

Social media policy



1. Background and objectives

- 1.1 This social media policy sets out our approach to the use of social media and outlines the standards of behaviour expected from colleagues, customers and third parties.
- 1.2 This policy is supported by the '*Colleague guidance on the use of social media*' (Appendix 3) and the customer version, '*Alliance Homes social media house rules*' (Appendix 4).
- 1.3 The policy is available on both our intranet and our website. Colleagues can access the supporting guidance on our intranet, and customers can access the social media house rules on our website.

Objectives

- 1.4 Help colleagues use social media in a way that reflects Alliance Homes' **Code of Conduct, A-Game Standards**, and our policies; explain what is expected when using social media, both for work and in a personal capacity.
- 1.5 Set out how customers and other users can engage with us on social media in a respectful and appropriate way, and in line with each platform's terms of use.
- 1.6 Set out clear expectations for how we use social media as an organisation.
- 1.7 Protect Alliance Homes' reputation while empowering colleagues to take part in online conversations and amplify Alliance Homes' voice (e.g. through sharing content posted on our official accounts).
- 1.8 Protect confidential information, customer privacy and intellectual property.

2. Policy detail

- 2.1 Social media refers to websites, platforms, and applications that enable individuals and organisations to communicate, create and share content and interact online. This includes social networking sites, online forums, blogs, video and image sharing platforms, and other digital spaces where users exchange information and opinions.

Business use of social media

- 2.2 Alliance Homes uses social media to communicate and engage with customers, colleagues and stakeholders. Social media helps us share information, promote services and collect feedback. Colleagues are encouraged to support and contribute to this.

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- 2.3 Our corporate social media presence currently includes Facebook, X, Instagram, LinkedIn and YouTube. Content on these platforms is managed and scheduled through a social media management system.
- 2.4 Only authorised colleagues may publish posts or respond on behalf of Alliance Homes through our corporate channels. Access levels and responsibilities are set by the Communications team.

Colleague use of social media

- 2.5 Colleagues may access social media during work time using Alliance Homes equipment or their own devices, provided usage is reasonable and does not interfere with work.
- 2.6 Alliance Homes may monitor internet and system use in line with our **ICT User Policy**. All users are expected to act responsibly and in accordance with that policy.
- 2.7 When posting on personal social media accounts, colleagues must make it clear that they are expressing their own views and not speaking on behalf of Alliance Homes.
- 2.8 Even when posting on social media in a personal capacity, colleagues may still be seen as representing Alliance Homes. Because of this, colleagues are expected to use social media responsibly at all times, follow our behaviour standards and the platform's own terms of use, and avoid posting anything that could damage trust in, or cause harm to, Alliance Homes.
- 2.9 Colleagues must not bring Alliance Homes into disrepute. This includes posting disparaging or defamatory statements, or sharing business-sensitive, confidential, or intellectual property related information.
- 2.10 Colleagues must not post or share any information (written, photography, audio or video) about colleagues, customers, residents, business partners, suppliers or other stakeholders without their permission. All information published must comply with our **Data Protection Policy**.
- 2.11 Colleagues must respect copyright legislation. Any third-party content, including text, images, video, and audio, must be appropriately sourced, credited, and used only when the proper permissions are in place.
- 2.12 The Alliance Homes name, branding, or any derivative must not be used in usernames, handles, or website addresses, unless agreed with the Communications team.
- 2.13 No social media accounts relating to Alliance Homes properties, services, teams or initiatives may be created without approval from both the Communications team and Business Services.
- 2.14 Where business-related social media accounts are managed by colleagues outside the Communications team, those colleagues must provide the Communications team with administrative access and oversight of posts and interactions. Where

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possible, these accounts will be integrated into Alliance Homes' corporate social media management platform. The Communications team will provide user access, training and support to colleagues managing these accounts. This helps us protect the organisation's reputation, effectively manage our social media channels in a crisis, and keep our tone of voice consistent.

- 2.15 Any colleague who manages an Alliance Homes social media account must complete training provided by the Communications team. This will cover things such as photography and consent, tone of voice, handling online abuse, and data protection.
- 2.16 If colleagues are unsure or concerned about the accuracy, tone, or appropriateness of any statement or post they intend to publish, they must consult their manager or the Communications team before doing so.
- 2.17 If a colleague breaches this policy, action may be considered in line with disciplinary procedures.

