



POLICE AND CRIME COMMISSIONER FOR DERBYSHIRE

SOCIAL MEDIA ACCEPTABLE USE POLICY

EXTERNAL POLICY

Control Sheet

Policy Title	Derbyshire OPCC Social Media Acceptable Use Policy
Responsible Officer	OPCC's Head of Strategic Policy & Communications
Security Classification	External
Disclosable under FOIA	Yes
Policy implementation date	July 2021 (Last reviewed October 2025)
Next review date	October 2028

Revision date	Changes
06/12/2021	Reviewed content and added front social media channels, 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
09/10/2025	Policy title change to reflect an acceptable use policy that covers all OPCC social media platforms. Content reviewed and updated to reflect this expanded scope – BT 10/10/2025

Introduction

Thank you for taking the time to read our acceptable use policy for Derbyshire OPCC's social media channels - they are a condition of use for all six of our social media platforms (Derbyshire Alert, Nextdoor, LinkedIn, X (formally Twitter), Facebook and Instagram) where we share content.

We aim to use social media as a place where you can learn more about the work of the Police and Crime Commissioner, the Deputy PCC 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, our pages need to be spaces where everyone feels welcome.

Please take a look at our acceptable use rules below to understand the standards we want people to adhere to in order to make our social media channels tolerant and respectful places for all.

1. Be nice

We have a zero-tolerance approach to offensive comments on our social media channels. 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 social media channels 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 has not 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 is not visible to anyone except the person who posted it and their friends. If you persist with this, we may ban you from our pages.

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 any of our social media channels. Do not 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.

To protect the integrity of ongoing cases and investigations, please don't post information or speculation relating to cases on social media. Any information relevant to an investigation should be reported to Derbyshire Constabulary directly (see 7. *Do not report crime in our comment or message sections* on how to do this).

The Office does not endorse any opinions posted on any of our social media channels other than its own.

Further to this, if we feel that a comment made on our social media 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

Derbyshire OPCC social media channels exist to keep you up to date with the latest information from the Commissioner. If we think you are trying to dominate posts on our social media channels with unrelated topics, we may delete your post. If you persist with this, we may ban you from our pages. 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. To

contact the OPCC directly, please do so using the details on our website: <https://www.derbyshire-pcc.gov.uk/help-support/contact-us/>

5. GIFs and emojis are fine, but no pictures

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 many social media platforms' terms and conditions but it will result in your comments being removed and may lead to a ban.

7. Do not report crime in our comment or message sections

In an emergency always call 999, if it is not an emergency call 101 or visit Derbyshire Constabulary's webpage: www.derbyshire.police.uk/contact

If you have come across something on one of our social media platforms that you think breaks their terms and conditions, you should report it to directly to that platform.

8. Operating hours

Derbyshire OPCC social media channels are usually 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 pages in a reasonable time.

If you come across any offensive comments on our social media channels, please let us know by contacting the OPCC through our website: <https://www.derbyshire-pcc.gov.uk/help-support/contact-us/>

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

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 social media channels 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 our pages.

What you can expect from us

Who monitors our social media channels?

Our social media is run by staff 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 or Deputy PCC; however, they are informed of any relevant information.

Will you reply to me?

If you post a genuine question on one of our pages, 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. 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:

<https://www.derbyshire-pcc.gov.uk/help-support/contact-us/>

Your comment will be progressed appropriately. Please include your name, home address and email address.

Questions

Any questions regarding this Policy should be referred through to the OPCC:

<https://www.derbyshire-pcc.gov.uk/help-support/contact-us/>

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.