

**Missing People Families and Friends Facebook Group:**

**Community Rules**

Members of this group are here because they are seeking to connect with others through their experiences of an important person in their lives going missing. By entering this group, you are agreeing to interact with other members in a kind and respectful manner, considering the impact of any comments or interactions on others.

This group is moderated by staff and volunteers of Missing People’s Family Support Service as well as some automatic moderation controls that we have put in place via Facebook. Although the team will allocate as much time as possible to moderation, group members should be aware that moderators will not be available 24/7. If a group member sees a comment or post that concerns them, they are able to bring this to the attention of moderators by using the report/flag button. Moderators will then be notified and will act upon what they see. If a group member wishes to discuss what they have seen further, they can do this by emailing the Family Support team on [family.support@missingpeople.org.uk](mailto:family.support@missingpeople.org.uk)

The below sections give examples of situations or discussion subjects where moderation will intervene, including details of how this will happen:

Journalists, media representatives or those with a research interest trying to access the group:

This is an exclusive group for families and friends of missing people, and it is not open to journalists, researchers or media representatives. All group members are required to complete pre-joining questions before entry is gained, with one of these questions involving declaring whether they have experience of a loved one going missing.

If moderators have reason to believe that a journalist, researcher or media representative is attempting to go against these rules, they will not be granted entry or if they are currently active, they will be removed from the group.

In the case of researchers, only projects that have been discussed separately between Family Support staff and the researcher in question will be posted on the group. This post will come from the Missing People team themselves so that members know this vetting procedure has taken place.

Sharing of personal details:

We recognise that as connecting with others over experiences of missing can be supportive, this can lead group members to wish to connect outside of the group. On this Facebook platform, we do not encourage this as we cannot be responsible for keeping any external interactions safe for all parties.

Sharing experiences safely is what this group aims to support, however, for the safety of all group members, we ask that the personal details below are not shared on the group. If they are, these will be removed by moderation:

* Email addresses
* Phone numbers
* Home or work addresses (general locations in the UK, such as your region or hometown, are permitted)

Sharing of paid services and products:

We understand that sometimes, some group members may want to recommend other support services that they have found beneficial. We ask that where possible, any services recommended are free to use. If paid services are recommended, we ask that this is not done excessively and are not shared by someone who provides the service themselves. This is in place to avoid any vulnerable group members feeling pressured into spending:

We ask members not to use this group to recommend or promote paid products.

The following will be removed by moderation:

* Posts or comments that promote a paid service by the individual who stands to benefit financially from this (even if this person is also a family or friend of a missing person)
* Posts or comments that promote a paid product.

Abuse:

Mentions of abuse in very general terms are acceptable within the group. However, moderation will remove any posts or comments that include:

* Graphic references to any kind of abuse or any violence, including self-harm.
* Images or media of any kind of abuse or any violence, including self-harm.
* Allegations of abuse towards named individuals.
* Abusive statements aimed towards other group members, including those that are emotionally, sexually or physically violent in nature.
* Any content shared that suggests harm to animals.

Bullying and harassment:

This group aims to be a safe space for everyone who has experienced a friend or loved one go missing. This is irrespective of age, gender, race, sexual orientation, religion or belief (or lack of), disability, sex, whether they have or are expecting children and whether they have undergone gender reassignment.

Any behaviour that aims to intimidate, aggravate, threaten or upset other group members based on the above characteristics is not allowed within this community.

All group members are expected to remain respectful in their interactions with each other. Any comments or posts that clearly aim to cause general upset or that are disrespectful are not allowed. Moderation will remove any comments or posts that fall into these categories.

Examples of content that moderation will remove are given below:

* Threats and intimidation
* Name calling, insults and sarcasm that is belittling or judgemental to others.
* Harassment, including repeating comments with a clear view to cause upset or annoyance.
* Making negative comments or accusations against a large group of people based on any of the identity characteristics mentioned above.

If a group member repeatedly shares posts and comments that fall into this category. Moderation may take the decision to remove them from the group. If the group member is known and supported by the Family Support team, a member of staff will contact them to acknowledge why

this has happened. If a group member is not known and currently supported by the Family Support team, Missing People will aim to contact them directly to give an explanation. However, based on an individual group member’s privacy settings for messages, this may not always be possible.

Posts and comments in languages other than English:

We recognise that people who are impacted by missing come from every walk of life. However, within this group, we can only allow posts and comments that are shared in English. This is purely for safety purposes, as we cannot moderate posts and comments that we do not understand ourselves.

