



LPP User Forum: House Rules

AIM of the LPP User Forum

The LPP User Forum aims to give men and women who use services provided by the London Pathways Partnership (LPP) and the National Probation Service (NPS) in London an opportunity for peer support through sharing personal experiences and stories, seeking and giving support and sharing feedback about what has and hasn't been helpful. Our aim is to create an online community that assists members to develop a helpful support network and safe lifestyle.

All members are expected to abide by these house rules. They have been developed in collaboration with users of LPP/NPS services and they aim to help you to take responsibility for your own and others' safety on the website.

SAFETY FIRST

House Rules

When you join the Forum, you must abide by these house rules, so please ensure you have read and understood them. Please check with a forum moderator if you are unsure about any of the rules. You can contact a moderator on forum@lpp-pd.co.uk if you're unsure whether it's OK to post something.

Moderation of Posts

Online discussions are viewed by the Moderation Team every working day during normal working hours.

There is a 'Report' button if you have any concerns about others' posts. We will actively address any concerns raised by members. This will involve discussion of the concern and clarification of what is expected. Significant or persistent violations of house rules may lead to a warning, suspension or, in extreme cases, termination of membership.

Anonymity

When signing up to the forum, you will choose a username. This should be a name that does not enable others to identify you (such as all or part of your name). You are asked not to share your login details with anyone else, or to share any information that would identify you personally. The LPP User Forum is not a social networking site and anonymity enables everyone to share feelings and experiences safely. For this reason we also ask you not to try to discover or reveal other members' identities.

DO'S and DON'Ts

DO's

- ✓ Do take responsibility for what you share with others. Use the discussions to ask for support, assist others to find their way through difficulties, and let others know what you find helpful in their responses.
- ✓ Do be supportive to other members and treat them with respect and sincerity. Share helpful experiences and insights, ask open questions and provide constructive feedback.
- ✓ Do share what has been helpful for you in living a positive and safe life, without giving advice to others. This includes not giving advice about any medical treatment. If you want advice about your treatment or a medical matter, please get in touch with a staff member or other professional.
- ✓ Do use the site as a support for your life outside your therapy, and not as a replacement for it. LPP User Forum discussions are not an alternative for treatment.
- ✓ Do report any comments that cause you concern, or any threats you perceive to yourself or others, by using the 'Report' button. This will be picked up and addressed by a moderator of the site.
- ✓ Do contact the LPP team at forum@lpp-pd.co.uk or use the 'Report' button with your concerns, interests and feedback. We will review the content and usage of the website regularly.

DON'Ts

- Don't use abusive, insulting or personal comments. If you see such a comment posted by another member, bring it to our attention using the 'Report' tab. This will be picked up and addressed by a moderator of the site.
- Don't make sexist or racist comments, or any potentially offensive comments about others' sexual orientation, nationality, religion, disability or state of health. If you see such a comment posted by another member, bring it to our attention by using the 'Report' tab. This will be picked up and addressed by a moderator of the site. The LPP User Forum has a zero tolerance policy for hate speech, malicious and stereotyping comments.
- Don't contribute content that may encourage or provoke other people to harm themselves, harm others, or endanger another person's safety or well-being. Any such content will be immediately removed from the site. If you see content of this kind posted by another member, bring it to our attention straightaway by using the 'Report' button or contacting an LPP professional.
- Don't post sexually explicit comments. Any such comments will be removed immediately. If you see comments of this kind posted by another member, please bring them to our attention straightaway by using the 'Report' button or contacting a staff member.
- Don't promote or advertise specific products and commercial services. Such content will be removed from the site.
- Don't include any material in your posts that is protected by copyright laws.

We hope you find the LPP User Forum helpful, safe and supportive. We welcome your comments and feedback about the website. You are encouraged to contact the team with any comments, feedback or concerns at forum@lpp-pd.co.uk.