

NETHER WALLOP PARISH COUNCIL Communication Policy

Aims and Objectives.

- To establish clear, easy to use channels of communication between the Parish Council and Residents, and vice versa.
- To provide information on important matters in a timely manner to facilitate and encourage informed comment from interested individuals and groups.
- To provide information in multiple formats in order to engage with all members of the community.

Methods of outward Information Communication that the Council will use:

Electronic Communication	Paper Communication
NWPC PC Website (www.netherwallopparishcouncil.uk)	Noticeboards – Agendas and Draft Minutes
Email (nwpc.pump@gmail.com)	Parish Magazine – Draft Minutes / Articles
FaceBook (Nether Wallop Gate Post group) *	Leaflet drops **
Nextdoor.co.uk *	Surveys in hard copy **
* - This is one way traffic	** - (where practical and economic)

Correspondence sent from Council.

All communications, both internal and external, must be copied to, received by, sent from or distributed by the Clerk to the Council as the Proper Officer. In particular, contract agreements, can only be sent by the Clerk. Correspondence from the Council must not be used for, have attached to it or have enclosed within it any political party or commercial information, advertising or promotion, in any form.

Correspondence sent to the Council.

All correspondence relating to the Parish Council should be addressed to the Parish Clerk in the first instance. This will ensure that the matter is recorded and passed to the relevant person or organisation as soon as practically possible. The following are treated as Correspondence:

- Letters
- Emails
- Telephone calls
- Face to face conversations

Simple enquiries which the Clerk is able to routinely answer will not be forwarded to councillors. Similarly, information given to the Clerk, which does not impact the council, and does not need to be publicised to residents, will not be passed on. All correspondence to the Parish Clerk will be acknowledged within one week of receipt, if at all possible. If email is used, then an acknowledgment will be sent via email.

Where correspondence is required to be passed on to councillors, the sender's details will be kept private unless the sender has specifically agreed to their name being revealed.

A parishioner may raise any issue directly with the Parish Clerk or any Councillor. If a routine answer cannot be given immediately, and if the issue warrants it, an item may be placed on the agenda for the attention of the full Council. A Councillor does not have any authority to make decisions about Parish Council business on his/her own.

The Clerk will acknowledge all Freedom of Information requests within seven working days and will reply fully as per ICO requirements.

The Clerk and Parish Councillors using social networking through their personal or professional lives must not comment on the activities of the Parish Council to ensure that the Code of Conduct is not breached.

Residents and councillors should be aware that not all communication through social media requires a response. Any concern regarding content placed on social media sites should be reported to the Clerk for referral to the council as required.

Communications, complaints, or comments that will not be received or responded to directly:

- Any made on Social Media, including but not limited to, Facebook, NextDoor.co.uk, Instagram, Twitter.
- Any which is sent anonymously. This will be deleted or discarded and not recorded.
- Any which is repetitive in nature.
- Any that relates to issues outside of the Parish Council's powers. A response explaining this will be sent.

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[The NWPC Web Site.](#)

The web site has been published to promote, meet and enhance 'Open Government' requirements by facilitating electronic access to Parish Council statutory information, act as an official notice board and offer a direct line of communication to the Clerk to the Council. The Parish Clerk will ensure that the Parish Council email address is publicised.

The Parish Clerk will arrange for the Agendas for meetings to be posted on the NWPC Website at least three clear days before the meeting in line with current legislation. All back up papers for meetings will be published as soon as they are available. The draft Minutes will be posted as soon as possible after the meeting. The final Minutes will be posted on the website once approved.

The website is managed by the webmaster who is responsible for the structure and by several web editors who publish, add, edit and delete content by agreement with the Clerk. This includes:

- Parish Councillor names and contact details
- Parish Council agendas and minutes
- Codes of conduct and policies.
- Transparency Code information including, accounts, financial records, assets and organisational structure
- The Council's Publication Scheme (a document which details information which can be requested from the Parish Council).
- Information and News of general interest from external organisations

[The Wallop Parish News \(Parish Magazine\)](#)

The Clerk will provide a copy of the full draft minutes to the editor of the magazine for inclusion. Members of the public wishing to receive electronic copies of the draft minutes, may contact the Clerk to be added to a distribution list.

[The Annual Parish Meeting](#)

The Nether Wallop Annual Parish Meeting is convened by the Chairman of the Parish Council and is generally held in May (although can be held between 1 March to 31 May) each year to provide parishioners with a summary of the activities of the Parish Council over the previous year and the opportunity to debate local issues and celebrate local success, events and activities.

Contact details:

Parish Clerk – Mrs Gail Foster, Kingman's Cottage, Heathman Street, Nether Wallop, SO20 8EW.

Tel: 01264 783593 / Email: nwpc.clerk@gmail.com / Website: <http://www.netherwallopparishcouncil.uk/>