



SUSAN DUNGWORTH
NORTHUMBRIA
**POLICE & CRIME
COMMISSIONER**

Northumbria Police and Crime Commissioner's Office – Social Media Policy



Social Media Policy

Purpose of Social Media Use

Northumbria OPCC maintains multiple social media accounts across various platforms to:

- Communicate policing priorities, decisions, and community safety.
- Promote transparency and accountability.
- Share updates on campaigns, consultations, and information during major incidents.
- Respond to public concerns and feedback.

Respectful Engagement

We welcome engagement and aim to help wherever possible. In return, we expect users to engage respectfully. While we encourage challenge and debate, we will not tolerate:

- Confrontational, obsessive, or abusive behaviour.
- Off-topic or disruptive comments.
- Targeted harassment of the PCC, staff, or other page users.
- Inappropriate content will be removed, and appropriate action taken. Let's keep it constructive.

House Rules

1. All users must comply with the platform's Terms of Use and Conditions.
2. You are responsible for any content you post or share.

3. Impersonation or misuse of OPCC branding will be reported and removed.
4. Posts deemed inappropriate may be removed in whole or in part.
5. Users may be blocked or reported for the below and repeat offenders will be blocked and/or reported to the platform.
 - Abusive, obscene or threatening language
 - Graphic, sensitive, or offensive imagery
 - Misleading or deceptive content
 - Violations of intellectual property or law
 - Spam or persistent provocation

Responding to enquiries

- We aim to respond where possible, but the best contact method is via email: enquiries@northumbria-pcc.gov.uk
- Comments are monitored but not always responded to.
- Anonymous accounts may not receive engagement unless anonymity is clearly justified.
- Social media is not a channel for reporting crimes.
- We will direct you to relevant departments or services when needed.
- Working hours: Monday to Friday, 8:00–17:00. Messages outside these hours will be addressed when office hours resume.

Updated: November 2025