

Chalfont St Peter Parish Council Communication Policy

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This policy relates to all communications between the Parish Council, Parish Councillors, residents, the public and other organisations.

It defines the policy of the Council in how it will handle communications, what are acceptable methods of communication and good practice requirements.

Communication methods

There are a number of communications methods that may be employed between various parties. These are taken in turn, below.

Communication by email

All Communication to Councillors shall be by email. Each Councillors e-mail address is available to the general public via the website.

Audit trail of Communications -

Councillors who have been delegated responsibility for some action which involves written or verbal communications with third parties shall ensure all communications are stored appropriately.

These shall include:

- Letters or emails sent and received
- Notes of minutes of any meetings which may have been held or attended
- Notes or minutes of any face to face or telephone conversations held

Councillor Feedback

Councillors who attend meetings on behalf of the Parish Council will feed back at the next Main Council meeting under heading – Outside Bodies.

External Communications

External communication is concerned with the way the Parish Council presents itself and its workings to the general public. This is not just a matter of what it communicates, but also how and the timely nature of these communications.

The Parish Council accepts that not all Parishioners have either access to, or desire to use certain delivery channels. As a result the external communications employed will ensure a number of different delivery mechanisms in order to achieve the maximum coverage possible.

Delivery channels

Newspapers (free and paid for)
Social networking
Internet
Notice boards
Email
Public events
Telephone (both landline and mobile)
SMS and MMS text messaging
E-newsletters

The list is not exhaustive, and some residents may use only one for their information, whereas others many use many. We also have to consider the demographics of the village in conjunction with delivery channels; there may not be many young people reading newspapers for example, and this age group may be better served by a more technology focused approach.

Open Days

The Parish Council shall put on open days and participate in village events to present current issues and progress, and encourage discussion within the village.

Parish Council Website

Information shall be published on the Parish Council website as and when required.

This shall include:

- Minutes and agendas of Parish Council meetings
- Minutes and agendas of committee meetings
- Annual reports and accounts
- Parish Councillor contact details
- Information covered by the Model Publication Scheme (see also Model Publication Scheme)
- Information and news items which may be of general interest to the public

Certain information from other Councils can be found on the site, for example:

- Chiltern District Council Services
- Bucks County Council Services

Information covered by the Publication Scheme shall be published:

- On the Parish Council website

Published Communication Policy

The Communication Policy shall be published:

- On the Parish Council website

News and Views

General information, news and commentary shall be published as a minimum:

- On the Parish Council website
- Via the Parish Council social media channels

Village Calendar

The Parish Council shall provide a village calendar which shows details of future events as a minimum:

- On the Parish Council website

Social Media

The Parish Council have Social Media accounts in order to extend its presence and inform and engage with residents and the wider audience.

Social media will be used to inform the residents of activities within the Parish Council and the wider community, including supporting the Village retail shops.