

# **BADGERS MOUNT PARISH COUNCIL**

## **COMMUNICATIONS PROTOCOL**

This document sets out the ways in which the Council communicates with residents and local businesses in the Parish. It should be read in conjunction with the Parish Council's Publications Scheme which is published on the website.

### **Publication Scheme**

This scheme follows the Information Commissioner's model format and is fully compliant with the Freedom of Information Act and the GDPR and sets out the proactive work the Council does to make information available primarily through its website. It also sets out what type of information is available and how to obtain it.

### **Other Proactive forms of Communications.**

Badgers Mount Parish Council works with other local groups in the community to produce a quarterly newsletter which is widely distributed. It also makes use of six Notice Boards in the Parish to provide information..

### **Social Media**

Badgers Mount Parish Council has not had a significant social media presence in the past but is developing this going forward in particular with the engagement of residents and other stakeholders in the developing Neighbourhood Plan.

### **Reactive Communication**

The Clerk of the Council is the key point of contact for the Parish Council. The Clerk monitors the Parish Council email account daily and will seek to respond to emails within 3 working days. If an enquiry is complex, then the Clerk will send a holding reply within 3 working days and would aim to make a full response within 10 working days. In the Clerks absence (eg on annual leave), a Councillor is designated to fulfil this role.

The Parish Council phone is monitored by the Clerk throughout every working day. The Clerk will seek to respond within 24 hours to any phone calls.

### **Council Meetings and Committee meetings of the Council**

By law these are open to members of the public and the Parish encourages local residents to come along.

### **When the Council is unable to meet**

The Council has been following advice from the National Association of Local Councils during the current Coronavirus pandemic. It was advised not to hold face to face public meetings for public health reasons and is instead meeting by conference call – seeking inputs from residents by email. This approach of “virtual” meetings has now been enshrined in law for this and future such emergencies.

**This communications protocol was agreed by Badgers Mount Parish Council at their meeting on 2<sup>nd</sup> April 2020 and has been placed on the website.**