Customer use of social media

- 2.18 We welcome and encourage customers to engage with our social media channels in a constructive way, in line with the terms of use of each platform.
- 2.19 Customers must not post personal or sensitive information (such as their address, phone number or other identifying information) publicly on our social media channels. If we need personal details to look into an enquiry, our Alliance Contact Team (ACT) colleagues may ask customers to send this information **privately through direct messaging**. If a customer does post personal or sensitive information publicly, we will remove it as soon as possible to protect their privacy and keep them safe online.
- 2.20 We may remove or report to the platform provider any content or comments that are offensive, inappropriate, discriminatory, or threatening. Where these breaches are repeated, or where a single incident is considered serious, we may also block the user from accessing our channels.
- 2.21 On occasion, we may limit or disable commenting on individual posts where we believe there may be a risk of personal or sensitive information being shared publicly, or in situations where we may be unable to effectively monitor and moderate activity (for example, during a crisis or when posts are published outside of working hours).
- 2.22 Alliance Homes is committed to creating a work environment free of bullying, harassment and sexual harassment, where everyone is treated with dignity and respect. Bullying and harassment carried out through social media is unacceptable. For more information, please read the **Bullying and Harassment Policy**.

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3. Monitoring, consultation, and review

- 3.1 We monitor our performance in delivering the objectives of this policy by reporting to our leadership teams a range of measures, including social media engagement, follower numbers, reach, sentiment and trends. This will be reported annually to the Strategic Leadership team.
- 3.2 The Communications team will monitor all official Alliance Homes social media accounts to make sure they follow this policy and each platform's terms of use. We will review engagement and sentiment regularly using analytics tools available.
- 3.3 We do not monitor every social media post about Alliance Homes, such as posts and comments in community groups, or from personal accounts. Instead, we rely on colleagues, customers and third parties to tell us if they see content related to Alliance Homes that may be inappropriate, harmful, misleading or in breach of this policy. Any reports will be reviewed and addressed as needed.
- 3.4 The Head of Communications is responsible for making sure this policy is followed and for reviewing and updating it.
- 3.5 Customers, colleagues, and service users may be involved in giving feedback on this policy, leading to amendments where appropriate.
- 3.6 This policy will be reviewed within two years of its approval date.
- 3.7 This policy will be signed off by Alliance Homes' Strategic Leadership Team.

4. Equality and diversity

- 4.1 This policy is subject to a periodic Equality Impact Assessment (EIA).
- 4.2 The purpose of such an assessment is to consider the effect of the policy regarding the recognised protected characteristics of equality and ensure that it does not unfairly impact any individual or group. The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or other grounds set out in our Equality and Diversity Strategy and Equality, Diversity and Inclusion Policy. Remedial action will be undertaken if a detrimental effect is identified.
- 4.3 The EIA also requires the policy author to consider whether the policy is likely to negatively impact on a person's Human Rights.
- 4.4 This policy and any other related Alliance Homes publications can be provided in other formats for those with visual, literacy or language difficulties.

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5. Complaints

- 5.1 If you would like to raise a complaint in relation to this policy, you can do this by calling us on calling us on **03000 120 120** or emailing us at **act@alliancehomes.org.uk**.
- 5.2 All complaints will be handled in line with the latest Alliance Homes Complaint Handling Policy.

6. Associated documents

- ICT User Policy
- Disciplinary Policy and Capability Policy
- Bullying & Harassment Policy
- Equality, Diversity and Inclusion Policy
- Colleague Code of Conduct
- Data Protection Policy
- Reasonable Adjustments Policy

Commented [AP1]: Reasonable adjustments policy?

7. Version control and approval dates

Approval stage	Date completed
Equality Impact Assessment completed	03/03/2026
EIA reviewed by Appropriate Trained Person	05/03/2026
SLT review / approval	13/03/2026
Next review date	March 2028

Commented [AP2]: This date is for you to add.

8. Appendices

- Appendix 1 – Equality Impact Assessment
- Appendix 2 – Glossary of terms
- Appendix 3 – Colleague guidance on the use of social media
- Appendix 4 – Alliance Homes social media house rules

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Appendix 1: Equality Impact Assessment

An Equalities Impact Assessment must be conducted alongside the review of an existing policy or the creation of a new one.

