

# BRISTOL HOMELESS FORUM

## Social Media Protocol

This document contains suggestions about how we should use our social media.

### **General Guidance for all communications :**

- BHF is a forum and therefore encourages debate but doesn't represent individual members views or have a separate opinion of its own.
- BHF aims to help members and the public understand the complexity of issues around homelessness and does not take sides on particular issues; individual members, of course, will have separate positions and opinions which the forum enables them to express.
- BHF will communicate the views of its members making clear, wherever practical, whether these are the views of most, many or some members.

### **Email communications**

Email accounts exist for [BristolHF@gmail.com](mailto:BristolHF@gmail.com) and also [Admin@BristolHF.org.uk](mailto:Admin@BristolHF.org.uk)

Email from BHF will be issued by MailChimp whenever it is a group communication using the gmail account.

Mailings will publicise member matters, events & activities and newsletters.

Individual members of, for example, the core group will use personal email accounts that they use as members of BHF.

Individual emails from the gmail account will be sent in response to direct queries about membership, activities or events but will not be used to enter into debate and exchange of opinion.

### **Website [www.bristolhf.org.uk](http://www.bristolhf.org.uk)**

The website will be used for general information available to the public.

It will provide information about our events and activities, links to members websites, news from our members and other relevant news that our members want to post.

It will provide a moderated opportunity for comment by the public and forum discussion by members.

### **Facebook <https://www.facebook.com/BristolHF/>**

Will be used for publicising our events & making it clear how to get involved with those events. Facebook will not be used for comments and debate – these can be redirected to the website.

### **Twitter @BristolHF**

Will be used to promote events, membership, the web-site and re-tweet issues of general interest to the forum. The Twitter feed will not be used for debate – although it can be used to encourage discussion by others and to inform debate.