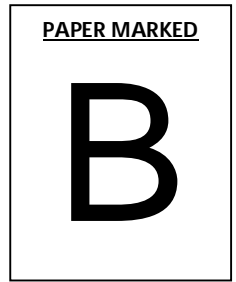


**POLICE AND CRIME
COMMISSIONER FOR
LEICESTERSHIRE**

**ETHICS, INTEGRITY AND
COMPLAINTS COMMITTEE**



Report of	OFFICE OF CHIEF CONSTABLE
Subject	SOCIAL MEDIA
Date	FRIDAY 20 MARCH 2020 – 2:00 p.m.
Author	SUPERINTENDENT RICH WARD, HEAD OF PSD

Purpose of Report

1. The purpose of the report is to reassure the committee of the measure that have been and are planned to monitor the use of social media from Officer and staff within the workplace.

Recommendations

2. The Committee is recommended to discuss the contents of the report.

Ethical Dilemmas

3. Article 8 ECHR states that everyone has the right to respect for his private and family life, his home and his correspondence. If Officers and staff are using social media off duty, should the Police be able to use this information for criminal or misconduct procedures. A recent Scottish case (BC and ors v Scotland has highlighted this very issue where Article 8 is engaged and decreed that the Police Scotland could use material from personal social media (WhatsApp) accounts and Police Officers given their unique role should have a lower expectation of privacy in their private life as they are subject to the standards of professional behaviour (SPB). In this case the content of the WhatsApp messages called into question the impartial discharge of the Officers duties and Officers had no reasonable expectation of privacy. The SPB for Police Officers does clearly state that Police Officers should behave in a manner which does not discredit the Police service or undermine public confidence in the Police service whether on or off duty. This appears to be support the Courts decision that off duty conduct involving social media content can and should be used by if there is a clear correlation between the conduct and its ability to discredit or undermine public confidence. Another case of Bolton v Law Society led to Sir Thomas Bingham

asserting that “a professions most valuable asset is its collective reputation and the confidence which that inspires.”

Background

4. Social media is an integral part of day to day life which plays an important and enabling role for the Police service to communicate with the communities we serve.
5. Police officers and staff have high expectations placed upon them in relation to their conduct both on and off duty and have a positive duty to behave in a manner that does not discredit the police service or undermine public confidence.
6. The pace of social media combined with changing, differing uses of social media and subjective attitudes to what is socially acceptable inevitably results in a dichotomy between an individual’s right to a private life and their role in the organisation and impact on reputation and confidence.
7. Inappropriate use of social media can result in individual compromise and corruption risk, organisationally can impact on public confidence, and impact live investigations.

Body of report

8. In relation to force social media accounts and interactions there are policies in place in relation to internet access and social networking which are clearly signposted from the professional standards webpages along with advice on force and personal use including the force’s ‘on line- own it’ campaign which are a series of light hearted short video clips intended to highlight the relevant issues and compliment local and national guidance.
9. Leicestershire Police mandate a counter corruption awareness package for all staff and also provide social media training which is a requirement for anyone wishing to use a Leicestershire police social media account.
10. Leicestershire Police are clear in their policy that the organisation will monitor internet use and that users should have no expectation of privacy in respect of their use of internet facilities whilst at work, the policy is clear on its legal basis and states that technology is used that scans, records, monitors and logs activity.
11. Leicestershire counter corruption unit use lawful business monitoring to support adherence to force policy.
12. There is also clear guidance on social networking to include user and supervisor responsibilities, awareness of information disclosure, personal data along with stay safe tips and recommendations.
13. In relation to personal use of social media, Leicestershire Police approach is that of education and informing to reduce the risk and keep our people safe and trusting our staff.

