



Role of moderation

Purpose

The Forum is a SANE Service. Its primary function is to provide a space where support is given and received mutually between members.

Important – membership and personal responsibility

Membership requires you to be willing and able to engage with others in the spirit of mutual support.

You are expected to take *personal responsibility* for your participation in this community, accepting and applying the guidelines and ground rules provided.

Important - guidelines and ground rules

The guidelines and ground rules are built around the expectation that members take personal responsibility for their presence and contributions in the community.

They outline the practicalities of personal responsibility, including tools to enable you to manage your contributions and responses to the difficult interactions or other challenges that arise as part of any group or community interaction.

NB: You are expected to **take personal responsibility** for your contributions at all times, including times when difficult or challenging situations or interactions may arise.

The role of moderation

The role of moderation is to ensure the wellbeing of the community as a whole, through supporting the objective of facilitating mutual support.

The moderation role also includes taking an overview of interactions, acting as necessary when members do not appear willing or able to take the personal responsibility expected.

NB: Please **accept and apply all ground rules and guidelines** if you wish to be a member of this Forum. If, at any point you are unable or do not wish to accept and apply the ground rules or guidelines, please *refrain from using the Forum*.

Please **accept and respect** the actions of the moderating team. Moderation actions are guided by the expectation that members agree to the principle of taking personal responsibility for their contributions and presence on the Forum when they choose to use this service.

1. Role of moderation

The role of moderation reflects the expectation that members will take personal responsibility for their presence and contributions on the Forum as outlined in the ground rules and guidelines.

Action will be taken by the moderating team as necessary when members appear unwilling or unable to take personal responsibility for their contributions and/or comply with the guidelines.

The role of moderation does **NOT** include the provision of emotional support directly to members, including those who may be feeling suicidal or in crisis.

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Role of moderation



- The moderating team will take action as necessary when members appear to be unable/unwilling to take personal responsibility for their contributions within the community as outlined in the ground rules and guidelines.
- The moderating team reserves the right to remove any content that is not in keeping with the ethos and principle of mutual support.
- Please accept and respect actions taken by the moderating team.

2. Moderation boundaries and procedures

The Forum is available for the provision of mutual support 24 hours a day on the basis that members take personal responsibility for their participation in the community, using the guidelines and ground rules provided for guidance and support.

Forum overseen by the moderating team - the Forum will be overseen by the moderating team regularly and routinely (though not continuously) between **10.00am and 10.00pm Monday to Thursday and 10.00am to 5.00pm on Friday.**

The Forum will **NOT** be overseen by the moderating team at weekends or Bank Holidays.

While the principle of personal responsibility applies at all times, in using the service you may wish to take into consideration those times when the site is actively overseen by the moderating team.

NB: While the principle of *personal responsibility* underpins the ethos of the Forum at all times, it is particularly important that you abide by this principle when the Forum is not actively overseen by the moderating team.

Those times when the site is not actively overseen by the moderating team should **NOT** be seen as an opportunity to absolve yourself of personal responsibility or ignore guidelines or ground rules. Please remember:

1. Respect yourself
2. Respect other members
3. Respect the space provided

NB: In order to ensure the wellbeing of the community as a whole the moderating team reserves the right to take action as necessary with regard to individual members in line with moderation boundaries.

This may mean, for instance, that there may be occasions when individual members who have demonstrated that they are not able or willing to take responsibility for the nature of their posts as outlined in the guidelines may be allowed access to the Forum only at times when it is actively overseen by the moderating team.



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Any such action is only ever warranted on relatively rare occasions and applies, at most, to one or two members at any one time, ie negligible numbers in proportion to the size of the community as a whole.

3. Communication with the moderating team

Reports – if you have a concern about a post, select the red exclamation mark attached to the relevant post. All reports will be read; action may be taken as necessary. Reports will NOT be responded to directly.

Email – for any other communication about the Forum, your membership, username changes, concerns etc, please email supportforum@sane.org.uk. Responses will be at the discretion of the moderating team, and within the boundaries and procedures outlined above.

4. Comments/feedback about moderation

- Take **personal responsibility** for any concerns, comments or feedback about moderation. Communicate these **directly** to supportforum@sane.org.uk.
- Public comments about moderation that are considered unhelpful to the community as a whole **will be removed at the discretion of the moderating team**.
- Please ensure that communication with the moderating team is respectful.
- All comments and feedback will be considered and responded to individually if appropriate.

Please note:

Guidelines and ground rules will be periodically reviewed and updated.
Any changes or amendments will be announced on the Forum.

NB: Comprehensive guidance is provided to enable you to take personal responsibility to manage your presence on the Forum. SANE cannot take any responsibility for any distress that may arise from use of the Forum.