

How Caple Group Parish Council Communication Policy

1. Purpose and Scope

This policy establishes a framework for effective, transparent, and professional communication between How Caple Group Parish Council, its Councillors, the Clerk, and members of the community. It applies to all verbal, written, electronic, and social media interactions.

2. Council Correspondence

- All official correspondence to external bodies, residents, or suppliers must be channelled through the Parish Clerk.
- Councillors must not act independently or issue official correspondence on behalf of the Council unless explicitly authorized by a formal resolution.
- The Clerk aims to acknowledge written or emailed enquiries from the public within 5 working days, with full resolutions or updates provided within 14 working days.

3. Electronic Communication and Email Usage

- All Councillors and Officers must use official council-allocated email addresses for all public business to ensure compliance with GDPR and data protection acts.
- Under the How Caple Group Parish Council Email Policy, communication from the Clerk will routinely be sent via blind copy (BCC) to manage distribution networks safely.
- Mass communications, internal debates, or decision-making processes must not take place over email loops; formal decisions must strictly occur during scheduled public council sessions.

4. Media and Press Relations

- The Clerk acts as the primary Press Officer for the Council.
- Statements to the press or broadcast media regarding Council policies or decisions may only be made by the Clerk or the Chair.
- Individual Councillors expressing personal views in public spaces must explicitly state that their opinions do not represent the statutory stance of Eardisland Parish Council.

5. Document Management and Review

Document Status:

Draft

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Scheduled Review Date: September 2027