

Office of the Police and Crime Commissioner, Wiltshire and Swindon.

Social Media Policy Effective April 2022

The social media accounts of the Wiltshire and Swindon Police and Crime Commissioner (PCC) and of the Office of the Police and Crime Commissioner (OPCC) are monitored on a daily basis and within office hours (9am-5pm).

Sometimes, we will respond outside of those hours and at weekends but not as a rule.

Crimes should always be reported to 101 and in an emergency you should always call 999.

The accounts are moderated and managed by the Communications and Engagement Team in the OPCC, who sometimes will need to gather more information in order to respond to a query. This does mean that, on occasion, there may be a delay in replying or sending you a response via a direct message.

If your query contains personal details, is serious or requires an urgent response you should contact the PCC's office on email: pcc@wiltshire.police.uk

Complaints are handled via the OPCC. There is a section on our website which explains the process and how you can navigate it. You can find this here ([hyperlink](#)).

Moderation

Most online communities have their own rules and guidelines, which we will always follow.

Where possible, we will rely on the measures of protection and intervention which the social networking site already has in place by flagging comments or alerting the network owners to any breaches of the site's terms and conditions.

We also have our own rules. We reserve the right to remove any contributions, or block users, which contravene any of the following guidelines:

- Please be respectful, civil and tasteful in what you post.
- Don't discuss ongoing cases and investigations.
- Don't post unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive posts.
- Please avoid offensive language.

- Don't publicise your, or anyone else's personal information, such as contact details.
- Don't advertise.
- Don't impersonate someone else.

Blocking and unfollowing

Continually posting offensive, abusive or defamatory comments will mean your profile will be blocked. We will always tell you beforehand if this is going to happen.

We want people to engage and have respectful debate but

If we block your account, this is probably because you've followed, or liked, purely to promote a product or service that we cannot support or because you've contravened the rules of a particular social media space.

Similar reasoning will apply if we unfollow accounts or people.

Liking and Following

Please don't be disappointed if any of your comments are not 'liked' or we don't 'follow' you on social media. We are interested in all of your feedback.

The Commissioner will 'like' and 'follow' people and organisations which provide information relevant to their work and that of the OPCC. This can be, for example, local media, government (national and local), national media, commissioned services and our partners. Those accounts whose information can be shared for the benefit of local people.

The Commissioner will also, on occasion, lend support to local and national campaigns and share information which will be of interest to those that follow them.

There will also be times when the communications and engagement team will need to like or follow an account in order to take part in conversations.

This is not a reflection of endorsement or that the Commissioner or their office agree with their views.

Sharing and Retweeting

We try and share or retweet information that we think will be of interest or use to our followers, but don't be disappointed if we don't retweet something you want us to.

This is just down to the amount of traffic we may have or because we are trying to keep our news feed clear to promote an event or news of our own.

Pre-election period

In the six-week run up to an election - local, general or European - we have to extremely careful not to do or say anything that could be seen in any way to support any political party or candidate.

We will continue to publish content on our official pages/accounts but will remove responses if they are overtly party political.