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Nottinghamshire Sexual Violence Support Services



Social Media Handbook

Find out about our social media presence and how you
can support us online

WELCOME!

We have put together this handbook to cover some of the main questions you may have about our social media presence. We also include some hints and tips which might help you through your interactions with us and others.



GETTING SOCIAL WITH US...

An important part of our work is helping to provide positive messages to survivors around experiences and recovery, to challenge myths and stereotypes around sexual violence and raising awareness about news and services. We have various social media channels which we use to help us in this work.

our main accounts

Our main accounts on Twitter and Facebook are searchable under @NottsSVSS (the addresses are written in full below).

These two accounts have regular daily posts, often following a monthly or fortnightly theme (eg consent, stealthing) as well as affirming images and links to recent or relevant news and information. The planned posts are similar across both Facebook and Twitter. The Twitter feed tends to be the most responsive of these two accounts with us retweeting extra news and posts during the day.



<https://www.facebook.com/NottsSVSS/>



<https://twitter.com/NottsSVSS>

If you have any suggestions of issues or features that can be covered by our main social media accounts, please let us know, by emailing admin@nottssvss.org.uk



campaigning accounts

Our @NoMoreRapeMyths account is based around our campaign for better media coverage on sexual violence. This includes daily posts and retweeting of other posts from followers who have highlighted poor or good reporting to us. You can get involved by following the account, retweeting our information and also letting us know about good/bad media coverage using @NoMoreRapeMyths or #NoMoreRapeMyths



<https://twitter.com/NoMoreRapeMyths>

You can find out more about the #NoMoreRapeMyths Campaign on our website: <https://nottssvss.org.uk/no-more-rape-myths/>

MYTH
Sexual abuse doesn't happen in same-sex relationships.

FACT
People in same-sex relationships are just as likely to experience sexual abuse and rape as straight people. LGBT+ people can find it difficult to seek support because of additional stereotypes and the prejudices they face.

MYTH
If someone drinks a lot or take drugs they shouldn't complain if they end up being raped or sexually assaulted.

FACT
If a person is unconscious or incapacitated by alcohol or drugs, they are unable to give their consent to sex. Sex without consent is rape. No-one asks or deserves to be raped or sexually assaulted.

MYTH
If a man pays for a dinner or date, a woman is expected to reciprocate with intercourse.

FACT
Who pays for dinner is irrelevant, and nobody should be obliged to reciprocate anything. Coercing or pressuring someone into sex after paying for a date is illegal.

Media Guidance

Whenever rape, sexual violence or sexual abuse is mentioned, information should be provided about appropriate support agencies. This includes in dramas where, whilst something may not have explicitly happened, it is implied, or a character is starting to experience abuse, coercive control or grooming.

#nomorerapemyths

SUPPORT THROUGH SOCIAL MEDIA

Our social media platforms are managed by staff who have an awareness of sexual violence and its impact. However, they are not trained counsellors and the platform is not managed on a 24 hour basis. This means that we are not able to offer support to survivors over social media, even where they have direct messaged us about this.

If you do try to access support/advice by direct messaging us through our social media channels, we will ask you to refer into our services via the helpline or our online referral form.

CONTACTING YOUR COUNSELLOR/SUPPORT WORKER THROUGH SOCIAL MEDIA

As part of the ethics and guidelines we adhere to through our membership with BACP our staff do not accept friend requests or converse with clients through their personal social media accounts. If you have any questions about this, please do bring them up during one of your support sessions and we can talk more about it then.

Unfortunately, we are not able to offer support through our social media.

You can get support by:

phoning our helpline: 0115 941 0440

filling in our contact form:

<https://nottssvss.org.uk/contact/>



SHARING INFORMATION ON SOCIAL MEDIA

We really value it when people give up their time to follow us and support and share our messages over their social media.

We know from our work with survivors and through our campaigns that there is a lot of misinformation and myths around sexual violence, which are harmful to both survivors of sexual violence and the wider community. We hope that by sharing our information, you will help shine a light on the truths around sexual violence.

We understand that by sharing information and supporting our work through your social media can be quite daunting, especially if you are a survivor or if someone tells you that they have experienced something.

