



WhatsApp Group Policy

This policy applies to all WhatsApp groups run by the Hackney SEND Parent Carer Forum (HSPCF). These groups are intended to provide a safe and supportive space for parent carers to share information, ask questions and connect with others in similar situations.

This policy governs the internal operations of Hackney SEND Parent Carer Forum while hosted by City & Hackney Carers Centre. Legal and financial responsibilities held by the Host remain subject to the Hosting Agreement.

Purpose of the Groups:

- To share updates, events and information relevant to Hackney SEND families.
- To provide mutual support and guidance from other parent carers.
- To promote the work of HSPCF and opportunities to get involved.
- To build community and connection among parent carers in Hackney.

Group Rules:

1. Respect and Kindness

Please treat all members with respect. Be kind and supportive, this is a safe space for parent carers.

2. Confidentiality

Do not share personal stories, contact details or screenshots outside the group without permission.

3. Relevance

Keep messages relevant to SEND topics, local services, or parenting-related support. No unrelated forwards or spam.

4. No Hate, Personal Criticism or Discrimination

Discriminatory, offensive, or aggressive language will not be tolerated. Personal criticism and accusations will not be tolerated.

5. No Advertising or Promotions

Do not use the group to promote businesses or services unless previously agreed with an admin and relevant to SEND families.

6. Privacy and Contacting Members

Do not message members privately unless they have given consent. Respect others' boundaries.

7. Appropriate Use of the WhatsApp Groups

These groups are intended for peer support and information sharing. Persistent, repetitive coordinated posting that shifts the focus away from the group's purpose may be moderated, even where individual's posts do not breach specific rules. Governance-related concerns or enquiries should be directed through the formal channels set out by HSPCF.

Admin Rights

Admins may remove messages or members who do not follow the group rules. This is to protect the safety and wellbeing of all members.

Where appropriate, members will normally receive a warning before removing unless the breach is serious, safeguarding-related or poses immediate risk to members.

Where a member is removed from a group, they may raise concerns through the HSPCF Complaint, Grievance, and Internal Disciplinary Policy if they believe the decision was unfair or disproportionate.

Emergency and Crisis Support

This group is not monitored 24/7. If you or someone you know is in crisis, please contact appropriate emergency or professional services.

Group Admin Responsibilities:

- Welcome new members and remind them of the group's purpose and rules.
- Monitor posts to ensure the space stays safe and respectful.
- Share official updates, opportunities, and events from HSPCF.
- Remove inappropriate content or participants if needed.
- Communicate with those whose posts have been removed to explain the reasons and remind them of the group rules.
- Escalate complex or sensitive moderation matters to the Steering Group where appropriate.

By joining the group, you agree to:

- Follow the rules above.
- Be a respectful and supportive member of the SEND parent carer community.
- Help keep a positive and inclusive space for all.

For any concerns, questions, or suggestions, please contact one of the group admins or email us at info@hspcf.org

Formal complaints regarding moderation decisions will be handled following the HSPCF Complaints, Grievance, Internal Disciplinary and Procedures Policy.