



COMMUNICATION POLICY

1. Introduction

Each Parish Councillor has a duty to represent without bias the interests of the whole community.

They will always try and do their best and are available to help parishioners with regard to matters relating to the Civil Parish of Goring-on-Thames.

Parish Councillors may be contacted via the Clerk or using their Parish Council email addresses.

If it is felt by the villager that the matter is important, then a letter or email to the Parish Clerk will ensure that it is dealt with in a timely and professional manner (also see the Correspondence section below).

It is the Parish Council's intention to meet the timescales detailed below but there could be occasions when this is not possible. When this happens the Parish Council will review their procedures and where necessary make changes to the policy or procedures.

2. Aims

To establish clear, easy to use channels of communication between the Parish Council and Parishioners, and vice versa.

To provide information on important matters in a timely manner so as to facilitate and encourage informed comment from interested individuals and groups.

3. Parish Council Meetings

The Parish Council meets 6 times per year, starting in May on the 2nd Monday of every other month.

The Parish Council will normally meet in a room at the Village Hall, in the Civil Parish Of Goring-on-Thames from 7.30pm.

Public participation will generally start before 7:30pm enable discussion on agenda items, 10 minutes is reserved for this, with the meeting starting immediately after, but no earlier than 7:30pm unless previously advertised.

Members of the public wishing to address the Council during the formal meeting or wishing to record the meeting must make the Chairman aware of their intention before the meeting starts.

4. Notice Boards

The following items will be displayed on the Parish Council noticeboard outside the council office:



- Parish Council meeting dates for the year
- Contact details for the Clerk
- The Parish Council's meeting agenda - which will be posted at least 3 clear days in advance of each meeting
- Agenda of other committee meetings of the Parish Council - which will be posted at least 3 clear days in advance of each meeting
- The information displayed on the Parish Notice Board will be kept up-to-date.

Where possible the other notice boards around the village will also be kept up to date, however the board outside the parish office remains the office noticeboard.

5. Correspondence

All correspondence relating to the Parish should be addressed to the Parish Clerk in the first instance either via email at clerk@GoringParishCouncil.gov.uk or via post. This will ensure that the matter is recorded and passed to the relevant person or organisation as soon as practically possible. However, all Parish Councillors have their own Council email addresses which have the format firstname.lastname@GoringParishCouncil.gov.uk.

The Clerk is responsible for dealing with email received and passing on anything relevant to Councillors or external agencies for information and/or action. All communications on behalf of the Council will usually come from the Clerk, and/or otherwise will always be copied to the Clerk. All new email requiring data to be passed on may be followed up with a data consent request before action is taken with that correspondence. Individual Councillors are at liberty to communicate directly with villagers in relation to their own personal views, if appropriate, with a copy to the Clerk.

It is important to note that any emails sent to Parish Council email addresses will be subject to The Freedom of Information Act requirements.

These procedures will ensure that a complete and proper record of all correspondence is kept.

It is imperative that all correspondents never forward personal information on to other people or groups outside the Council, this includes names, addresses, email, IP addresses and cookie identifiers.

All correspondence to the Parish Clerk will be acknowledged within one week of receipt if at all possible. If email is used then an acknowledgment will be sent via email.

Councillors will be notified of correspondence, but the addressee will not be named on minutes of meetings unless requested. Anonymous correspondence in any form will be recorded as received but not responded to.

Email should be thought of in the same way as a letter. A subject line, the sender's name and the content should be in the main body of the email, not as an attachment. Attachments will not be opened unless the Clerk has prior knowledge of the subject. The



GORING-ON-THAMES PARISH COUNCIL

Council regrets that, for reasons of computer security and virus protection, anonymous emails and those with no subject in the title will not be opened or actioned.

A parishioner may raise any issue directly with the Parish Clerk or any Councillor. If a satisfactory answer cannot be given immediately in line with the known policies of the council, the issue may be placed on the agenda for the attention of the full Council.

The Clerk will acknowledge all Freedom of Information requests within seven working days and will reply fully within 20 working days of receipt of the request. If this is not possible, a further holding letter/email will be sent with an expected completion date.

6. Website

The Parish Clerk will arrange for the Agenda and associated papers to be posted on the Goring-on-Thames Parish Council Website (www.GoringParishCouncil.gov.uk) at least three clear days before the meeting and for the draft Minutes to be posted as soon as possible after the meeting. The final Minutes will be posted once approved.

In order to comply with the Transparency Code for Smaller Authorities, the Clerk will arrange for the annual publication of the following documents no later than 1 July each year:

- a) all items of expenditure above £100
- b) end of year accounts
- c) annual governance statement
- d) internal audit report
- e) list of councillor or member responsibilities
- f) Minutes, agendas and meeting papers of formal meetings.

The Parish Clerk is the Webmaster for the Parish Council website. The Parish Clerk will ensure that the Parish Council email address is publicised.

7. Social Media

The use of social media does not replace existing forms of communication, but is used to enhance communication with a wider range of the population.

8. Annual Parish Meeting

The Annual Parish Meeting is convened by the Chairman of the Parish Council and is generally held in April each year to provide parishioners with a summary of the activities of the Parish Council over the previous year and the opportunity to debate local issues and celebrate local events and activities.

9. Related Policies and Procedures

Councillor Code of Conduct



**GORING-ON-THAMES
PARISH COUNCIL**

Complaints Policy

Retention Policy

Policy on Requests for Information

Recording of Meetings Policy

Media & Communications Committee TOR

10. Review

This document was approved for use at the meeting of the Parish Council on 04th October 2021, it shall be reviewed periodically, at least once per council term or if legislation dictates.

Signed:

Dated: 04th October 2021

K Bulmer, Chairman