

Farnsfield Parish Council

Communication & Social Media Policy

(This revised version was adopted at the Council's meeting on 24/03/2026.)

This policy applies to the use of social media, our website and the way we communicate, by whatever medium. The policy applies to both councillors and staff.

Communication guidelines

We expect that communication from our staff and councillors:

- will comply with our equality policy, our data protection policy and any other relevant policies.
- will not contain private or personal information published without consent
- will not contain obscene or racist content
- will not contain commercial content
- will not breach copyright laws
- will not make disparaging or harassing remarks about the Council or its stakeholders
- will not be potentially unlawful or libellous.

It should be noted employers have the right, in certain circumstances, to monitor employees' usage of the internet or email at work.

Use of email

Councillors and staff have individual Council email addresses which can be used to contact them. Please note that individual Councillors cannot respond on behalf of the Council and any views expressed by them will be their own.

Councillors and staff are reminded not to forward personal information (which includes names, addresses and email addresses) on to other people or groups outside of the Council. If emailing groups of individuals it may be appropriate to use blind copy (bcc). A data breach procedure is available on our website.

Use of social media

The only social-media platform used by the Council is its Facebook page, which is managed by the Clerk.

We use our Facebook page to provide information and Council updates and to promote activities and opportunities locally. The community can comment on our page posts, but we are unable to respond to every comment. Contacting us from this page will not be considered formal correspondence to the Council.

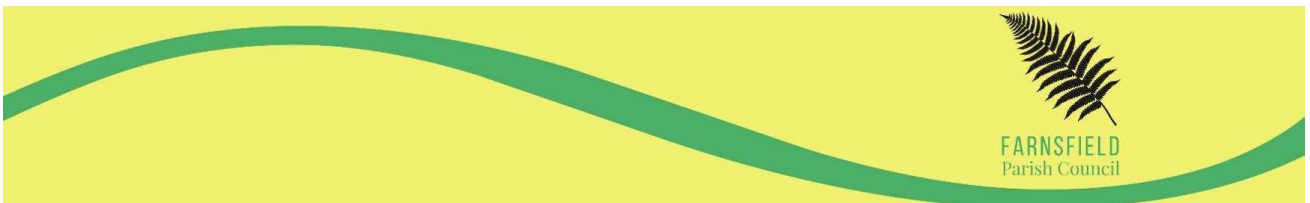
When posting and commenting we expect everyone to be respectful to others and to make sure their content follows our communication guidelines, is relevant and factually correct. Facebook must not be used for commercial purposes or to advertise, market or sell products. The Council's social media accounts must not be used for the dissemination of any political advertising.

Posts that breach the above guidelines will be removed.

Our Facebook page is not the correct place to raise complaints against the Council or against Councillors. Please instead use the process available on the Contact page of our website.

The Council's staff work only part-time. Therefore any online response is unlikely to be immediate.

Councillors may have their own personal social-media accounts. If they use these to discuss Council matters, they must make clear that they are expressing a personal view, and not the view of the Council as a body. Council staff must not use their personal social-media accounts to discuss Council matters.



Our website

We have a comprehensive website which includes information about our services, our village, our initiatives, our decisions and the way we work, and also useful information about services provided by other organisations.

Information published on our website must follow our communication guidelines. The website is managed by the Clerk.

Contacting the Council

Contact to the Council is usually to our Clerk by email – except that contact in relation to hiring our facilities should be to the Booking Clerk. Contact details are on our website.

All communications on behalf of the Council will usually come from the Clerk, and if not should be copied to the Clerk.

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