

# A quick guide to the West Kent residents discussion group



The West Kent residents discussion group is a space where residents can share their views and suggestions, give feedback on West Kent’s services, and get involved in friendly discussions- all from the comfort of their own home. The group is run as a Facebook group and you will need a Facebook account to join. Groups on Facebook provide a space to communicate with others about shared interests and ideas. The group is managed by the Communications and Engagement Team.

## How do I join it?

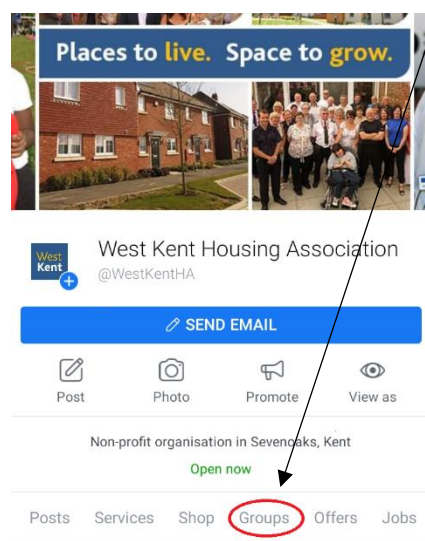
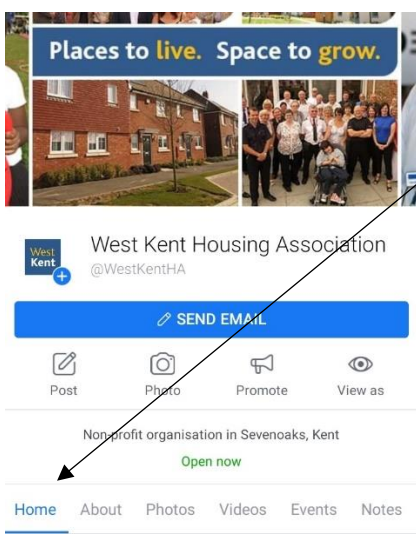
If you already have a Facebook account:

- Sign-in to Facebook <https://www.facebook.com/>
- Go to the West Kent homepage <https://www.facebook.com/WestKentHA/>
- Click ‘Groups’ from the menu

-on a laptop/desktop the menu will be on the left-hand side

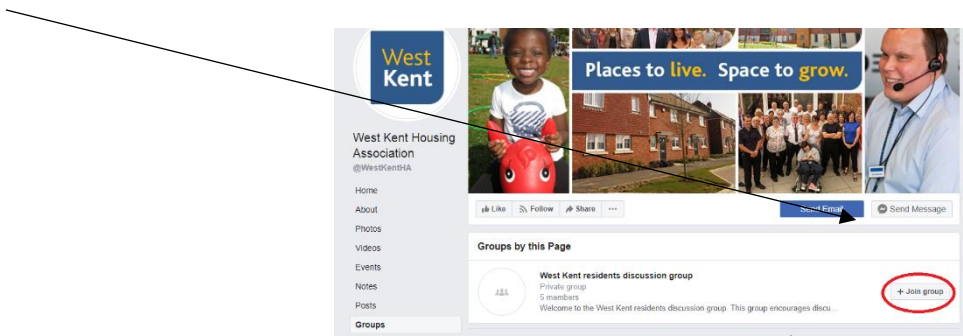


-on a mobile or tablet, the menu will be at the top- you might have to scroll across to find groups

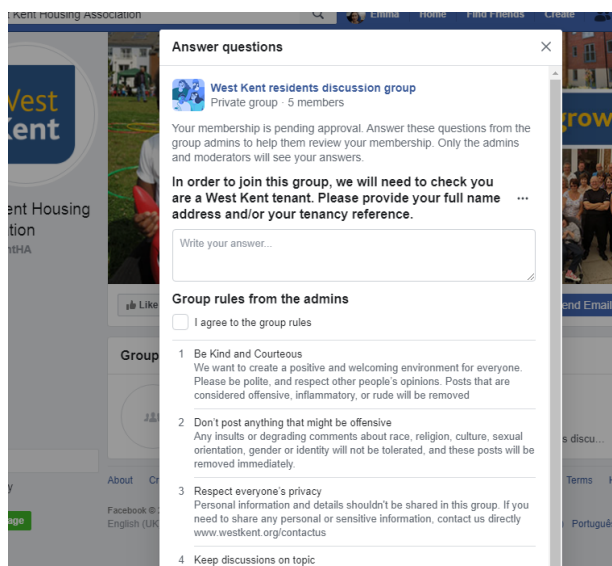


You can also find the group by searching 'West Kent residents discussion group' in the search box on Facebook.

