

Winchester City Council Twitter Policy

Follow us: @winchestercity

Content

The Winchester City Council Twitter account is managed by the Communications team, on behalf of colleagues across the organisation. We may occasionally use some automation (such as tools which generate tweets from RSS feeds) but intend that this will not dominate the messages posted.

If you follow us, you can expect between 2-10 tweets 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.

Following

If you follow us on Twitter we will not automatically follow you back. Being followed by us does not imply endorsement of any kind.

Availability

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

@Replies and Direct Messages

We welcome feedback and ideas from all our followers, and endeavour to join the conversation where possible. However, we may not be able to reply individually to all the messages we receive via Twitter. The Communications team reads all @replies and Direct Messages and ensures that any emerging themes or suggestions are passed to the relevant people in the Council.

The usual ways of contacting us are detailed in the 'contact us' section of

our website - <http://www.winchester.gov.uk/about/contacting-us/>

When a follower direct messages @WinchesterCity with personal information such as their address or telephone number it will be deleted as soon as there is no longer any need.