

Lyneham and Bradenstoke Parish Council

Communication Protocol

Published as Appendix F to the Council's Standing Orders

Commented [PC1]: Should be standalone policy not part of SO

1. **Purpose:** to clarify the ways in which the Parish Council intends to communicate with its electors.

2. Schedules and methods of formulating and publishing meeting agenda

- a. In accordance with Section 10 (2) (a) of Schedule 12 of the Local Government Act 1972, the notice and agenda for meetings of the Parish Council are to be displayed in one or more of the Parish Council's notice boards in Lyneham and Bradenstoke at least three clear days before the meeting.

Commented [PC2]: In Standing Orders and also not required to be on the notice board if on the website.

- b. Normally, such notice and agenda will be displayed in all three notice boards (outside the public conveniences in Calne Road, Lyneham, outside the Village Hall on The Green, Lyneham, and in Bradenstoke opposite St Mary's Close).

- c. A copy of such notice and agenda will also be posted on the Parish Council's website.

Deleted: may

- d. A copy of such notice and agenda will also be posted on the Parish Council's social media site(s).

Commented [PC3]: This commits the council

Formatted: Indent: Left: 0 cm, First line: 0 cm

3. Methods and timescales for publishing records of meetings

- a. Draft minutes of Parish Council meetings may be published before approval at the next Parish Council meeting. Including a meeting summary, the meeting summary shall not form part of the legal record, this being contained within the approved minutes.

Commented [PC4]: Minutes are published as soon as they are available and before they are approved. This is part of the Standing Orders

Commented [PC5]: How is the meeting summary to be agreed? Who writes it?

- b. Copies of minutes of meetings will be posted on the Parish Council's website. With links to the minutes posted on the Parish Council Social Media sites.

Deleted: Normally, c

Deleted: ,

- c. Notwithstanding the right of any elector to request documents under the provisions of the Freedom of Information Act 2000, the Parish Council is not obliged to provide printed copies or to send electronic copies of minutes and reports to any individual.

Deleted: a printed copy being made available in Lyneham Library and in Bradenstoke Village Hall. ¶

- d. By resolution of the Council, specific reports discussed at meetings may be posted on the Parish Council's website.

Commented [PC6]: All reports discussed at the Parish Council Meeting are posted on the website regardless of resolution unless confidential.

4. Expectations for responses to correspondence addressed to the Clerk

- a. The Clerk may respond to verbal or written requests for information when the

information is readily available, without referring the request to any member or meeting of the Parish Council.

b. When a request for information is likely to involve significant time spent in research, or when a second or subsequent request is received from any individual following an earlier response on the same subject, the Clerk is to refer the request to the Chairman for advice.

c. If correspondence addressed to the Clerk appears to level a complaint at the Parish Council or at any member, the Clerk is to advise the correspondent to follow the Council's Complaint Procedure.

d. The Clerk will respond to verbal or written requests within 7 working days. Email correspondence will be replied via email.

5. Expectations for responses to planning applications and comments thereon

- a. Since the details of planning applications referred to the Council are published on Wiltshire Council's website, there is no obligation on the Clerk to provide copies to members or to the public.
- b. Since the details of public comments on planning applications are also published on Wiltshire Council's website, there is no obligation on the Clerk to provide copies of the Parish Council's comments to the public, but in accordance with 3d above, such comments may be published on the Parish Council's website.

6. Scope and availability of information published on the Council website

- a. The Parish Council will endeavour to publish and retain on its website meeting agenda and minutes, together with relevant reports in accordance with 3b and 3d above.
- b. The Parish Council may, by resolution, authorise publication on its website notices of general interest and benefit to its electors, with due regard to avoiding appearing to endorse or support any declared interest of any of its members or appearing to prejudice any matter which is to be brought to the Parish Council to be determined.

7. Scope and availability of information published in the Council's magazine

- a. The Parish Council will consider the re-introduction of a Parish Council Magazine when resources allow. It is envisaged this will be an annual summary of the previous year and commitments for the year ahead.
- b. The primary publication route for any such magazine will be the Parish Council website with links posted on the Parish Council Social Media sites.
- c. Printed copies will be made available to the Lyneham Library, Parish Notice Boards and Bradenstoke Village Hall.

b. To offset some of the publication costs of the magazine, paid advertising may be included which is not subject to the restriction on members described in relation to the website at 6b above.

Deleted: ¶

Commented [PC7]: Communications Policy

Commented [PC8]: Why?

Commented [PC9]: Complaints Policy

Commented [PC10]: This is the complaints procedure

Commented [PC11]: No. 30d is the standard. 7d is unrealistic

Commented [PC12]: Legal Requirement To Do So. Not Needed

Deleted: a.→

Formatted: Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 0.63 cm + Indent at: 1.27 cm

Deleted: <#>endeavour to publish and distribute to the homes of all electors a magazine three times a year, to contain articles of interest and useful local information.¶

Deleted: rinting

Commented [PC13]: This would need to be thought through as this may have VAT implications

8. Use of Social Media

a. The Parish Council has decided to embrace social media and will publish relevant communications through its social media site(s) and share with Village social media sites to ensure the widest possible cost-effective parishioner engagement.

b.

b. Members who use social media personally should ensure that in the comments they post they do not breach the Council's Code of Conduct

Deleted: a.

Formatted: Numbered + Level: 1 + Numbering Style: a, b, c, ... + Start at: 1 + Alignment: Left + Aligned at: 0.63 cm + Indent at: 1.27 cm

Commented [PC14]: Over Commits The Parish Council. Also covered elsewhere

Deleted: chosen not to use any form of social media to provide information to residents.↵