14. New joiners, supervisors and department CPD days have PSD inputs which cover the associated risks of social media. This is complimented by internal media campaigns covering social media, dating apps etc. in order that people can understand the issues and proactively manage what they are posting, sharing and liking.
15. Conduct matters relating to personal off duty social media posts and internet activity are mainly brought to the attention of PSD by being raised as public complaints, referrals from colleagues (either directly or through confidential reporting lines) as a result of vetting reviews and through current investigations.
16. These are assessed and investigated on a case by case basis.
17. In respect of criminal offences related to the use of the internet and social media, our experience tells us that a large portion are linked to relationships and domestic incidents and may be used to facilitate harassment, malicious communications offences along with computer misuse in respect of accessing social media accounts and devices.
18. Any criminal offences identified are recorded in accordance with Home Office recording requirements and investigated criminally by the most appropriate department according to the circumstances and needs of the investigation.
19. There is a necessarily high threshold before considering misconduct in relation to non-crime, off duty matters involving social media. The starting point being that the activity must be considered to bring discredit on Leicestershire police or the service as a whole opposed to individual discredit and must be considered, if proven to be worthy of a written warning or above.
20. The majority of off duty social media issues result in personal development discussions and awareness training.
21. Leicestershire Police do not conduct routine checks or sampling of staff private accounts as this is not considered ethically to be appropriate and could not be considered to be necessary, proportionate or justified.
22. Additionally PSD's are developing relationships with the represented support networks and groups, it is the aspiration that those networks provide tactical advice to decision makers when assessing conduct issues where understanding groups individual needs are relevant, this may be relevant regarding social media in relation to wider community message sharing and use of particular sites and apps which could give a perception of conflict or may be a generational / lifestyle choice requiring better understanding.

Implications

Financial: Identify any financial implications

Legal: Any legal context

Equality Impact Assessment: Have these been undertaken if necessary.

Risks and Impact: Outline any identified risks

Link to Police and Crime Plan: Identify link to plan where appropriate

List of Appendices

A – Internet Access & Social Networking Procedure

B – Online Own it

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Leicestershire Police

Internet Access and Social Networking Procedure

This procedure supports the following policy:
Social Media Policy

Procedure Owner:	Superintendent
Department Responsible:	Professional Standards
Chief Officer Approval:	Deputy Chief Constable
Protective Marking:	Official Not Marked
Date of Next Review:	May 2021

This document has been produced in conjunction with the Leicestershire Police Legislative Compliance Pack

Review log

Date	Minor / Major / No change	Section	Author
Jan 2011	Live		DI Mick Edwards
Oct 2011	Minor	1	DI Mick Edwards
Oct 2013	Minor	All	DS Paul Woods
Apr 2014	Major	All	DS Paul Woods
Dec 2015	None	None	DI Dimmock
May 2017			DI Gibson
May 2018	Minor	8,A	DI Gibson
July 2019	Minor	5.1	DS Franklin

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1. Internet Provision

- 1.1 The Chief Constable has permitted, in certain circumstances as defined below, limited use of the Leicestershire Police internet system for personal use. This is a privilege and may be withdrawn at any time.
- 1.2 Internet provision is automatically provided for each member of the organisation except where that privilege has been withdrawn, for example, where internet access is deemed to be inappropriate and in breach of this procedure.
- 1.3 The provisions within this procedure apply equally to any access that is conducted via a Force portable computer, laptop, Blackberry or other hand held computer device.

2. Monitoring

- 2.1 The Organisation will monitor internet use to:
- Prevent or detect crime.
 - Ensure compliance with Force policies and procedures.
 - Detect and investigate unauthorised use of the internet facility.
 - Ensure the effective operation of the internet system.
- 2.2 Users should have **no expectation of privacy** in respect of their use of internet facilities. The Force utilises technology that scans, records, monitors and logs activity and content of all internet traffic including encrypted (https) sites.
- 2.3 All internet access is logged, traceable to a specific user and specific computer, and is subject to active monitoring using software monitoring tools.
- 2.4 Use of the internet service by a user indicates acceptance of this procedure.
- 2.5 Where internet usage is found not to comply with this Procedure, the individual may be subject to withdrawal of internet access and/or disciplinary action or result in the commission of criminal offences. In the first instance violations will be reported to the user's line manager who will assess whether access should be removed. Where the abuse continues or is judged to be exceptional then PSD should be notified.
- 2.6 Investigative surveillance will only be carried out in line with the:
- Regulation of Investigatory Power Act 2000 Telecommunications (Lawful Business Practice)
 - (Interception of Communications) Regulations 2000.

