

NEWANGLE

Social Media Policy

September 2026

Next review due by: September 2027

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Introduction

Why do we use social media?

Social media is an important tool for N3W ANGLE. We use it to raise awareness of our work and its impact, promote our boxing camps and community events, recruit staff and volunteers, and build relationships with partners and funders. Used well, it helps us communicate our mission and demonstrate the difference we make to young people across the Thames Valley.

Why do we need a social media policy?

N3W ANGLE works with vulnerable young people, many of whom have involvement with statutory agencies. The line between professional and personal use of social media is not always clear, and the risks of getting it wrong are significant - both for the young people we work with and for the organisation. This policy exists to make those boundaries explicit, protect everyone involved, and ensure that our social media activity reflects our values and safeguarding responsibilities at all times.

This policy applies to all content posted on any device, whether personal or organisational, and whether in a professional or personal capacity. All staff and volunteers are required to read this policy before engaging in any social media activity related to N3W ANGLE.

Our social media channels

N3W ANGLE maintains the following official social media channels:

- TikTok: <https://www.tiktok.com/@n3wangle247>
- Instagram: <https://www.instagram.com/n3wangle/>
- YouTube: <https://www.youtube.com/@n3wangle>
- LinkedIn: <https://www.linkedin.com/company/n3w-angle>
- Facebook: <https://www.facebook.com/n3wangle>

No other accounts or pages may be set up on behalf of N3W ANGLE on any platform without the explicit approval of the DSO.

Point of contact

Director and DSO, Thomas Jarvis, holds overall responsibility for N3W ANGLE's social media activity, including day-to-day oversight, content approval, and compliance with this policy. Any questions about the policy or about specific content should be directed to Thomas in the first instance.

1. Purpose

This policy sets out how N3W ANGLE staff and volunteers are expected to use social media in connection with their roles. It exists to protect young people, safeguard partner relationships, and uphold the reputation and integrity of N3W ANGLE.

Safeguarding is the priority at all times. Social media is a useful tool, but it is not essential to the delivery of our work. The safety of young people and the quality of our partnerships will always take precedence over content output.

2. Scope

This policy applies to:

- All staff, including those employed on PAYE and self-employed contractors
- All volunteers and directors
- All social media platforms, whether accessed through personal or organisational accounts
- All content types, including posts, stories, reels, comments, tags, direct messages, and shares

All staff and volunteers are required to read and comply with this policy. Compliance is a condition of working with or for N3W ANGLE.

This policy applies across N3W ANGLE and covers activity carried out for or on behalf of both N3W ANGLE CIC and N3W ANGLE Collective Ltd. Throughout this policy, references to "N3W ANGLE" mean both organisations unless otherwise stated.

3. Core Principles

All social media activity must:

- Protect the identity and safety of young people at all times
- Avoid causing harm, distress, or the identification of any individual
- Maintain professionalism in all contexts
- Support and protect N3W ANGLE's relationships with partner agencies, including schools, Thames Valley Police, Reading Borough Council, and Youth Justice Services
- Reflect N3W ANGLE's values and standards

Staff and volunteers should be aware that their online presence - including activity that does not reference N3W ANGLE directly - can affect the organisation's reputation and its partner relationships. Online conduct that could cause reputational damage or compromise safeguarding will be addressed as a policy matter.

4. Young People and Content

4.1 General rule

As a general principle, N3W ANGLE does not post identifiable content of or relating to young people. This applies to all content formats, including photographs, videos, reels, and stories, on all platforms.

An exception may be considered only where a young person is attending open community provision - such as a boxing camp, holiday programme, or community event - and was signed up directly by a parent or carer, or signed themselves up and are aged 18 or over, with no professional referral of any kind, written consent in place, and no known safeguarding concerns at the point of posting. Any such content requires explicit written approval from the DSO before publication.

All other content featuring young people - including anyone referred to N3W ANGLE by any professional, and anyone whose Child Protection Plan (CP), Children in Need (CIN), or Looked After Children (LAC) status is known - must not be posted under any circumstances, regardless of consent.

4.2 Consent and age

Where the exception set out in Section 4.1 applies, the following consent requirements must be met before any content is submitted for approval.

Consent from a young person, parent, or school is not sufficient on its own to authorise posting. Even where consent has been given, the DSO must assess vulnerability, referral status, and the risk of identification before any content is approved.

Where a young person is receiving support from N3W ANGLE, they are a service user and content relating to them must not be posted, regardless of consent.

For young people aged 18 and over attending open community provision, they may give their own written consent. For young people under 18, written consent must be provided by a parent or carer. Consent from a young person who is under 18 and has no parent or carer involvement is not sufficient.

Where consent is sought and documented, the record must include: who gave consent, in what capacity, on what date, and for which specific content. Consent records are held securely by the DSO and retained for the duration of the young person's involvement with N3W ANGLE plus three years, in line with N3W ANGLE's obligations under UK GDPR and the Data Protection Act 2018 (Child Protection and Safeguarding Policy, September 2026, Section 22).

