



Rules of engagement for social media

The Office of the Lancashire Police and Crime Commissioner uses social media to engage with residents across the county.

Posts are created by staff at the Commissioner's Office to:

- Keep residents up to date with the work of the Commissioner and his Office in delivering the police and crime plan
- Consult on a range of issues such as policing priorities, service changes, the Police and Crime Plan or the council tax precept
- Raise awareness of campaigns and work undertaken by the Commissioner and the Constabulary to keep Lancashire safe

The profiles are also used to highlight the Commissioner's position on national policing issues and any issues that may impact the decisions he may have to make relating to how the Constabulary is able to police the county.

The Commissioner and his Office welcome open debate and honest feedback and are happy to help you in any way possible. We do however have a short set of house rules we ask social media users to adhere to on our channels:

1. Comply with the social media platforms' terms and conditions
2. Comply with the rules set out in this document
3. Respect everyone and do not make comments against a person's race, gender, age, religion, sexuality, their disability or appearance
4. Do not make allegations about individuals or organisations - comments alleging misconduct will be removed and complainants referred to the appropriate complaints policy.
5. We reserve the right to hide or remove posts or to block users who share content which can be considered
 - Abusive or obscene
 - Graphic, sensitive or offensive imagery
 - Deceptive or misleading
 - In violation of any intellectual property rights
 - In violation of any law or regulation
 - Spam (persistent negative and/or abusive tweeting in which the aim is to provoke a response)

Failure to observe the rules may lead to posts being removed and, in some cases, to contributors being blocked or banned from posting or sharing posts in the future. We also reserve the right to report users who breach the social platforms' terms of use through their reporting tools.

Responding to enquiries

- Our Facebook, Twitter and Instagram channels are monitored within office hours which are 9.00 – 17.00 Monday to Friday. Any enquiries sent outside of those hours will be dealt with as soon as possible when working hours resume.
- We will aim to answer your question or direct you to people and/or departments who can, wherever possible.
- In case of an emergency always dial 999

Thank you for your co-operation. We look forward to your comments, feedback and enquiries.

If you have any concerns or comments please contact: commissioner@lancashire-pcc.gov.uk