



POLICE AND CRIME COMMISSIONER FOR DERBYSHIRE

FACEBOOK HOUSE RULES

EXTERNAL POLICY

Control Sheet

Policy Title	Derbyshire OPCC Facebook House Rules
Responsible Officer	OPCC's Head of Delivery, Policy & Strategy
Security Classification	External
Disclosable under FOIA	Yes
Policy implementation date	July 2021 (Last reviewed November 2022)
Next review date	December 2025

Revision date	Changes
06/12/2021	Reviewed content and added front page, policy title box and revision date box and updated the next review date – MR 06/12/2021.
23/11/2022	Updated the next review date to every three years instead of annually as decision taken by Monitoring Officer that the policy does not need to be reviewed annually - MR

Introduction

Thank you for taking the time to check out our house rules - they are a condition of use of this Page.

Our Facebook Page is a place where you can learn more about the work of the Police and Crime Commissioner and victim service partners.

Naturally, we want you to be able to join in with comments on what we and other people are saying so you can tell us how you feel, share insights and concerns and talk to other members of the Derbyshire community. However, we also want this to be a Page where everyone feels welcome.

Please take a look at our house rules below to understand the standards we want people to adhere to in order to make our Page a tolerant and respectful place for all.

1. Be nice

We have a zero-tolerance approach to offensive comments on our Page. If we see a post that is insulting, threatening, offensive (i.e. racist, sexist, homophobic, sexually explicit, obscene, inflammatory) or contains a link to offensive material, we will remove it, either by hiding the comment or deleting, depending on its severity.

We want everyone to feel comfortable using our sites to communicate with us so please do not swear in your posts or post anything people may consider distasteful.

Our profanity filter is set to strong which means that our Page moderation automatically hides posts that contain offensive language. If you use a mixture of characters to try and navigate around this filter, we will find it and remove it if it hasn't been automatically hidden already.

Sometimes we will also hide comments on posts that are intended to de-rail conversations away from the original subject matter, particularly where the subject of the post may find the dialogue upsetting. This means the comment isn't visible to anyone except the person who posted it and their friends.

We will also remove any post we spot that we think might be trying to offend, intimidate or deliberately provoke other people.

In short, if we see comments being:

- Abusive
- Defamatory
- Hateful
- Racially offensive
- Sexually offensive

Obscene
Inflammatory
Unlawful
...we will remove them.

2. Keep it legal

Remember everything you say on here is public. You are legally responsible for what you say and post on this Page. Don't post anything that is: defamatory, fraudulent, deceptive or misleading; in violation of copyright/someone else's intellectual property; or in violation of any other laws or regulations. Your views are solely your own and not those of the Office of the Police and Crime Commissioner. The Office does not endorse any opinions on this Page other than its own.

Further to this, if we feel that a comment on our Page represents an offence legally, such as the broad range of hate offences, we will look to our options to report the individual responsible.

3. Stick to the topic

We've set up this Page to keep you up to date with the latest information from the Commissioner. If we think you're trying to dominate posts on our Page with unrelated topics, we may delete your post. If you persist with this, we may ban you from the Page. The same principle applies to spam and spammers. Do not use our sites for posting spam or adverts for products or services you or your business offers.

4. Personal details

Please keep yourself safe when using online platforms. Do not post your personal details, such as your address or phone number, when posting publicly on our sites. If you have contacted us via Messenger, for example, and a staff member wants to contact you in return, they will privately message you, if possible, asking for your contact details.

5. GIFs and emojis are fine, but no pics

You cannot post pictures in our comments area, but you can post GIFs. But if these GIFs are deemed by us to be offensive, in bad taste, aggressive, threatening and in any way not in keeping with the spirit of the topic, we will remove them. The same applies to emojis, if we feel they are being used to convey an offensive message.

6. Do not pretend to be someone else

Be yourself. Impersonating another user by setting up a fake account, for whatever reason, is not only against Facebook's terms and conditions but it will result in your comments being removed and may lead to a ban.

7. Don't report crime in comments

This is really important. If you need to talk to Derbyshire Constabulary about a crime, please refer to their contact methods on the force's webpage www.derbyshire.police.uk/contact. If it's an emergency, you should always call 999.

If you've come across something on Facebook you think breaks Facebook's terms and conditions, you should report it to Facebook.

8. Operating hours

This Page is monitored between the hours of 9am and 5pm, Monday to Friday. Please note that during this time, we will deal with offensive comments posted to our Page in a reasonable time.

If you do notice any offensive comments on our Page at any time, please send us a private Facebook message and let us know:

- which story the comment was posted on
- the name of the profile that sent the comment
- the time the comment was sent
- the content of the comment

Remember: We reserve the right to remove posts or ban any users that breach these guidelines, without explanation, and change our guidelines at any time and without notice.

We very rarely have a need to ban people from our Page and will only do so after careful consideration.

Repeated breaches of the rules will result in you receiving a private warning. If individuals continue to break these rules, you will be blocked from this page.

What you can expect from us

Who monitors this page?

This Page is run by specialist personnel in the Office of the Police and Crime Commissioner whose role it is to inform and engage with the public about relevant news, campaigns and events. It is not monitored by the Commissioner; however, the Commissioner is informed of any relevant information.

Will you reply to me?

If you post a genuine question on our Page, which has not been covered in the context of the post, and which we feel warrants a response based on the post's content or sentiment, you can expect a response from us. However, we cannot reply to everyone who posts to us and it may not always be possible to reply immediately. We will not respond to rhetoric or any abuse aimed our way.

Also, the Office will not enter discussions about particular cases through social media. If you wish to discuss an issue, please send in the request to www.derbyshirepcc.gov.uk/Contact so your comments can be progressed appropriately. Include your name, home address and email address.

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Questions

Any questions regarding this Policy should be referred through to the OPCC - <https://www.derbyshire-pcc.gov.uk/Contact/Contact-Us.aspx>

Policy Review Date

This policy will be reviewed every three years however, it will be updated as necessary to reflect best practice and to ensure compliance with changes in any relevant legislations.