4.3 What is not permitted

The following must not be posted under any circumstances:

- A young person's name - not in a caption, comment, tag, or anywhere else
- A specific age or age group attached to content featuring a specific individual or session
- Tags to a young person's personal social media handle on any platform
- Photographs or video in which a young person is identifiable by face where no written consent has been obtained

- Any young person who is known to be subject to a Child Protection Plan (CP), Children in Need (CIN), or Looked After Children (LAC) status - even where consent exists
- Any young person referred to N3W ANGLE by a professional, regardless of consent, content, or programme attended. This includes school and PRU sessions, mentoring, outreach, targeted programmes, and boxing camps or holiday activities where a professional made the referral
- Content that could indirectly identify a young person, including general commentary about a specific case or situation
- Content referencing live offending, safeguarding concerns, or ongoing investigations, even where no names are included

4.4 What may be permitted, with approval

Content featuring young people may only be considered where all of the following apply:

- The young person is attending open community provision - a boxing camp, holiday programme, or community event - and was signed up directly by a parent or carer, or signed up themselves and is aged 18 or over
- There is no professional referral of any kind
- Written consent has been obtained from a parent or carer, or from the individual themselves if aged 18 or over
- There are no known safeguarding concerns
- The DSO has given explicit written approval

5. Personal Social Media

Staff and volunteers must not post work-related content on personal accounts. This includes photographs or videos of sessions, young people, or programme environments, and any indirect references to individuals, cases, or partner agencies.

No N3W ANGLE content - posts, stories, reels, or videos - may be shared on or posted to a personal social media page under any circumstances.

Staff and volunteers should be aware that personal accounts are publicly accessible and that online conduct - including comments, shares, and reactions - can reflect on N3W ANGLE and its partner relationships. Public criticism of partner agencies, including police, local authority, or schools, on personal accounts is not acceptable.

5A. Direct Messaging

Staff and volunteers must not respond to direct messages from young people on personal accounts. Any direct message received from a young person on a personal account must be reported to the DSO on the same day.

Where a direct message received via any account raises a safeguarding concern, it must be treated as a disclosure and managed in accordance with the Child Protection and Safeguarding Policy (September 2026, Section 20).

Safeguarding or crime-related information received via social media must be reported to the DSO only and must not be shared with anyone else.

5B. Following and Tagging

Staff and volunteers must not tag a young person's personal social media handle in any post on any platform.

Young people may follow official N3W ANGLE corporate accounts. Any interaction in response must remain public, professional, and consistent with this policy.

6. Phone Use During Delivery

Phones must not be used during sessions unless operationally necessary. Content creation must never interfere with safeguarding duties or programme engagement.

7. Receiving Safeguarding or Crime-Related Information via Social Media

N3W ANGLE works with young people who may share sensitive information via social media, including information about offending, risk of harm, or exploitation. The following procedure applies whenever such information is received through any platform or messaging tool.

7.1 What this covers

- A young person disclosing harm, risk, or abuse via direct message or comment
- A third party sharing information about a young person's safety or alleged offending
- Content that indicates a young person or someone connected to them may be at risk
- Information about criminal activity, county lines involvement, or exploitation shared online

7.2 What to do

Upon receiving any of the above, the member of staff or volunteer must:

- Not respond to the message or post, publicly or privately, before speaking to the DSO
- Preserve the content immediately by taking a screenshot, noting the date, time, platform, and account name
- Report the information to the DSO on the same day, and as soon as possible if the concern appears urgent
- Not attempt to investigate the concern, contact the young person about what they have shared, or take any direct action
- Not share the information with colleagues, friends, or family outside of the formal reporting process

7.3 Referral to statutory agencies

Where information received via social media gives rise to a safeguarding concern, the DSO will determine whether a referral to Children's Social Care or Thames Valley Police is required. All actions taken will be recorded in accordance with the Child Protection and Safeguarding Policy (September 2026, Sections 20 and 21).

7.4 Posting about crimes or concerns

Staff and volunteers must not post content on any N3W ANGLE channel or personal account that references specific offending, safeguarding situations, or ongoing cases - even in general terms and even where no names are included. Where there is any uncertainty, the content must not be posted.

8. Guidelines and Appropriate Conduct

These guidelines apply to all staff and volunteers when using N3W ANGLE's official social media channels or when posting in a personal capacity about N3W ANGLE or its work.

8.1 Using N3W ANGLE's official channels

- All content posted on official channels must have a clear purpose and reflect N3W ANGLE's values and mission.
- Content must be accurate. Do not assume material is correct - check facts before posting, and be cautious of manipulated images or unverified statistics.
- Take care with presentation. Check for spelling and grammatical errors and ensure the quality of any images or video before posting.
- Pause and think before posting. Once content is published it is publicly accessible and permanent.
- Do not post content about partner organisations, funders, or statutory agencies without their prior agreement.
- Do not set up additional social media accounts, groups, or pages on behalf of N3W ANGLE on any platform without the explicit approval of the DSO.
- If you receive a media enquiry or are contacted by a journalist in connection with your social media activity for N3W ANGLE, do not respond directly. Report it to the DSO immediately.

