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Social media use

Information about departmental social media policies.

DfT Twitter policy

The department's twitter channel [@transportgovuk](#) is managed by the digital engagement team, on behalf of colleagues across the department.

We do not use automation tools eg RSS feeds to generate tweets.

If you follow us, you can expect between 2 to 10 tweets a day.

Tweets will include alerts about:

- announcements
- press releases
- new content published on our website
- new content uploaded to other digital channels eg YouTube
- marketing campaign messages
- invitations to consult
- information from our ministerial team about what they're doing
- occasional live coverage of events

Following

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

Availability

We will update and monitor our Twitter account during office hours, Monday to Friday. Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

@replies and direct messages

We welcome feedback, ideas and engagement from all our followers, and endeavour to join the conversation where possible. However, we are not able to reply individually to all the messages we receive via Twitter.

The digital engagement team read all @replies and direct messages and ensures that any emerging themes or helpful suggestions are passed to the relevant colleagues in the department.

We cannot engage on issues of party politics or answer questions which break the rules of our general comments policy.

The usual ways of contacting us for official correspondence are detailed in the [contact us](#) section of our website.

THINK! road safety twitter policy

The THINK! road safety channel [@THINKgovuk](#) is managed by the THINK! campaigns team.

We do not use automation tools eg RSS feeds to generate tweets.

If you follow us, you can expect between 2 to 10 tweets a day.

Tweets will include alerts about:

- THINK! campaigns
- road safety information
- THINK! press releases
- new content published on THINK! channels
- events relevant to road safety
- selected road safety news from stakeholders

Following

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

Availability

We will update and monitor our Twitter account during office hours, Monday to Friday. Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

@replies and direct messages

We welcome feedback, ideas and engagement from all our followers, and endeavour to join the conversation where possible. However, we are not able to reply individually to all the messages we receive via Twitter.

The campaigns team read all @replies and direct messages and ensures that any emerging themes or helpful suggestions are passed to the relevant colleagues in the team.

We cannot engage on issues of party politics or answer questions which break the rules of our general comments policy.

[Contact the campaigns team](#) outside of Twitter if necessary.

Transport agencies' social media use

- [Social media use at DSA](#)

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