



## community connect

Sustaining Community Contact,  
Trust & Engagement

### What is the Social Media Handover Notification and what is its purpose?

The Social Media Handover Notification is a component of GMP Community Connect. It explains how the social media accounts of a Neighbourhood Policing Team (Twitter and Facebook) should be used to communicate the handover of PCSOs and NBOs' roles. The purpose is to keep residents updated about any changes in the neighbourhood policing roles in their local area.



#### Who should use it?

The Social Media Handover Notification should be used by:

- NBOs and PCSOs who are leaving their post in their current Neighbourhood Policing Team, if they are social media trained and authorised to post on behalf of GMP;
- Newly appointed NBOs and PCSOs, if they are social media trained and authorised to post on behalf of GMP;
- Operational Support Officers (OSOs), on behalf of PCSOs and NBOs who have not received GMP social media training.

#### How does it work?

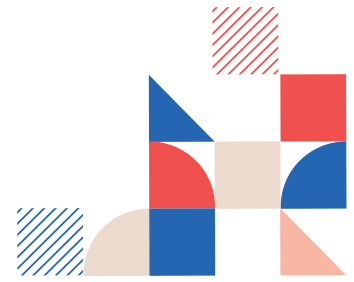
A standard "Leaving message" template will be used to communicate that a NBO or PCSO is leaving their post in the Neighbourhood Policing Team.

This message should be tweeted or posted during the first two weeks of the leaving officer's notice period on the Neighbourhood Policing Team's Tweeter or Facebook account.



It is the leaving NBO/PCSO's responsibility to identify the officer in their Neighbourhood Policing Team who is authorised to tweet or post on behalf of GMP and ensure that the relevant message is tweeted or posted.

If available (and if the PCSO/NBO give consent), a picture of the relevant PCSO/NBO should be attached to the Tweet or to the post.



## — Template Tweet

### Leaving Message #GMPhandover

'Join GMP in wishing good luck to our PCSO/NBO (name and surname) (collar number) who is leaving our Neighbourhood Policing Team/GMP on the (date). [If applicable] (PCSO/NBO name and surname) will be replaced by .... #GMPhandover

## — Template Facebook

### Leaving Message

'Join GMP in wishing good luck to our PCSO/NBO (name and surname) (collar number) who is leaving our Neighbourhood Policing Team/GMP on the (date). [If applicable] (PCSO/NBO name and surname) will be replaced by .... #GMPhandover

Likewise, a standard "welcome message" template will be used to communicate that a NBO or PCSO is joining the Neighbourhood Policing Team and taking the leaving officer's role. This message should be tweeted or posted on the Neighbourhood Policing Team's Twitter or Facebook account during the first two weeks in the role.

It is the newly appointed NBO/PCSO's responsibility to identify the officer in their Neighbourhood Policing Team who is authorised to tweet or post on behalf of GMP and ensure that the relevant message is tweeted or posted. If available (and if the PCSO/NBO give consent), a picture of the relevant PCSO/NBO should be attached to the Tweet or in the post.

## — Template Tweet

### Welcome message

'A warm welcome to PCSO/NBO (name and surname) (collar number) who joined our Neighbourhood Policing Team on (date). PCSO/NBO (name and surname) will be covering (name of the beat/area) and is looking forward to help to keep our community safe'. #GMPhandover

## — Template Facebook

### Welcome message

'A warm welcome to PCSO/NBO (name and surname) (collar number) who joined our Neighbourhood Policing Team on (date). PCSO/NBO (name and surname) will be covering (name of the beat/area) and is looking forward to help to keep our community safe'. #GMPhandover.



Leaving officers and newly appointed officers are welcome to personalise the “Leaving Message” and “Welcome message”, as long as the content adheres to the Force Media Communications Policy and the Social Media Policy.

**Remember:**

As established by GMP Media & Social Media Communications Policy & Procedure, each NPT has its own Twitter, and in some cases Facebook account and those officers who have received the relevant training are authorised to Tweet and post messages on behalf of GMP – these accounts should only be used for a legitimate policing purpose.

Those using networking sites must adhere to the Force Media Communications Policy and the Social Media Policy.