3. Managers Responsibilities

- 3.1 All managers have a responsibility to ensure the Internet Procedure is conveyed and explained to their staff.
- 3.2 Where there are concerns regarding a staff member's use of the internet, the line manager must report to the Professional Standards Department and request appropriate monitoring reports.
- 3.3 Staff must report incidents of inappropriate access or suspected security breaches to their manager. The manager should note details and report to the Professional Standards Department.

4. User Responsibilities

- 4.1 Staff are permitted to use the internet for a legitimate policing purpose as defined by the [Code of Practice for the Management of Police Information](#):
- Protecting life & property
 - Preserving order
 - Preventing the commission of offences
 - Bringing offenders to justice
 - Any duty or responsibility of the Police arising from common or statute law
- 4.2 Individuals may also access the internet for reasonable private use. This will normally take place outside of their official working hours and therefore is in their 'own' time (i.e. meal breaks or outside of work periods).
- 4.3 Any usage must not exceed one hour per day and providing that, in the Line Managers view, such usage does not affect the users performance in his/her day to day role, and on the understanding that they conform with all Force policies, procedures and standards of professional behaviour. Users are advised to log off the browser when they have finished their personal usage.
- 4.4 Users must take care to ensure that others cannot use their accounts. Staff will be held responsible for all activities logged against their account.
- 4.5 It is noted that users may wish to conduct internet banking via a Force computer however they are advised to use their home computers as the Force cannot be held responsible for any financial or other loss. Security protocols exist for such sites and the Force systems may not be fully compatible with them.
- 4.6 As stated in section 2, there is to be **no expectation of privacy** and whilst the monitoring software used is designed NOT to capture passwords, users would be well advised to *expect* that everything done on a force system *is* being recorded and may be viewed by the Counter-Corruption Unit. (this applies to all force systems, not only internet usage).
- 4.7 Users must not make copies of copyrighted material such as music, onto Force equipment as this will be an infringement of the Copyright, Designs & Patents Act 1988 and unlawful action for which both the user and Force maybe liable.

- 4.8 Users should be aware that access to web pages identifies the Force therefore, those wishing to covertly access the internet for investigative work should not do so from a networked computer as it may compromise their operations. DMI advice should be obtained.
- 4.9 If a member of staff inadvertently accesses a prohibited area, they must report this to their Line Manager who will note the details and consider notifying the Counter-Corruption Unit within PSD.
- 4.10 Staff are not permitted to register any Force email address or Leicestershire Police domain in any personal online transactions. However, websites belonging to legitimate, approved service providers e.g. office supplies can be used for work purposes. This does not apply to staff registering with web based accounts in line with the Social Media Policy e.g. an official Facebook account unless that account is a police account and is used for a sole policing purpose.

5. Prohibited Use

- 5.1 The Force internet facilities must not be used for any of the following.
- Subscription to, creation, transmission, downloading, browsing, printing or storage of:
 - Any inappropriate, offensive, pornographic, obscene, indecent or adult images, text, data or other material, or any data capable of being turned into inappropriate, offensive, pornographic, obscene, indecent or adult images, text, data or material.
 - Material which is racist, sexist, homophobic, threatening, harassing, bullying, insulting, offensive or discriminatory against an individual or group.
 - Sending sensitive Force information to a private or non-police business web-site or email address.
 - Disclose any unauthorised personal information.
 - Be libelous
 - Other business interests not otherwise connected with their role with the Force.
 - Engaging in illegal activities
 - On-line betting / gambling
 - Trading in shares, equities or on-line currency
 - Movement of executables (e.g.*.COM, *.EXE etc). There are 2 categories of executables; mobile code & static downloads. Mobile code is typically downloaded by a web site without the user being aware and can be required for the website to work correctly. Static downloads are usually downloaded on request by the user and are traditionally '.exe' files. Executable code is a potential risk to the Force and therefore users are not permitted to download any, even if this causes a web site to function incorrectly.

- Representing the user's personal opinion as those of the Force.
 - All forms of web based email including Hotmail, Yahoo & Gmail etc. as activities in this area cannot be sufficiently scanned and may allow the passage of inappropriate material.
 - Sites which are designed to circumvent monitoring, or control of access that may attempt to bypass our protective measures.
- 5.2 The above list is not exhaustive; however, any such unauthorised use may result in disciplinary and/or criminal action.