1. Name the Strategy, Policy, Procedure or Function (SPPF) being assessed and name of author.

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2. Aims of the SPPF being assessed.

- *Whose need is it designed to meet?*
- *Are there any measurable elements such as time limits or age limits?*

This policy is designed to help both colleagues and customers use social media in a safe, respectful and appropriate way. It explains how social media should be used when representing Alliance Homes and sets clear expectations for behaviour when people interact with our official accounts.

The policy supports colleagues by giving guidance on what is appropriate to post, how to manage risks, and how to protect customers' personal information. It supports customers by explaining how to engage with us online and what they can expect from our social media channels.

There are no age limits, time limits, or other types of limits built into the policy. It applies to anyone who interacts with our social media channels and to all colleagues who use social media.

3. Who has been consulted in developing the SPPF?

- *Make reference or links to consultation/evidence documents.*

N/A

Commented [AP3]: Have we not consulted with any users of social media - colleagues or customers?

4. Does the SPPF promote equality of opportunity?

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Yes, the policy promotes equality of opportunity by helping to create a safe, respectful and inclusive online environment on our social media channels for all colleagues, customers and other users, regardless of their protected characteristics. It does this by:

Setting clear expectations for respectful behaviour on our social media channels, which helps to make sure that everyone can engage without fear of discrimination, harassment or bullying.

Not allowing any form of harassment, including bullying, discriminatory abuse and sexual harassment.

Promoting equity and consistency in how colleagues use social media, including the expectation that they engage with social media responsibly at all times and avoid behaviour that could harm or disadvantage individuals or groups.

Encouraging safe engagement for customers, colleagues and other users, protecting them from exposure to offensive, discriminatory or harmful content on our channels by allowing us to remove or report inappropriate posts and comments and block users where necessary.

Helping to prevent the sharing of personal or sensitive information about customers, which protects people who may be more vulnerable online.

Making sure communication is accessible and inclusive, with a consistent tone, respectful language and fair treatment across all social media interactions.

5. Identify potential impact on each of the diversity “groups” by considering the following questions:

(The list is not exhaustive but an indication of the sort of questions assessors should think about):

- *Might some groups find it harder to access the service?*
- *Do some groups have particular needs that are not well met by the current SPPF?*
- *What evidence do you have for your judgement (e.g. monitoring data, information from consultation/research/feedback)?*
- *Have staff/residents raised concerns/complaints?*
- *Is there local or national research to suggest there could be a problem?*

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Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Race			X		
Disability			X		The policy aims to prevent discriminatory or harmful content and comments. It aims to protect users with disabilities from through moderation of harmful posts. Some users with disabilities may need accessible formats of the policy, including large text, which can be made available on request.
Gender			X		The policy aims to prevent or address where necessary bullying, harassment and sexual harassment. Moderation aims to protect all genders from harmful posts on our social media channels.
Transgender			X		The policy enables the removal of discriminatory or abusive posts and the blocking of users who post them. It aims to create a safer online space for engagement.

Commented [AP4]: Can you add a statement in terms of how it positively impacts e.g. Accessible formats including alternate languages may be provided where needed?

Commented [AP5]: Our moderation of social media posts protects disabled users?

Commented [VW6R5]: It protects them by removing harmful/offensive content that targets users with disabilities - or people with disabilities in general.

Commented [AP7]: Will they be provided?

Commented [VW8R7]: Yes, I have reworded so it's clearer.

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Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Sexual Orientation			X		The policy aims to prevent discriminatory content and supports moderation to protect LGBTQ+ users.
Religion or Belief			X		The policy expectations around respectful behaviour and moderation aim to protect all religious groups from discriminatory content.
Age			X		The policy uses plain English, and aims to protect all users from harassment and promotes safe engagement. No known barriers for any age group.
Marriage and Civil Partnership			X		The policy does not treat people differently based on relationship status. It sets out clear expectations around respectful behaviour and allows for moderation.
Pregnancy and Maternity			X		Anti-harassment statement helps to protect anyone facing hostility or inappropriate comments.

Commented [AP9]: Will we be monitoring social media use to collect this evidence/corroborate our beliefs?

