

Twyning Parish Council

Communications Policy (adopted on 4th May 2021)

Aim

This Policy sets out the framework for communication by Councillors and Officers through the format of email, letter, telephone and social media and via the Council administered website.

How We Communicate

Parish Councillors are elected and co-opted to listen and represent the views of the community. Parish Councillors are provided with an official Parish Council email address which is used for all Council communications. Parishioners may choose to contact councillors direct but communication is encouraged through the clerk who will communicate the views and response of the Council as a whole and not as individuals.

Contact details:

clerk@twyningcouncil.co.uk

www.twyningvillage.co.uk

1 Britannia Way, Woodmancote, Cheltenham GL52 9QW

All official correspondence on behalf of the Council is via the Clerk.

The Clerk will ask your permission to share any correspondence to anyone outside the Council.

Use of Social Media

We currently use Facebook to communicate items of interest or make alerts of important information to our parishioners. We communicate as the Twyning Parish Council, not as individual councillors.

Facebook is administered and moderated by 2 councillors plus our Communications Officer. Unacceptable content will be removed without reference to the contributor.

The Council retains the right to remove comments or content that includes:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libellous statements.
- Plagiarised material; any material in violation of any laws, including copyright
- Private, personal information published without consent
- Information or links unrelated to the content of the page
- Commercial promotions or spam.

We do not publish political aspirational material.

Keeping You Informed

Our website contains a lot of information about Twyning Parish in general, including local group and clubs information and council business.

We also publish third party notifications and public notices provided by other authorities. We are not responsible for the content or format of these.

We may also promote local businesses through our website/newsletter but the Council does not vouch for the services these business provide or provide any recommendation.

We will also publish surveys and questionnaires to seek your views.

We also publish a paper Twyning Bulletin delivered to every household 3 times per year. We welcome local contributions to the Bulletin and encourage advertising local businesses and services. There is a charge for advertisement printing costs.

We occasionally pin notices on the Parish noticeboards.

We invite parishioners to attend and speak at parish council meetings.

Press

The Press are welcome to attend meetings of the parish council but are asked to identify themselves at the start of the meeting. The Clerk is the only person authorised to make statements on behalf of the Council. Councillors may make statements as individuals but must ensure they are quoted as such.

Complaints

Complaints about our services should be referred to the Clerk in the first instance and if the complaint is not satisfied it should be referred to the Chairman. Complaints about councillors should be referred to the Monitoring Officer at Tewkesbury Borough Council.

Please see our Privacy Policy for details about how your personal data is handled.