

## Winchester City Council Facebook Policy

[www.facebook.com/winchestercity](http://www.facebook.com/winchestercity)  
[www.facebook.com/guildhallwinchester](http://www.facebook.com/guildhallwinchester)  
[www.facebook.com/winchestertenants](http://www.facebook.com/winchestertenants)  
[www.facebook.com/winchestermuseums](http://www.facebook.com/winchestermuseums)

- The Communications team are responsible for the overseeing of all social media channels.
- The Winchester City Council page is run and maintained by the Communications team, on behalf of colleagues across the organisation.
- The Guildhall Winchester page is run and maintained by the Guildhall Winchester team.
- The Winchester Tenants page is run and maintained by the Housing team.
- The Winchester Museums page is run and maintained by the Museums team.

### Content

If you follow us, you can expect between 1-4 posts a day covering some or all of the following:

- Alerts about new content on our other digital channels (news, events, job vacancies, publications, videos on YouTube, publicity campaigns etc)
- Invitations to provide feedback on specific issues on which we are consulting
- Occasional live coverage of events, including elections.

### Availability

We update and monitor our Facebook page during office hours, Monday to Friday 8am – 4pm. Facebook may occasionally be unavailable and we cannot accept any responsibility for lack of service due to downtime.

### Posting on our wall

We welcome anyone to post on our wall; however, we reserve the right to remove any offensive or discriminatory posts without notice. We will do our very best to answer any queries you have as quickly as we can. Posts on our wall by third parties does not imply endorsement of any kind from Winchester

City Council.

## **Comments and Messages**

We welcome feedback and ideas, and endeavour to join the conversation where possible, however, we may not be able to reply individually to all the messages we receive. The Communications team reads all comments and messages and ensures that any emerging themes or suggestions are passed to the relevant people in the Council.

If you send us a private message with personal information such as an address or telephone number it will be deleted as soon as there is no longer any need to use it.

The usual ways of contacting us are detailed in the 'contact us' section of our website - <http://www.winchester.gov.uk/about/contacting-us/>

## **Photos**

We post photos of events within the Winchester District and also invite fans of the page to post photos as appropriate. We reserve the right to remove offensive photos without prior notice.

## **Events**

We endeavour to list all events within the Winchester District that we feel may be of interest to fans of the Facebook page.