Commented [VW10R9]: @Andy Perry yes, we constantly monitor social media via Orlo. We also take action immediately by moderating potentially harmful content (includes removal of posts and, if necessary, blocking accounts).

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Protected Characteristic	No Impact	Negative Impact	Positive Impact	Information source/s*	Comments/Evidence
Rural Issues	X				
Social Mobility	X				

*Possible information sources for assessing impact or understanding issues related to target group, such as:

- Demographic data, studies of deprivation, statistics on health etc
- Results of consultations, results of equality monitoring data, complaints, customer feedback
- Information collected from partner agencies and groups, support groups, professional expertise, 'peer review', project leads/teams, inspection reports etc.

Was there a negative impact identified in question 5? If yes go to question 6. If not go to question 7.

6. If "negative impact" identified in table (4) above, is it?

Legal	YES	NO
What is the level of impact?	HIGH	LOW

If it is not legal and/or high impact (i.e. If you have highlighted NO to legal and HIGH to impact) **then the document should be referred to Head of HR**

7. If positive impact has been identified in table (4) above, how can it be improved upon or maximised, either in this SPPF or others?

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Review moderation activity regularly to make sure harmful or discriminatory content is always identified and removed as quickly as possible.

Provide regular training for colleagues managing social media accounts, especially re. recognising discriminatory behaviour, online abuse and risks faced by protected characteristics groups.

Promote our house rules on our social media channels, so customers understand what behaviour is expected and what will not be tolerated.

Monitor emerging online risks, including new forms of discrimination or abuse, and update the policy when needed.

Engage with customers and colleagues, especially those from protected groups when possible, to gather feedback on whether they feel safe and supported when engaging with us online.

8. Full EIA (or if you decide full EIA is not necessary but some changes should be considered)

- Are there changes you could introduce which would make this SPPF work better for this groups of people?
- Is further research or consultation required?

YES	NO
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9. Does this proposal have any human rights implications?

If yes, please describe (If necessary, please refer to the Alliance Homes Human Rights Policy)

This policy supports our stance on Human Rights which is detailed in our Human Rights Policy.

Appendix 2: Glossary of terms

Social media management system/platform	A tool used by Alliance Homes to manage official social media accounts. It allows us to monitor posts, schedule content,
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	manage messages, review engagement etc.
Platform terms of use	The rules set by each social media platform (such as Facebook, Instagram, X/Twitter). All users must follow these rules, and Alliance Homes must also comply with them when managing official accounts.
Direct messaging (DM)	A private messaging method offered by social media platforms.
Discriminatory content	Anything posted on social media that treats a person or group unfairly or offensively because of a protected characteristic.
Blocking	Temporarily or permanently stopping a social media user from interacting with Alliance Homes' accounts.
Reporting	Flagging inappropriate, harmful or discriminatory content to the social media platform so they can review it and take action, e.g. removal of content or account suspension.
Reach	The number of people who see a post.
Engagement	Any action someone takes on a post, such as liking, sharing, commenting, clicking a link, or reacting.
Followers	The number of people who follow or subscribe to an Alliance Homes social media account.
Sentiment	The general feeling or tone of the comments and messages we receive, whether they are mostly positive, neutral or negative.

Appendix 3: Colleague guidance on the use of social media

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1. Introduction

Social media is a big part of how we communicate, both personally and professionally. At Alliance Homes, we respect our colleagues' right to use social media in their own way. However, as a social housing provider with a strong presence in our communities, we ask colleagues to be mindful of how their online activity could reflect on our organisation.

We also encourage colleagues to engage with our official social media content by liking, sharing, and commenting where appropriate. Your support helps us reach more people, showcase the positive work we do, and strengthen our relationships with our customers, communities and stakeholders. If you're ever unsure about sharing or interacting with a post, feel free to check with the Communications team.

This guidance is here to help you make informed decisions about your social media presence while staying aligned with our standards, policies and responsibilities.

For full details, please read our **Social Media Policy**.

2. Understanding different social media channels

Different social media platforms serve different purposes, and our audiences vary across them:

- **Facebook and Instagram** – primarily used by customers and colleagues as personal platforms, these channels are also where our customers and communities engage with us the most.
- **X (Twitter) and LinkedIn** – more professional spaces where our stakeholders, partners, and industry peers interact with our content. LinkedIn in particular is a key platform for professional networking.

