POLICY REVIEW

This policy will be reviewed annually or sooner if changes in legislation, safeguarding guidance, or organisational practice require it.