6. File Downloads

- 6.1 The ability to download software from the internet is restricted to specific authorised users (normally IT staff) in order to ensure that all such software is properly licensed and checked for viruses prior to loading on to the Force network.
- 6.2 Software products are often available for free download from the internet. Such software is normally offered as free or shareware. Although offered free, licensing conditions still apply to their use. Requests for downloads of software and other material should be directed to IT via the IT help desk. Such requests will be prioritised below support of business usage.
- 6.3 Data or information must not be uploaded unless it relates directly to the user and the user only.
- 6.4 Do not upload any software or code to any site on the internet.

7. Social Networking

- 7.1 This section is intended to provide guidance in relation to an individual's *personal* use of Social Media. For information regarding the use of Social Networking sites to represent the Force, please see the Social Media Policy.
- 7.2 When used appropriately online social networking sites can be a great way of finding old friends, sharing information, staying in touch with friends & families and joining interest groups.
- 7.3 Like any other profession, you have a right to a personal life. Using online social networking sites can be hazardous if confidentiality is breached by Police Officers and Police Staff discussing sensitive or confidential matters online. This could lead to criminal and/or disciplinary action being taken by Leicestershire Police.

7.4 Awareness is required in relation to:-

- **Breach of Trust or confidence**

Police officers, Police staff and Police forces in general have a legal duty not to disclose information obtained from 3rd parties through the conduct of their official duties. Such information must not therefore be posted on the internet or social media.

The public would be discouraged from confiding in the Police service if they did not have a degree of confidence that information provided in confidence would be respected.

- **Unauthorised Disclosure of personal data**

Police officers, Police staff and Police forces have access to a significant amount of personal and sensitive data which is protected under the data Protection Act 1998.

The disclosure of personal data on the internet or social media which was obtained during the course of your duty is likely to amount to a criminal offence.

- **Bringing Discredit on the Police Service**

Police conduct Regulations 2004 states- Whether on or off duty, Police officers should not behave in a way that is likely to bring discredit upon the Police Service.

Behaviour by Police Staff, whether during work time or not which is likely to bring discredit on the Police Service may amount to gross misconduct under the terms of the police staff disciplinary codes.

The expression of views or conduct which appears to support discrimination against any group, or encourages racial, religious or homophobic hatred will not be tolerated.

Police officers are advised not to make any comment or post any images of behaviour on the internet or social media which are, or could reasonably be perceived to be, beliefs or conduct that are contrary to the expectations of behaviour outlined in Schedule one (code of conduct), regulation 3, Police (conduct) Regulations 2004 which provides "*Whether on or off duty, Police officers should not behave in a way which is likely to bring discredit upon the Police service*". The same standards are expected from Police Staff.

- **Revealing Personal information**

Criminals and others may seek to use the internet and social media to identify personal information about Police officers and Police staff with a view to embarrassing, discrediting, harassing, corrupting or blackmailing them or their families for their own benefit.

Police officers and staff in rural locations, in sensitive posts, with uncommon names, or in high profile posts are particularly vulnerable to such attempts.

It is recommended that you:-

- Remove personal details from the edited electoral role;
- Ensure telephone numbers are ex-directory;
- Opt all family members out of online commercial search facilities such as 192.com
- Ask “Google Maps” to remove pictures of your house, car or persons from their site;
http://www.ehow.com/how_5723475_remove-street-photos-google.html
- Register to avoid unwanted telephone calls.
http://www.tpsonline.org.uk/ctps/number_type.html
- Register to avoid unwanted mail.
http://www.mpsonline.org.uk/mpsr/mps_choose_type.html
- Ensure privacy setting for social media are set to the highest level;
- Do not register on social media using a pnn.police.uk e-mail address;
- Are careful when accepting “friends” to access your social media;
- Are not associated with inappropriate material on “friends” social media;
- Are not associated with social media of criminals;
- Are not associated with social media of persons involved in serious or organised crime;
- Remember that online users may not be who they purport to be;
- Ensure that all computers and mobile devices have up to date security and anti-virus software installed;
- Use strong passwords and never share them;
- Shred all paperwork containing personal details;
- Contact the Counter Corruption Unit if you become subject of online abuse linked to your occupation, if a “spoof” social media account is established purporting to be used by you, or if a genuine social media account is cloned, hacked or taken over.