Disagreements and conflict between group members:

We understand that not everyone will get on all the time and that sometimes, disagreements may arise within the group. However, moderation will remove any posts or comments, relating to conflict that are not respectful, that could cause upset or harm to those they are aimed at or to other group members reading them.

Emergency support:

If group members are experiencing a mental health crisis, this group cannot provide immediate, emergency support. This is because we do not have the capacity to actively moderate on a 24/7 basis.

If you need immediate support for your welfare or the welfare of another person, please call 999 or 111 who can provide an emergency response. Our Missing People Helpline is available 9am – 5pm (for calls) and 10am – 10pm for online chat, for you to discuss your missing loved one, how you are feeling and to gain advice on managing your missing situation.

If a group member shares a post or comment that suggests that they may pose harm to themselves or another person, moderation will encourage them to contact the services above. In situations where they are not known to the Family Support team but there is clear suggestion of intent and some possible information can be gained from their Facebook account as to their whereabouts, moderators have a duty of care to report this to the police.

If the group member is known to and currently supported by the Family Support team at Missing People, a member of staff will make contact with them separately to the group to offer assistance and if necessary, communicate their concerns to the emergency services.

Illegal activity:

Any posts that appear to in any way encourage illegal activity like theft, use of illegal images and software or illegal drug use will be removed by moderation. If any posts or comments give moderation reason to believe that the activities they relate to could cause serious harm, they will contact the police who may be given access to the group for the purposes of preventing this.

Giving expert or medical advice:

We ask that group members refrain from giving advice to others that is expert or medical, even if they are qualified to do this. This is because moderation cannot validate qualifications which could lead to unsafe actions being taken.

It is okay to share a personal diagnosis if a group member chooses and is comfortable to do so or to suggest another member goes to visit a doctor. However, suggesting specific medical treatments or diagnosing others is not allowed.

Romantic interactions or intentions:

This group is not intended to facilitate dating or romantic relationships between group members. If some group members stray from its original purpose, it may make others feel that the group’s original supportive intentions, and an individual’s reasons for joining, are lost. We also cannot be responsible for keeping interactions of a romantic nature safe. Moderation will remove any posts or comments that are romantic towards another group member or that contain flirtation.

Sharing misinformation, disinformation, opinion as fact and conspiracy:

Misinformation refers to information that is shared that is inaccurate or false. Usually, the person sharing it believes it is true. Disinformation is when a person shares inaccurate information knowingly understanding it to be false.

Conspiracy relates to a person believing something is true despite there being no evidence to suggest so.

Opinion as fact refers to a person sharing their opinion as if it is fact, for instance, blanket statements about whole groups of people.

Moderation will remove any posts or comments that suggest false information, especially around topics that could cause upset or harm if not removed. Group members are able to contact

moderation about these decisions by emailing [family.support@missingpeople.org.uk](mailto:family.support@missingpeople.org.uk) if they feel a decision is unjustified.

If moderation views a post or comment that contains opinion as fact, they will aim to comment on the post to support the fact that what has been shared is an opinion.

Defamation and accusations:

Defamation is defined as writing and saying something that damages the views of others around this person or their reputation. Moderators will remove any posts or comments that are defamatory or make accusations against named or clearly identifiable individuals.

Sexual content:

Moderation will remove any posts or comments that reference specific sexual activity. Any links, images or media shared that display sexual acts will be removed.

Gambling:

Moderation will remove any posts that contain links to gambling sites.

Images of minors:

We ask that the only photos of children and young people under the age of 18 that are posted onto the group are via those who are their parents or legal guardian or who have permission from their parent or legal guardian to do this.

Any images uploaded of children that moderation feel are potentially unsafe, for example, images where a child’s school could be identified from a school uniform logo, will be removed.

Swearing:

We do not allow anyone under 18 to become a member of this page. Consequently, moderation will not remove posts or comments that contain swearing as long as they:

* Are not repetitive or excessive.
* Are not aimed at another group member.
* Are not having a negative impact on others within the group.

Supportive statements:

Everyone is entitled to hold their own political beliefs. However, we ask group members not to share these in an inflammatory way, for example “I agree with the bombing of \_\_\_\_”. Inflammatory relates to comments that suggest or aim to arouse angry or sometimes violent feelings. We ask for these kinds of statements not to be shared as it can create division between group members in a space that is designed to be united and supportive. Moderation will remove any comments or posts that they view as inflammatory or politically divisive.