



## Facebook Policy

The following text is published at [www.avonandsomerset-pcc.gov.uk](http://www.avonandsomerset-pcc.gov.uk) and a link to this page can be found on the official Facebook page of the Avon & Somerset Office of the Police & Crime Commissioner (PCC).

### Content

The Avon & Somerset Police & Crime Commissioner account (/AandSPCC) is managed by members of the Office of the Police and Crime Commissioner (OPCC) Communications Team. On occasion, some automation may be used (such as tools which generate posts from RSS feeds) but it is intended that this will not dominate the messages posted. If you like or follow us, you can expect a minimum of seven posts a week, and shared posts from other accounts with information we find valuable to our followers.

You can expect the official Avon & Somerset Police & Crime Commissioner Facebook page to publish posts covering some of the following topics:

- Alerts about new content on our other digital channels (news, publications, videos on YouTube, statements, publicity campaigns etc)
- Alerts about upcoming events, information on how you can attend and what to expect at them and occasional live coverage of events
- Invitations to provide feedback on specific issues on which we are consulting
- Updates in the Police and Crime Commissioner's appointments and if the PCC or any member of the OPCC team are attending events of interest
- Information about how Avon and Somerset residents can get involved, such as volunteering or job opportunities, as well as guidance on how to submit nominations for awards
- General guidance or support options, from services the OPCC feels are appropriate and useful for the Avon and Somerset residents

## **Following**

If you choose to 'like' the official Avon & Somerset Office Police & Crime Commissioner Facebook page, we may 'like' you back. If we 'like' your page or profile, this is not an endorsement of any kind.

We may decide to 'unlike' a page or profile at any time, if the content is deemed inappropriate.

We reserve the right to reply to, report or block any person(s) we deem to be abusive, negative or offensive via our official Facebook page.

## **Availability**

We will update and monitor our Facebook page during office hours Monday to Friday and occasionally outside of these hours if there is cause to. If you message us outside of usual office hours, please be aware that we may not respond until the next working day.

Facebook may occasionally be unavailable and we accept no responsibility for lack of service due to Facebook down time.

## **Direct Messages, Replies or Mentions**

We welcome and encourage feedback and questions from our followers and do endeavour to join the conversation where possible. We cannot respond to every message individually and may refuse to engage with any comments or posts that could be deemed offensive or abusive. However all posts to the page and direct messages are read and any emerging themes or helpful suggestions are passed to the relevant people in the team.

The Avon & Somerset Police & Crime Commissioner Facebook page will not engage with issues surrounding party politics or those which break the rules of our general comments policy. As a matter of course, we will also not share or endorse fundraising posts.

The usual ways in which to contact the Office of the Police and Crime Commissioner are available to find in the contact section of the official website.

***/SMountstevens is the personal account of the Police and Crime Commissioner Sue Mountstevens***