



## Twitter 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 Twitter profile of the Avon and Somerset Office of the Police and Crime Commissioner (PCC) and on the official Twitter profile of the Senior Commissioning and Policy Officers for the Office of the PCC Sue Mountstevens.

### Content

#### @AandSPCC

Avon and Somerset Police and 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 tweets from RSS feeds) but it is intended that this will not dominate the messages posted. If you follow us, you can expect a minimum of 10 tweets a week, and retweets from other accounts with information we find valuable to our followers.

You can expect the official Avon and Somerset Police and Crime Commissioner Twitter Account to publish tweets 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

## **@ASPCC\_SCPO**

The Avon and Somerset PCC Commissioning account (@ASPCC\_SCPO) is managed by the Senior Commissioning and Policy Officers for the Office of PCC Sue Mountstevens. On occasion some automation may be used (such as tools which generate tweets from RSS feeds) but it is intended that this will not dominate the messages posted.

If you follow the PCC Commissioning account, you can expect up to five tweets a week covering some or all of the following:

- Alerts about new content on other Avon and Somerset PCC digital channels (news, publications, videos on YouTube, publicity campaigns etc)
- Information about commissioning
- Invitations to provide feedback on specific issues on which we are consulting
- Updates on what the Senior Commissioning and Policy Officers are doing
- Occasional live coverage of events as well as creative content sharing

## **Following**

If you choose to follow the official Avon and Somerset Office of the Police and Crime Commissioner account or the PCC Commissioning account, we may follow you back. If we follow you, this is not an endorsement of any kind.

We may decide to unfollow an account 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 Twitter page.

## **Availability**

Both Twitter accounts will be updated and monitored 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.

Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter 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 @replies and direct messages are read and any emerging themes or helpful suggestions are passed to the relevant people in the team.

Both the official Avon and Somerset Police and Crime Commissioner Twitter account and the PCC Commissioning account 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.

***@SuMountstevens is the personal account of the Police and Crime Commissioner Sue Mountstevens***