



Rusthall

Parish Council

Documents, Records and Correspondence Policy

Introduction

The aim of this policy is to ensure that records are stored safely, documents are filed and kept for the time required and correspondence is circulated or replied to as soon as is practicable.

Records

Records refer to official records such as Full Council Minutes and Land Ownership deeds. Currently, all records are stored securely within a fireproof cabinet in the Parish Council Office.

Documents

Documents refer to other papers such as on the attached list. Rusthall Parish Council (RPC) uses the guidelines for document retention as set out by the National Association of Councils (NALC) and referred to as Legal Topic Note (LTN) 40.

Correspondence

Emails have changed the way organisations and people correspond and the volume has increased inordinately. Content of emails varies from direct enquiries to circulars, but the majority are from organisations such as County and Borough Councils who circulate information, not all of which is relevant to us. Consequently, all emails have to be reviewed and a decision made on whether an immediate reply is warranted, an acknowledgement sent or whether it is pertinent to circulate for Councillors to read.

The time it takes to respond to a resident can vary depending on the urgency of the enquiry and if advice is required. If advice is needed, then an acknowledgement should be sent and the relevant Committee engaged before a full response is issued to a resident.

All decisions on the above are at the Clerk's discretion.