When you find the group, you need to request to join



You will then be asked to provide your name and address and/or tenancy reference so we can confirm you are a West Kent tenant. You will also need to read and accept the group ground rules. These rules are to make sure the group is a positive and constructive place and that people are respectful and polite towards each other. Anyone who breaks these rules may be removed from the group.



Once you have provided these details, you will get a notification to say you are now a member of the group.

When you visit the group as a member, there are two main areas where you will find topics:

## The discussion area

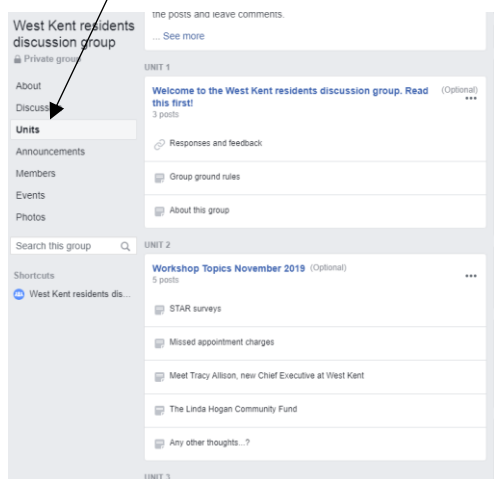
This is the first area you will see and is the news-feed for the group. It's where everyone can ask quick questions and make comments. We might also post quick surveys and polls here and links to relevant websites.



## The units area

This may not be an area you have seen before in a Facebook group. You can find the units area in the left-hand menu in a desktop/laptop, and the top menu on a mobile/tablet us to respond.

### Desktop/laptop view



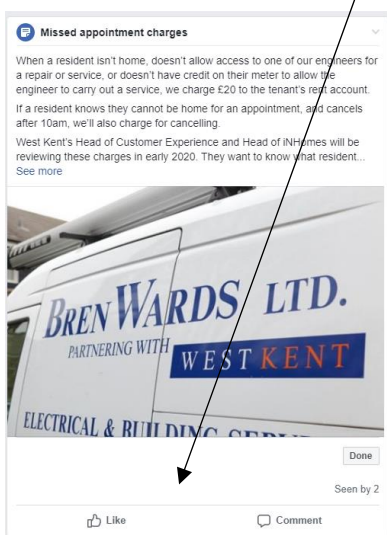
### Mobile/tablet view



Using units is a slightly different way of organising a group, and it means we can organise and keep track of different discussion topics much more easily. For example, this is where we will put all the topics we discuss at the workshops, so you can still get involved in the discussions, even if you can't come along on the day. By posting the topics as units, we can keep track of everyone's feedback and ideas and it will be much easier for us to respond and to pass on information to the relevant areas of service.

Each unit has a title (in blue) and if you click on this, it will take you into the unit where you can see each individual post that forms the unit.

You can then comment 'like' etc as you would in the discussion area.



Only West Kent staff can add units, but all members of the group can comment and all members of the group can start discussions in the discussion area.

If you don't have Facebook account, you will need to create one to join the group <https://www.facebook.com/>

## Privacy

The group is a private or closed group. This means anyone who joins it must be approved by West Kent staff and only members can see what's happening in the group. You will be able to see other members of the group (their profile picture and name) and they will be able to see you, but you won't be able to see their profile or any details unless you are friends with them, or they have made their full profile public.

It's important that you make sure your privacy settings are set correctly. You can get lots of information about privacy settings in the Facebook help centre <https://www.facebook.com/help/325807937506242>