Given these differences, consider adjusting how you present yourself on each platform.

WhatsApp

Alliance Homes does not currently use WhatsApp to mass-broadcast messages to customers and/or stakeholders.

Some customer-facing colleagues use WhatsApp on their work mobile phones/devices for direct communication with residents, in line with the **ICT User Policy**. It's important to remember that WhatsApp is a social media platform and colleagues must make sure that messages shared – whether in group chats or direct messages with customers or colleagues – comply with our organisational policies, including ICT User Policy, Social Media Policy and this guidance.

BlueSky

Alliance Homes does not currently manage an official account on BlueSky.

Even if BlueSky feels like it has a smaller/more niche audience, it is still a social media channel, and you should be mindful of how your comments could be perceived. As with X and LinkedIn, this platform is better suited to professional content.

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TikTok

Alliance Homes does not currently manage an official account on TikTok.

A video-based platform used for entertainment and storytelling, TikTok can also be used to share news and commentary/opinions. If you use TikTok, either personally or publicly, avoid posting anything that might reflect poorly on our organisation, especially if your account could be linked to your role. This includes filming in uniform/Alliance Homes-branded clothing, on Alliance Homes property, or featuring colleagues or customers.

Nextdoor

Alliance Homes does not currently have an official presence on Nextdoor.

Nextdoor is a neighbourhood-based platform designed to connect local residents. It's often used to raise concerns, recommend services or comment on local events and issues. We advise colleagues who are using Nextdoor as residents in an area where Alliance Homes operates not to engage in discussions about our organisation or services on the platform. Nextdoor's localised nature can lead to difficult or risky situations, particularly if others know where you live or work.

If you see something concerning about Alliance Homes on Nextdoor, please take a screenshot and alert the Communications team, rather than responding directly.

3. Your social media presence and mentioning your employer

Colleagues are not required to state that they work for Alliance Homes on personal social media accounts, but if you do:

- **Consider your audience** – LinkedIn and X are naturally more professional and suitable for listing your employer. Facebook and Instagram are often more personal, and you may prefer to keep them separate.
- **Be mindful of customer/stakeholder perception** – be mindful that anything you post publicly could be associated with your role, even if you are posting in a personal capacity. If your profile states that you work for Alliance Homes, customers may assume you are speaking on behalf of the organisation, even outside of working hours. This applies regardless of any disclaimers you use (see next point).
- **Add a disclaimer when your profile identifies you as an Alliance Homes colleague** – if you state you're working for Alliance Homes, or if you're discussing social housing-related topics, you must add a note like *"all views my own"* to your profile. This makes it clear that you are not speaking on behalf of Alliance Homes. However, even if using a disclaimer, anything you say on social media channels may still be associated with Alliance Homes and have an impact on the organisation. This is why you must continue to use social media responsibly and in line with our policies and guidance.
- **Adjust privacy settings** – to control who sees your posts but remember, posts can still be screen-captured and shared beyond your intended audience.

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This is a personal choice, but it's worth thinking about how your online presence aligns with your role.

4. Responsible social media use

If you use social media, whether personally or professionally, keep these points in mind:

If using social media personally:

- **Be respectful** – avoid offensive, discriminatory, or inflammatory language.
- **Remember screenshots last forever** – even if a post is later deleted, screenshots can still circulate. Avoid posting anything you wouldn't want to be seen publicly.
- **Think before you post** – if you wouldn't say it in a meeting / face to face, reconsider posting it online.
- **Private groups aren't always private** – even in private or closed groups, content can still be screen-captured and shared outside its original context. Assume anything posted online can become public.

If posting about work or Alliance Homes:

- **Follow our policies** – make sure posts align with our Social Media Policy, Data Protection Policy, and Code of Conduct.
- **Respect confidentiality** – never share sensitive or internal company information.
- **Get permission** – before posting about colleagues, customers, or partners, make sure you have their consent.
- **Avoid speaking on behalf of Alliance Homes** – unless you are authorised by the Communications team or the Senior Leadership team.
- **Uphold our standards** – consider how your words and actions could reflect on Alliance Homes.

