

Upper Rissington Parish Council

Upper Rissington Parish Council Website and Social Media Policy

This policy covers the management of the Upper Rissington Parish Council Website and associated Social Media platforms (Facebook page and Twitter).

Definitions

Parish - Upper Rissington Parish Council

Parish Clerk - Parish Clerk to Upper Rissington Parish Council

Council - Upper Rissington Parish Council

Councillor - Councillor on Upper Rissington Parish Council

1. Website Hosting Arrangements

1.1 The Council is committed to operating a website, this is hosted by a third party provider, having no other connection with the Upper Rissington Parish Council. NetWise provides the domain hosting and content management system (CMS) manages user access for the Council, via the Clerk who is the account manager.

Through the CMS, the Council itself, through the Parish Clerk or an authorised member of the Council, has direct control of day-to-day editing and updating of the website. The Council may choose to allow the maintenance and updating of the site to be carried out by a nominated webmaster.

2. Who determines what should be on the website?

2.1 Subject only to the requirements of the law, Council has the right to determine what should or should not be included on the website. It must be appropriate for all ages and demographics of residents within the village.

3. What the website should contain

3.1 The website shall contain material that arises from Council business such as agenda, minutes, policies, information about the Council and Councillors. It may also include any material that has been commissioned by the Council, such as reports or surveys or material that is directly derived from these.

3.2 The website may contain other material, such as history and geography of the Parish, news of local events, or any other material of a non-controversial nature which is appropriate for the website. The website may also possess interactive functionality, customary for such local authority websites, (such as questionnaires, visitor response facilities, booking forms and links to other sites etc.). The design of the website may change from time to time according to requirements and circumstances subject to an approval by Council for significant changes.

3.3 The website shall in principle not contain material of a deliberately contentious, offensive or disputatious nature, or material that criticises or implies criticism of one or more members of the public, individual Councillors, groups of Councillors or the Council as a whole. Council meetings

can be disputatious, and this is recorded in the Minutes and, once passed, this material may appear on the website in the minutes or otherwise.

3.4 Regardless of what has been voted on by Council, the website shall not contain any material that is libellous or defamatory or in any way against the law or which could expose the Council to legal challenge.

3.5 The day-to-day working of the Website is subject to the control of the Clerk and they are empowered by Council to make updates to the website and upload content without prior reference to the Council.

4. The Webmaster

4.1 The Webmaster by default will normally be the Clerk, who has full administration rights to the website.

4.2 The duties of the Webmaster may be delegated by a motion to a Councillor, however the Clerk retains overall control and responsibility. The Chair can also be given access in the absence or addition to the Webmaster.

4.3 The function of the Webmaster is to manage the website, adding or deleting material, and editing pages as required. The Webmaster shall be empowered to update the website as is fit without prior reference to the Clerk and subject to Section 6 below.

4.4 Other than for routine matters, the Webmaster should keep the Clerk informed of activities that they may have conducted on the Website.

4.5 The Webmaster may ask for additional support as necessary, through NetWise and subject to reasonable cost limits and prior agreement with the Council coordinated through the Parish Clerk. Such expenditure should normally be planned and budgeted for the year ahead.

4.6 The Webmaster is accountable through the Clerk to the Council as a whole and not to any individual Councillor.

4.7 Where the Webmaster has managed the website in a manner contrary to the will of the Council, the Council will require the Webmaster to make good any deficiencies. The Clerk has the rights to ask NetWise to revert to an earlier version of the website when the website has failed to respond to reasonable requests in these instances.

5. Procedure for adding new content to the website

5.1 Any Councillor or resident may submit material for inclusion on the website through the Parish Clerk PROVIDED THAT it is consistent with the general policies in section 3, and also falls within the limits of technical feasibility to upload.

6. What are the specific powers of the Webmaster in determining what can go on the website or in editing

6.1 Routine updates

The Webmaster may make routine updates to the website without prior reference to Clerk

however they should notify the Parish Clerk of updates which take significant time or cause an issue. Examples of routine updates could be:

- Correcting errors of spelling, syntax or grammar and factual errors.
- Repairing and restoring links that have ceased to work properly.
- Maintain website compliance against WCAG.
- Routine structural changes where this improves the organisation of the website.
- Replacing out of date documents with current versions.

6.2 Responding to requests to upload material

The Parish Clerk is empowered to edit or exclude any material submitted for uploading to the website, without explanation to any Councillor or to the person submitting the material. This may be informed by discussions with the Webmaster. However, it would be normal for the Parish Clerk to explain outright refusal to upload or conduct major editing actions.

6.3 Preservation of archival material

It is understood that archival material should be preserved without change to the content, but it can be reorganised or re-structured as required. If the Webmaster considers 'non- archival' material to be out of date and no longer relevant, such as advertising an event that no longer takes place, it may be deleted.

6.4 Webmaster uploading material

The Webmaster, when nominated, may upload all material provided by the Parish Clerk to the website subject to the provisions of section 3 above.

6.5 Resolution of Disputes

If there is a dispute about the Parish Clerks' or the Webmaster's decisions or activities, the Council shall adjudicate and the majority vote shall be considered final.

6.6 Reporting of system issues

The use of the NetWise ticket support system must be used to report all support and account related questions. This can only be done by the Clerk or the Webmaster, using an official Council email address.

7 What links are permissible with Council Social Media accounts (such as Facebook, Twitter)?

7.1 Subject to meeting the constraints contained within this policy, the Clerk or, if nominated the Webmaster, will be empowered, through the Parish Clerk, to maintain all automatic links and updates to Social Media accounts and platforms that are directly attributable to the Council.

7.2 It is accepted that Social Media platforms are far more available for use than the Council website. Whilst the provisions within Section 3 remain extant, no Social Media platform content may be delegated outside of the Proper Officer or the members of the Council.

8 Passwords

8.1 The Clerk may choose to delegate the website password to a Webmaster if one is nominated and the Chair.

8.2 All passwords for Social Media Platforms are to be kept in the possession of the Clerk or, when deemed appropriate by the Clerk, nominated members of the Council.

8.3 Passwords must be changed when either:

- The duty of the Webmaster is removed from a Councillor
- The Webmaster changes
- The Chair changes
- There is suspected hack or attempted hack

8.4 Two-factor authentication must be used when available to provide additional security. This will likely require an application that will be installed on the Clerk's mobile phone.

8.5 All social media accounts are to be registered to the Clerk's official, Council email address.

Approved and adopted at the Parish Council meeting held on 14th November 2022.

To be reviewed November 2023 or on the appointment of a new Webmaster.