7.5 You are advised not to post any of the following information on the internet or social media:-

- Details of your employer
- Details of your post
- Images of uniform
- Mobile telephone numbers
- Home address
- Personal e-mail address
- Family members' details
- Hobbies and places frequented
- Details of vehicles
- Sensitive personal data
- Images or details of colleagues without their consent.

7.6 **Revealing Operational Material or tactics.**

The Police service has a duty to prevent and detect crime, prevent disorder and protect the vulnerable. Tactics used by the Police service, including covert tactics, must remain matters for the police service if they are to remain effective and serve the interests of the public.

The unauthorised disclosure of operational and tactical information can have serious consequences for public safety, can reduce the effectiveness and efficiency of the Police service and is a serious criminal offence.

The Official Secrets Act 1989 provides that, in summary, any police officer or member of police staff is guilty of an offence if without lawful authority they disclose and information, document or other article, the disclosure of which:

- Results in the commission of an offence
- Facilitates an escape from legal custody or the doing of any other act prejudicial to the safekeeping of persons in legal custody
- Impedes the prevention or detection of offences or the apprehension or prosecution of suspected offenders; or
- Such that it's unauthorised disclosure would be likely to have any of those effects.

8. **Violations**

A failure to comply with this procedure may result in the removal of an individual's right to access the internet for personal use. In more serious cases this may result in disciplinary and/or criminal proceedings.

Appendix A: Examples of Inappropriate Social Media Usage

- An investigating officer for a serious offence receives a “Friend Request” on Facebook from the victim, they innocently accept. The case proceeds to Crown Court. The defence become aware of this and raise the issue of the officer’s impartiality to the court. The officer is required to take the stand and try to convince the judge that this was an innocent mistake.
- An officer posts on Facebook a message regarding their forthcoming Saturday night shift working the City Centre. This includes comments including looking forward to getting into fights. One of their “Friends” realises the damage this could cause to public confidence and reports to PSD.
- A member of the Police Service, clearly very proud of their job, shows themselves as working for Leicestershire Police and their profile picture is of them in uniform on Facebook. They “Like” a comment posted by Nick Griffin (BNP). Again a colleague sees this and reports their concern to PSD.
- An officer clearly identifies themselves as a Police Officer on Facebook. They have pictures posted which are viewable to friends of friends. There are several pictures clearly taken on a night out that show the officer to be heavily intoxicated including images of them in a state of undress.
- A film crew are filming inside a Police Station. No one realises that a CIS Intel log is on display on a monitor in the background. A “helpful” colleague from another force advises us via Twitter that by pausing the TV programme, a viewer is able to read the log. Clearly not realising that they have inadvertently disclosed the details on the log to the whole world.

There has been much coverage in the press in relation to officers disciplined for their Social Networking usage. Click each link for the relevant articles:

- [The Guardian](#),
- [BBC](#)
- [The Telegraph](#)

You should assume that once something is on the internet, it is there forever, even if originally posted in error.

In short – Assume that everything you put on a Social Media site *could* well be seen by *anyone*.

Then ask yourself if you are happy for your boss and a journalist to see it, safe in the knowledge that it would not bring discredit to yourself or the force.

NOT PROTECTIVELY MARKED



'Online? Own it' is designed to stop the increasing number of complaints to our Professional Standards Department (PSD) about online posts that breach the professional standards of behaviour expected of people who work for the police service.

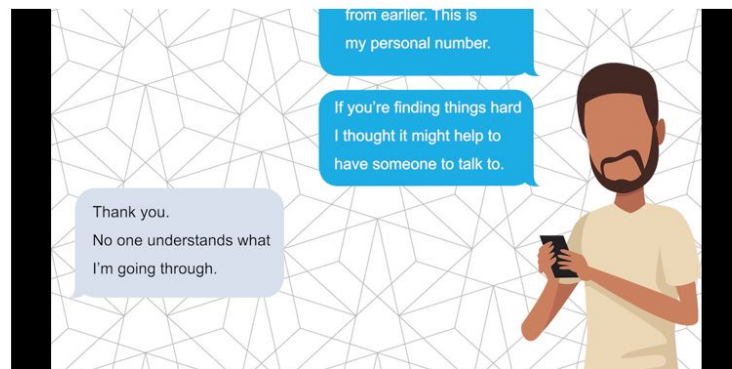
While online communication has many benefits and can help us to engage effectively with our communities, these channels can also expose officers to inappropriate contact with victims and witnesses. Complaints from the public about the inappropriate use of social media and online contact now make up 40% of PSD's caseload and that shows no sign of stopping in fact if anything it's increasing.

