

Paul Waller

Information Management
Shire Hall,
Warwick,
CV34 4RL
Telephone 01926 412211
Email inforights@warwickshire.gov.uk

Our ref: 8817812

Your ref:

Date: 27 March 2023

Dear Paul Waller

Freedom of Information Act 2000

I can confirm that the information requested is held by Warwickshire County Council. I have detailed below the information that is being released to you.

You asked us;

1. What is the criteria for blocking people from seeing Warwickshire County Council Facebook page/content?

We publish social media guidelines on our website (see below) and only block when these are deemed to have been breached.

Social Media Community Guidelines

Our social media channels share news, photos and resources about WCC services and how you can get involved. To ensure our social media community is a safe and enjoyable environment for people to comment, question and engage in debate, we ask everyone to follow these community guidelines:

- We'd like you to be polite and treat everybody with dignity, courtesy and respect. We know that sometimes things don't go to plan and you'll want to flag things up to us. But do remember, we're human and the person monitoring the social media account is only trying to help. So are other people who are using social media.
- We'd like you not to be anti-social. We won't tolerate swearing, threats or abuse online, just as we don't offline.
- We won't tolerate any sort of discrimination based on race, ethnicity, national origin, religion, sexuality, sex, gender, age or disability.

- We won't deal with your query on social media, but we'll direct you to other channels instead.
- We'd like you not to be personal. If you've a complaint to make against an individual, we'll investigate it. We'll point you towards our complaints page at <https://www.warwickshire.gov.uk/complaints>
- We'd like you not to spam or advertise. Our social media channels aren't the place for followers to advertise. Making the same points over and over - otherwise known as spamming - isn't for our social media either. You'll be better off making a complaint or contacting us another way so we can investigate the issue for you.
- We'd like you not to over-share. If you've got an issue, we'll happily look into it. But be careful not to post private information about yourself or others.
- We'd like you not to spread disinformation or misinformation. That includes anti-vax; QAnon and other tropes. We are committed to ensuring clear public health messaging.

Our account moderators will decide if any comments break these guidelines and will hide and delete any comments that do. We reserve the right to block any users who do not follow our guidelines and to alert the social media platform and/or the police. Where relevant, we will limit the public reply and comment functions on some posts.

2. How many individuals are currently so blocked?

As at 17 March 2023, out of a following of 13,000 just two people are blocked.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management
Shire Hall
Warwick
CV34 4RL
inforights@warwickshire.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 1113
Website: www.ico.org.uk

I will now close your request as of this date.

Yours faithfully

Kay Jones
Information Rights Officer