If you manage an official Alliance Homes social media account:

- Make sure posts align with our policies and this guidance, and that they've been reviewed by the Communications team when necessary.
- Complete social media training on how to handle engagement, consent and responding to difficult/negative public comments.
- Provide the Communications team with access to the social media account for oversight.
- Do not create new Alliance Homes-related accounts without prior approval from the Communications team and Business Services.

When in doubt, seek advice

If you're unsure whether a post related to Alliance Homes or your work is appropriate, you can check with your manager or the Communications team before posting.

If you are contacted by media or external organisations for comments about Alliance Homes on social media, please direct them to the Communications team.

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5. What happens if there's an issue?

We encourage colleagues to use social media responsibly. However, if a post or online activity is deemed inappropriate or in conflict with our policies, it may be addressed through internal processes, including the Disciplinary and Capability Policies.

If you have any questions or concerns about social media, the Communications team is happy to help – email communications@alliancehomes.org.uk or speak to a member of the team.

Appendix 4: Alliance Homes social media house rules

We have several social media accounts we use to share information about our services and venues, as well as information from partner organisations.

You can find our social media channels here:

- [Facebook](#)
- [Instagram](#)
- [X \(formerly Twitter\)](#)
- [LinkedIn](#)
- [YouTube](#)

We want to keep you informed and provide you with accurate, useful information about services, events and initiatives across all the regions we operate in.

We aim to help you in any way we can, and we ask that social media users show us the same level of courtesy and respect that we offer them. Please remember that our social media accounts are managed by real people who are here to assist you.

Getting in touch with us

If you have a service request, please send us a direct message rather than posting publicly. This helps us to protect your privacy and respond more effectively.

You can also [contact us](#) through our website or call us on 03000 120 120.

Posting on our accounts

We want our social media channels to be safe, inclusive spaces where people can share ideas and have open, useful and respectful discussions.

To help achieve this, we ask all social media users who are interacting with our accounts to follow both:

- ✓ The terms of use of the social media platform they are using
- ✓ Our house rules outlined below.

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We reserve the right to remove or report content, and/or block users that post messages or comments containing:

- **Abuse, harassment or bullying** – targeted, repeated, or aggressive behaviour towards individuals or groups.
- **Personal attacks** – insulting, threatening, or intimidating individuals.
- **Threats of violence** – direct or implied threats towards people, groups or property. This may be reported to the police for further action if necessary.
- **Hate speech** – content that is racist, sexist, homophobic, transphobic, ableist, or discriminatory in any way. This may be reported to the police for further action if necessary.
- **Obscene, inflammatory, or offensive content** – including sexually explicit or inappropriate material.
- **False information or misinformation** – deliberately misleading claims or disinformation.
- **Impersonation or identity fraud** – pretending to be another person or organisation.
- **Encouraging illegal activity** – content that incites or promotes criminal behaviour. This may be reported to the police for further action if necessary.
- **In violation of any law or regulation** – any content that breaks the law or encourages others to do so.
- **Intellectual property violations** – sharing copyrighted material without permission.
- **Spam or off-topic content** – including repeated, excessive, or disruptive posts aimed at provoking a response.
- **Advertising** – promoting or endorsing specific products or services.
- **Publishing personal or sensitive information** – including addresses, phone numbers, or private messages.

We will not tolerate abusive comments, posts and messages. We will block and/or report anyone who repeatedly engages with us using content or language which falls into the above categories.

Responding to customers

We do not monitor our social media channels 24 hours a day, but we will do our best to reply to your enquiries within five working days.

If you send us a direct message, we may ask you to confirm your name and address to make sure you are a customer. We will help you or connect you with the right people who can assist.

Our working hours are 8 am to 5 pm, Monday to Friday. We will respond to messages received outside these hours as soon as we can when we are back in the office.

Making a complaint

If you would like to raise a complaint against Alliance Homes, one of our colleagues, or because you believe you've been unfairly treated on our social media accounts, you can

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report this through our social media channels. Alternatively, [you can raise a complaint on our website](#), where you'll also find information about our complaints policy and procedure.

Political comment

We must be politically neutral on social media which means we are unable to endorse or engage with any content of a party political nature. If you want to discuss political issues, please [contact your local councillor](#).

Thank you

We want our social media channels to be helpful, inclusive, and respectful. By engaging with us, you agree to follow these house rules.

Thanks for helping us make our online channels a safe and constructive space for everyone.