

Dyffryn Clydach Community Council Communications Policy 2014

Objectives

1. To be open and honest, in our communications and consultations with all.
2. For the clerk & councillors to communicate effectively, reflecting DYFFRYN CLYDACH CC policies & resolutions, ensuring that the recipient is made aware whether the communication is representative of DYFFRYN CLYDACH CC or the individual.
3. To keep residents, councillors, partner organisations and businesses well informed and consulted so that they can influence improvement, equality of opportunity, and access & quality of services.
4. To give accurate information, be realistic about what can and cannot be achieved and give feedback to those whom we consult and who consult DYFFRYN CLYDACH CC.

Outcomes

5. Residents believe it is worthwhile to participate in local democracy and that they are informed and consulted about local issues.
6. Residents, partner organisations and businesses are kept well informed about DYFFRYN CLYDACH CC responsibilities, actions and other issues that affect the community.
7. The Council is recognised as the originator of its own communications.
8. Adopted minutes are posted on the DYFFRYN CLYDACH CC notice board and press releases are issued when necessary to keep DYFFRYN CLYDACH CC's work in the community and public eye.
9. The Council's web site is up to date, effective and promoted as a point of reference.
10. Training is accessed for the Clerk and Councillors where available & appropriate to improve communication and that communications do not conflict with this & other policies of Dyffryn Clydach Community Council.

Written Correspondence

11. Communications in writing are dealt with directly by the clerk.

Publications

12. Any content supplied by the council, including the bi-annual newsletter Ymlaen, will be bilingual in content.

Minutes

13. Minutes of the council's monthly meetings will be available on the notice board at the front of the hall. A Welsh translation will be available on request

Telephonic and Verbal Communication

14. Telephonic and verbal communication, unless confirmed in writing, are not considered contractually or legally binding.
Emails are seen as being included within written correspondence; however proof of sending is not to be regarded as proof of receipt.

Clerk's Authority

15. The Clerk to the Council is authorised to communicate on behalf of the Community Council.

Public Communication

16. Members of the public may introduce matters into Council in writing, or by email, directly to the Clerk, or alternatively, by contacting a Councillor to bring the matter to the Council. Members of the public should normally be identified except in confidential situations.

Website Content

17. The website will initially contain contact details of the clerk, the councillors and the council's services. These will be amended as they change by members of the communications committee
18. Minutes of the meetings will not be displayed as documents but physical location of the minutes will be indicated.
19. Council's policies will be available online
20. Council should aim to provide its newsletter online.

Website Disclaimer

21. It will be clearly stated before each councillor's entry, that any matters included, are the opinions of the author alone and do not in any way reflect the views of the Council. It is the councillor's responsibility to provide accurate information to the site.

Links

22. Any links to or from the site must not jeopardise the council's respect and good professional reputation