



Cofton Hackett Parish Council

COFTON HACKETT PARISH COUNCIL

COMMUNICATIONS POLICY

**Reviewed and Adopted by Cofton Hackett Parish
Council: January 20th 2020**

A. Introduction and Scope

The purpose of this policy is to define the roles and responsibilities within Cofton Hackett Parish Council regarding communications and to provide guidelines for councillors.

B. Parish Council Correspondence

- (i) The Proper Officer (the Clerk) has overall responsibility for overseeing all communication with members of the community and outside bodies. The point of contact for the parish council is the clerk, and it is to the clerk that all correspondence for the parish council should be addressed.
- (ii) The clerk should deal with all correspondence following a meeting.
- (iii) No individual councillor or officer should be the sole custodian of any correspondence or information in the name of the parish council, a committee, sub-committee or working party. In particular, councillors and officers do not have a right to obtain confidential information/documentation unless they can demonstrate a 'need to know'.
- (iv) All official correspondence should be sent by the clerk in the name of the council using council letter headed paper, making it clear that it is written in their official capacity and has been authorised by the council.
- (v) Where correspondence from the clerk to a councillor is copied to another person, the addressee should be made aware that a copy is being forwarded to that other person (e.g. copy to XX).

C. Agenda Items for council, committees, sub-committees and working parties

- (i) Agenda should be clear and concise. They should contain sufficient information to enable councillors to make an informed decision, and for the public to understand what matters are being considered and what decisions are to be taken at a meeting.
- (ii) Items for information should be kept to a minimum on an agenda.
- (iii) Where the clerk or a councillor wishes fellow councillors to receive matters for "information only", this information will be circulated via the clerk.
- (iv) Councillors must ensure that they have read and understand any documents for discussion and come to meetings able to make an informed decision or identify information that is required in order for them to do so.

D. Communications with the press and public

- (i) The clerk will clear all press reports, or comments to the media, with the chair of the council or the chair of the relevant committee.
- (ii) Press reports from the council, its committees or working parties should be from the clerk or an officer or via the reporter's own attendance at a meeting.
- (iii) Unless a councillor has been authorised by the council to speak to the media on a particular issue, councillors who are asked for comment by the press should

make it clear that it is a personal view and ask that it be clearly reported as their personal view.

- (iv) Unless a councillor is absolutely certain that he/she is reporting the view of the council, they must make it clear to members of the public that they are expressing a personal view.
- (v) If councillors receive a complaint from a member of the public, this should be dealt with under the council's adopted complaints procedure, or via a council agenda item.
- (vi) Councillors should not engage in discussions on social media relating to the council (refer to the council's social media policy).

E. Councillor correspondence with external parties

- (i) All correspondence for the council should be addressed to the clerk. Councillors should forward any correspondence received to the clerk.
- (ii) Councillors should not communicate directly with companies / individuals with which the council has a contractual relationship. All enquiries should be through the clerk.

F. Communications with parish council staff

- (i) Councillors must not give instructions to any member of staff, unless authorised to do so (for example, three or more councillors sitting as a committee or sub-committee with appropriate delegated powers from the council).
- (ii) No individual councillor, regardless of whether or not they are the chair of the council, the chair of a committee or other meeting may give instructions to the clerk or to another employee which are inconsistent or conflict with council decisions or arrangements for delegated power.
- (iii) Telephone calls should be appropriate to the work of the parish council.
- (iv) E-mails:
 - The clerk and councillors are provided with an official council email address, this should be the only address used for council communications, and only for that purpose.
 - Instant replies should not be expected from the clerk; reasons for urgency should be stated;
 - Information to councillors should normally be directed via the clerk;
 - E-mails from councillors to external parties should be copied to the clerk;
 - Councillors should acknowledge their e-mails when requested to do so.
- (v) Meetings with the clerk or other officers:
 - Wherever possible an appointment should be made;
 - Meetings should be relevant to the work of that particular officer;
 - Councillors should be clear that the matter is legitimate council business and not matters driven by personal or political agendas.