



SOCIAL MEDIA COMMUNITY GUIDELINES

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second wave

Contents

About Second Wave.....	3
About this guidance	3
How we use social media	3
Views and feedback	3
Our house rules	4
Contact	5



About Second Wave

Second Wave empowers young people's creativity and activism through engaging young people as performers, writers, lyricists and technicians - developing new productions and youth-led creative outreach projects in the community. We run regular workshops for young people aged 11-25 years old from our dedicated studio space in Deptford. We also organise representation at public buildings such as civic suites, MP surgeries, local authority meetings and parliamentary offices. Our staff team often accompany young people to other venues such as youth centres, youth clubs, theatres, cinemas and museums.

About this guidance

Second Wave Youth Arts uses Tiktok, Instagram, X, YouTube, Facebook, Whatsapp and LinkedIn social media platforms.

We're happy that you're following us on any of these channels and look forward to hearing from you.

The following community guidelines have been developed to create an environment where people can engage and are free to make comments and ask questions about Second Wave.

We are always interested in hearing from you, and if you use our channels, we ask that you be polite, and respectful to all other users of our channels.

How we use social media

If you follow us on social media, unfortunately, we cannot automatically follow back. When we follow other accounts, mention other accounts or use hashtags it does not imply endorsement of any kind. We will retweet or share content where we think it is relevant, but this is not an endorsement.

While we do our best to advertise upcoming opportunities at Second Wave on social media platforms, occasionally we may not update the information as we are a small team. We will always endeavour to connect with our members via phones and emails.

Views and feedback

We welcome feedback, ideas and engagement and will try to join the conversation where possible, and where it is appropriate to do so. We may not respond to every comment posted on our social media channels or participate in every discussion in which we are included by other users.

We may use your contact information / usernames to respond to messages / comments you send to us.



If you post publicly on social media, we may share / retweet your post with our followers.

You may unsubscribe / unfollow us at any stage.

Complaints about either content or organisational issues should be submitted in line with the relevant complaints procedures through email, phone, written or face-to-face. We ask that you do not seek resolution via social media.

Our house rules

By engaging with our social media channels you agree to follow the guidelines below:

- All users must comply with the social media platform's terms of use, as well as these guidelines.
- You are wholly responsible for any content you post, including content that you choose to share.
- We will ignore or remove, in whole or in part, posts that we judge to be inappropriate.

We will remove, block, ban, mute and / or report users to the relevant social media platform who direct messages at us or, where relevant, our members which we believe:

- bully, harass or intimidate any individual or organisation
- are unlawful, libellous, defamatory, abusive, threatening, harmful, obscene, profane
- promote discrimination based on the protected characteristics; age, disability, gender, marital status, pregnancy, race, religion and sexual orientation
- are deceptive or misleading
- infringe or violate someone else's rights
- violate the law
- violate any intellectual property rights
- discuss ongoing legal proceedings
- are trolling (persistent negative and / or abusive messages in which the aim is to provoke a response)
- are irrelevant or off-topic
- are disruptive
- are repetitive

We will also remove, block, report or ban any user who:

- encourages others to post such messages



- uses offensive images as their profile picture
- has an offensive user name

We hope never to have to do this, but we hope you understand the reasons why we might do this on rare occasions.

Comments and postings by followers of Second Wave Youth Arts on social media do not necessarily reflect the opinions or beliefs of Second Wave Youth Arts.

We reserve the right to modify or change these house rules at any time.

Contact

If you'd like a copy of our Safeguarding Policy Statement, or if you have any questions about our social media community guidelines, please get in touch with our Online safety co-ordinator:

Hena Chowdhury, Projects Manager

By email: hena@secondwave.org.uk

By post: Second Wave Youth Arts. 1 Creek Road Deptford SE8 3BT.