We know that the vast majority of our staff act with integrity and apply professional standards of behaviour throughout their service but sadly there are some who aren't and that is putting them at risk of disciplinary action and damaging the reputation of the force.

1. Sending, sharing or posting inappropriate images and/or photographs online including on dating websites.
2. Making negative or derogatory comments about a colleague or the organisation online and/or on private and public online platforms or groups.
3. Not challenging negative or derogatory comments about a colleague or the organisation online and/or on private and public online platforms or groups
4. Abuse of position for a sexual purpose (APSP) - crossing the professional boundary with victims, offenders and witnesses including wrongly accessing police systems for personal use.
5. Putting your safety and that of your family at risk by making it easy for criminals to find where you live and work

There is a new mandatory [Counter Corruption Awareness NCALT package](#) that which everyone needs to do – it is there to protect you, your colleagues and your family and remind you to 'pause before you post.'

#BlurredLines - Professional Boundaries



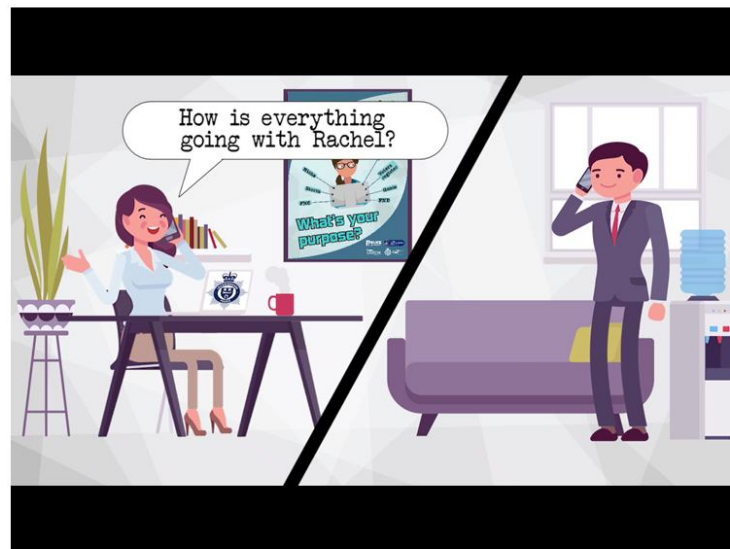
NOT PROTECTIVELY MARKED

Abuse of position for sexual gain is now classed as serious corruption. The use of your position either as a police officer or as member of police staff to meet members of the public with a view to having a sexual or improper emotional relationship with them, whether or not they are vulnerable, is clearly contrary to the Standards of Professional Behaviour. It is also likely to result in an arrest for Misconduct in a Public Office which, under Common Law, attracts a maximum life sentence.

It is clearly important to be visible and accessible to the public, even more so in the age of social media. Members of the public expect to be provided with instant contact with staff, sometimes via mobile telephone numbers or through online forums including Facebook, Twitter and Instagram. However the closed nature of some areas of social media, affording users to have 'private chats' may go beyond what is expected of you. Your intentions may well be honourable, but it only takes one allegation by a friend of the victim or a colleague for example, for your integrity to be called into question.

You may have seen a number of cases in the national media over recent times, some of which are extreme, but sadly not uncommon. ***Be very clear with your boundaries.*** Report any concerns you have about a victim making unwarranted contact with you, or about a colleague who may be texting victims, or visiting them more than normal, to your line manager.

Computer misuse - What's Your Policing Purpose?



(Video viewable in Internet Explorer)

NOT PROTECTIVELY MARKED

Sadly the number of cases of computer misuse being investigated by our Professional Standards Department is increasing. Two recent cases have ended up in court and made the local news headlines.