We have written some hints and tips to help you navigate any issues that occur, but if you do need support or advice, please do phone our helpline:

0115 941 0440



what it means to talk about sexual violence online

It is really important, when using social media to talk about sexual violence, that you are passing on the best possible information and messages. Looking at your posts might be the first time somebody is faced with the reality of sexual violence and so it is important that the messages are right. We have put some hints and tips on the following page to help you with this.

here are a few tips to help you get started:

In the first instance and until you feel confident commenting on this subject, we suggest that you start by sharing posts from our social media feeds. This will also help to direct people to our service, should they need it. We have quite a few to choose from:

@NottsSVSS (On Facebook and Twitter) – For general information, campaigns and regular myth busting

@NoMoreRapeMyths (Twitter) – Our campaign to challenge the use of rape myths in the media

Sometimes, when you share our posts, you might want to add some of your own text to make the post your own. It is useful to be aware of some common myths people believe around sexual violence.

No matter what anybody suggests, survivors of sexual violence are never to blame for what happened. It doesn't matter if they had been drinking, what they were wearing, if they were out late at night etc, the only person who is responsible for the attack is the person who carried out the attack. It may be useful for you to know that around 85% of people are assaulted by somebody known to them.

We often find that perpetrators of sexual violence are provided with 'excuses' particularly when their stories are covered in the media. Often there is a focus on a perpetrator's childhood, previous experience of abuse, mental illness, even the amount they had to drink. We believe that excuses for perpetrating abuse are just that – excuses. They are not a reason for one person choosing to abuse another person.

To avoid misinformation, only provide statistics or facts that have been provided by us or another reputable organisation, such as Rape Crisis England and Wales. This is also helpful because if you are challenged on something you can just provide a link to the relevant social media outlet or webpage and disengage from the conversation.

If you are sharing posts from our social media accounts, we ask that you do so responsibly, without using aggressive or sensationalist language or swearing. As we support survivors of all backgrounds and genders, we also ask that your messages are mindful of this.

TROLLING AND ONLINE HARASSMENT

Unfortunately, trolling and online harassment is something which can occur through social media. Examples of trolling can be when:

- a person deliberately quarrels with or upsets another person on the internet
- a person sows discord by posting inflammatory and digressive, off-topic messages/responses with the intent to upset or provoke another into an emotional responses
- it can include posting content, images, films or GIFS which could be upsetting to a person or other internet users

If you have been trolled it can make you and other users feel upset, especially when it is around an emotive subject like sexual violence.

It is important to remember that trolling is something that you do not have to put up with.

Where it is obvious that a person is deliberately trolling yourself or others on your social media pages, we suggest that you block them from your page and delete their posts. You can find out how to block someone by clicking on the relevant links below:



<https://help.twitter.com/en/using-twitter/blocking-and-unblocking-accounts>



<https://www.facebook.com/help/290450221052800>



<https://help.instagram.com/426700567389543>

Social media platforms also enable users to report abusive online content. Here are links on how to do this:



<https://help.twitter.com/en/safety-and-security/report-abusive-behavior>



<https://www.facebook.com/help/www/181495968648557>



<https://help.instagram.com/192435014247952>

We do not tolerate any form of trolling on our social media pages and we hope that you choose not to either.



trolling or a misunderstanding?

Where it could be considered that somebody may have misunderstood a post or might genuinely have a query you might choose to interact with them further. In this case we suggest that using a well thought out response including a link to further information (from our website) or to our social media handle might be a good idea. Alternatively, you could just say something like 'Well that is not my understanding. Why don't we ask the experts' and then link to our social media account @NottsSVSS.

If you are choosing to support us through your personal social media platforms, it is really important to remember that we never want you to put up with trolling, harassment or the bad behaviour of others.

WHAT TO DO IF SOMEONE TELLS YOU THEY HAVE BEEN ABUSED

If someone tells you that they are being abused or have been abused, this can be very difficult for you. You may feel that you are in some way responsible for that person's safety. **If this does happen, remember that we do not hold you responsible for "solving" their situation**, but if you can respond in a caring way and direct the person to the relevant support that will enable them to get the help they need. Pages or information you could share are:

- If they are in danger, tell them to phone 999 and ask for the Police
- Our Get Help Now Page <https://nottssvss.org.uk/get-help-now/>
- Information about Rape Crisis England and Wales <https://rapecrisis.org.uk/>
- For information on domestic violence, you could share Equation's page which has links to several helplines: <https://www.equation.org.uk/need-help/>

If you are not sure what to say, it could be something like "I'm very sorry to hear that. If you need support, you can access help and advice here: <https://nottssvss.org.uk/get-help-now/>"

FINALLY...

We hope that you have found this guide useful. If you do have any queries, please do not hesitate to contact us.

Our colleagues at Shake Social have also put together a really useful guide about staying safe online, which includes information about setting passwords and security around other software and programs: <https://www.shakesocial.co.uk/staying-safe-online/>