

Meeting Type: Full Council	Agenda Item: 15
Date of Meeting: 17 June 2026	
OAKHAM TOWN COUNCIL	
Report Author: Communications WG / Cllr Ainsley	Purpose: Decision / Discussion / Update
Title: Amendment to the Communications Policy – Addition of Social Media Moderation Framework	
<p>Background: The Communications Policy does not include a framework for moderating comments on council social media channels. A recent incident, where comments about the new Mayor were removed by a councillor highlighted uncertainty around roles and lawful moderation. The absence of a framework creates reputational, procedural, and governance risks.</p> <p>Why the Change is Necessary</p> <ul style="list-style-type: none"> • Moderation is an operational function and must be carried out by officers under delegation. • A framework ensures consistent, transparent, and defensible decisions. • It protects staff from pressure and supports lawful handling of abusive or defamatory content. • A published policy reduces legal and reputational risk. • It reassures residents that criticism and political opinion will not be removed. <p>Summary of the Proposed Addition</p> <p>The Social Media Moderation Framework provides:</p> <ul style="list-style-type: none"> • clear moderation principles • delegated authority to the Clerk or officers • explicit prohibition on councillor moderation • criteria for removable content • confirmation that criticism will not be removed • record keeping and escalation requirements • provision for temporary suspension of commenting <p>Legal and Governance Implications</p> <p>Strengthens compliance with the Local Government Act 1972, the Nolan Principles, the Member Officer Protocol, data protection and defamation law, and platform terms of service.</p> <p>Proposal:</p> <p>That Full Council:</p> <ol style="list-style-type: none"> 1. Approves the addition of the Social Media Moderation Framework to the Communications Policy. 2. Authorises the Clerk to update and publish the revised policy. 3. Notes that councillors must not undertake any moderation activity on council social media channels and must refer all concerns to the Clerk. 	

For completion by the office

<i>In Budget</i> <input type="checkbox"/>	<i>Spend Authorised</i> <input type="checkbox"/>	<i>Budget Header:</i>			<i>Amount:</i>
<i>Estimates</i> <input type="checkbox"/>	<i>Quotes</i> <input type="checkbox"/>	<i>Emergency Spend</i> <input type="checkbox"/>	<i>Sole supplier</i> <input type="checkbox"/>	<i>Specialist</i> <input type="checkbox"/>	
<i>P.O</i> <input type="checkbox"/>	<i>Invoice Checked</i> <input type="checkbox"/>	<i>Reason for spend:</i>			
<i>Legal Power: Local Government Act 1972</i> <i>amend as necessary</i>		<i>Contract Finders</i> <input type="checkbox"/>	Supplier:		