As police officers and staff we have access to systems that are full of private and personal information but this information must only be accessed for a lawful policing purpose

A lawful policing purpose is defined by the MoPI Code of Practice as:

- Protecting life and property
- Preserving order
- Preventing the commission of offences
- Bringing offenders to justice
- Any duty re responsibility of the police arising from common or statute law

What isn't lawful is using police held data to do checks on yourself, relatives, friends, neighbours, tenants, other staff members and their acquaintances.

If you are concerned about computer misuse, or any other matters, you can now call the new Crimestoppers Counter Corruption Integrity Line on 0800 111 4444. This does not replace Bad Apple (LINK) but is anonymous and independent of the force which some people may prefer.

You can find more information about what you can and can't do when it comes to using police computer systems [here](#).

Proud of your online dating profile?



(Video viewable in Internet Explorer)

While online communication has many benefits and can help us to engage effectively with our communities, these channels can also expose officers and staff to inappropriate contact with criminals, victims, witnesses, members of the public and that includes online dating sites.

We want to be clear that we are NOT stopping officers and staff from using online dating sites but we are keen to prevent the sending, sharing or posting of inappropriate images and/or photographs on those dating websites including inappropriate images of officers and PCSOs in uniform (or parts of their uniform!). We want officers and staff to use social media safely.

NOT PROTECTIVELY MARKED

NOT PROTECTIVELY MARKED

As police officers we represent the force and when Misconduct regulations are breached, independent Chairs apply one simple rule. "Has the actions of the officer undermined public confidence?" If the answer is yes, often the outcome is not good.

UNISON Branch Secretary, Chris Hanrahan, said: "Social media is part of everyone's lives these days and very much part of the business of the organisation. We acknowledge that officers and staff will use it for many purposes legitimately and within reasonable boundaries. As the medium is instant and accessible to a wider audience than we may anticipate, it is always important to think before posting, what the impact of the post may be on ourselves, other users and the organisation. Before hitting send it is helpful to ask yourself; is it truthful?, is it kind?, is it helpful?"

What you 'like', 'share' and 'retweet' reflects on you



(Video viewable in Internet Explorer)

This video above focuses on protecting officers and staff from posting inappropriate content online and on social media, focussing particularly on the pitfalls of liking inappropriate online content.

The Standards of Professional Behaviour state that police officers and police staff should behave in a manner that does not discredit or undermine public confidence in the police service and this includes how you behave online. Liking or associating yourself with social media sites that are inappropriate could compromise you and your ability to carry out your duties as a police officer or member of police staff. It can also lead to a complaint against you.

We know that the majority of our officers and staff act with absolute integrity. However, sadly some are putting their careers at risk by associating with inappropriate people, groups or organisations both in person and online. Please don't do it as it's not worth the risk.

Pause before you post



(Video viewable in Internet Explorer)

'Pause before you post' is designed to raise awareness among officers and staff of the risks to posting inappropriate content online. Sadly our Professional Standards Department (PSD) end up dealing with a number of complaints from our own staff, who have been victims of this, and members of the public.

We can all get frustrated and we would ask that you pause before posting your frustrations on social media as sending something in the heat of the moment can result in complaints and grievances and there are processes in place internally that can deal with your frustrations professionally and in the right way.

#CallItOut - Even banter has boundaries



(Video viewable in Internet Explorer)

#BlurredLines is a video designed to raise awareness among officers and staff of the risks of using inappropriate language in a group chat such as WhatsApp either with colleagues or members of the public.

Complaints about the inappropriate use of social media and online contact now make up 40% of PSD's caseload. Sadly, in some of the most serious cases officers have lost their job.

Please think before sending offensive or negative messages to colleagues or members of the public. Policing is a team game and in the challenges of modern day policing, maintaining internal

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Complaints about the inappropriate use of social media and online contact now make up 40% of PSD's caseload. Sadly, in some of the most serious cases officers have lost their job.

Please think before sending offensive or negative messages to colleagues or members of the public. Policing is a team game and in the challenges of modern day policing, maintaining internal relationships is key to success and is what keeps us all safe. Making inappropriate or derogatory comments about a colleague may sometimes be done in jovial terms, however can be damaging to our reputation and is often a form of bullying and a breach under the standards of professional behaviour.

NOT PROTECTIVELY MARKED