8.2 Personal accounts - appropriate conduct

Staff and volunteers are ambassadors for N3W ANGLE at all times - online as well as in person. When posting about N3W ANGLE or its work from a personal account, content must be positive, professional, and consistent with the organisation's values.

- Do not post content that could bring N3W ANGLE into disrepute or undermine confidence in the organisation or its staff.

- Staff and volunteers in senior or specialist roles - where they may be publicly associated with N3W ANGLE - should take particular care, as personal commentary may be interpreted as representing the organisation's position.
- Do not use social media to bully, harass, or make offensive or discriminatory comments about any individual or group.
- Do not share, comment on, or react to content that conflicts with N3W ANGLE's values or safeguarding responsibilities.
- If you become aware of content online - whether on official or personal accounts - that could damage N3W ANGLE's reputation or escalate into a reputational issue, report it to the DSO immediately.

8.3 Libel

Libel is a false written statement that damages a person's or organisation's reputation. Staff and volunteers must not make defamatory comments about individuals, organisations, or groups on any platform, whether posting on behalf of N3W ANGLE or in a personal capacity.

9. Public Interest Disclosure

If a member of staff or volunteer believes that content has been posted on N3W ANGLE's social media channels - or is about to be posted - that constitutes a serious breach of this policy, a safeguarding concern, or wrongdoing in the public interest, they should raise this under the N3W ANGLE Whistleblowing Policy (August 2025). The Whistleblowing Policy can be found at www.n3wangle.com/policies-and-documents.

10. Language and Tone

All content must be professional, constructive, and respectful. Criticism of partner agencies on official or personal accounts is not acceptable.

11. Representation of Schools and Agencies

Staff and volunteers must not name schools or partner agencies in posts unless this has been agreed in advance with the relevant organisation. Content must not damage the reputation of a partner setting or depict behaviour that could be linked to it. Footage of inappropriate behaviour must not be posted.

12. Testimonials

All testimonials must be anonymous. Quotes should be attributed only in general terms, such as 'Headteacher' or 'Year 10 student'. Names, school names, and identifying details must not be included. The DSO must approve any testimonial before publication.

13. Content Style

Content should be positive in tone and consistent with the organisation's values and mission.

14. Content Approval

All content approval decisions rest with the Designated Safeguarding Officer (DSO). In the DSO's absence, the Deputy Designated Safeguarding Officer (DDSO) holds full decision-making authority. If neither is available, content must not be posted.

Any content that requires review before posting must be submitted to the DSO or DDSO prior to publication. Where approval cannot be obtained, content must be held until it can be reviewed. The default position in any case of uncertainty is not to post.

The DSO is responsible for ensuring that official N3W ANGLE accounts are monitored regularly for comments, tags, and mentions. Any comment or interaction that raises a safeguarding concern must be reported to the DSO on the same day and managed in accordance with the Child Protection and Safeguarding Policy (September 2026).

15. Content Complaints and Takedown

If a complaint is received about posted content - from a young person, parent, school, partner agency, or member of the public - the following procedure applies:

- The complaint is reported immediately to the DSO, or the DDSO in the DSO's absence
- The DSO decides within the same working day whether the content is to be removed
- Where there is any doubt, the content is removed first and the decision reviewed afterwards
- The complainant is acknowledged promptly and informed of the outcome
- The incident is recorded, including the nature of the complaint, the content in question, the decision made, and by whom
- Where the complaint raises a safeguarding concern, it is managed in accordance with the Child Protection and Safeguarding Policy (September 2026)

16. Training

All staff and volunteers are required to read this policy before commencing work with N3W ANGLE and whenever it is updated. The DSO is responsible for ensuring that social media awareness forms part of induction for new staff and volunteers.

17. Breaches

Failure to comply with this policy may result in immediate removal of content, internal review, and disciplinary action. For staff, serious or repeated breaches may result in termination of contract. For volunteers, serious or repeated breaches may result in the termination of their involvement with N3W ANGLE.

Where a breach constitutes a low-level concern or allegation about a member of staff or volunteer - for example, inappropriate contact with a young person via social media - it will be managed in accordance with the Child Protection and Safeguarding Policy (September 2026) and referred to the Local Authority Designated Officer (LADO) where appropriate. The Reading LADO can be contacted at LADO@reading.gov.uk.

Where appropriate, breaches will also be managed under the Whistleblowing Policy (August 2025).

18. Review

This policy is reviewed annually. It will be updated sooner where changes to law, statutory guidance, or organisational practice require it. The DSO is responsible for ensuring the policy remains current.

Key Contacts

Designated Safeguarding Officer (DSO)

Thomas Jarvis

Email: safeguarding@n3wangle.com | Tel: 07572273325

Deputy Designated Safeguarding Officer (DDSO)

Simeon Holder

Tel: 07468315693

External Safeguarding Consultant

Ann Marie Christian, Child 1st Consultancy Ltd

Email: amc@annmariechristian.com

Thames Valley Police

Non-emergency: 101 | Emergency: 999

Reading LADO

Tel: 0118 937 2684 | Email: LADO@reading.gov.uk