

Blofield Parish Council - Communications Policy

Purpose

The aim of this Policy is to set out a Code of Practice to provide guidance to the Clerk and the Council regarding procedures and protocol to follow when dealing with the press and public. This includes use of online communications, collectively referred to as social media and the management of the Council's website, as well as the more traditional ways of communicating.

Benefits of a multimedia policy

There are many benefits to using a variety of ways to communicate with our public. We are committed to traditional ways of communication with newsletters, questionnaires and through our website. Our Social Media platform provides additional channels for audiences to interact with the Parish Council, provide feedback, seek help and suggest ways we can improve our services. The Council uses Facebook as its Social Media site.

Press and Public

In the interests of openness and transparency, members of the public and press may film, record, photograph or use social media in order to report on the proceedings of a meeting of the Council or its committees when they are open to the public. This does not extend to live verbal commentary. It will be encouraged that all filming and photography is conducted from the area designated in the public meeting room. No flash photography or additional lighting should be used without prior consent. People under the age of 18 or other members of the public not wishing to be filmed or photographed should notify the Clerk or Chairman and should sit in the area designated for this purpose. The Council will do all it can to respect their wishes, but it should be noted that there is not a requirement for anyone to notify the Council that they are filming. Improper conduct or any disruptive behaviour could result in expulsion from the meeting.

Press Releases

It is the Clerk's role to issue press releases as instructed by the Council. In all cases, where quotations are included from Councillors in the press release, the Clerk will obtain approval from the Councillor. Press Releases will detail the name and contact details of the Clerk. No Press Release should be issued containing the Clerk's or Councillor's personal opinion.

The Parish Council's website

This is managed by the Clerk. The Clerk will, in a timely way, upload the information as required by law such as minutes and agendas, financial and governance information. Additional information uploaded will include news items which may be supported by photographs.

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Facebook

Social media posts will be clear and use language accessible and suitable for the platform on which they appear. Language will be informal in tone but reflect the Parish Council as a credible public body. Updates will be timely, addressing current topics of interest and contributing to the public discussion on activities and issues. Updates will be informative to members of the public and other statutory and non-statutory bodies with links to our website. Where possible and appropriate, the Parish Council will post media such as photos.

Operation of Facebook

The Parish Council will not respond to all comments posted on Facebook but will always aim to provide a response when maintaining or protecting its reputation.

The Clerk will manage the social media posts. The Parish Council Facebook page is not regularly monitored during office hours. It is requested that should a resident have a question in relation to a specific post, that they contact the Clerk by email at: clerk@blofield-pc.gov.uk

The views expressed by the Clerk on the social media account will be interpreted as those of the Parish Council. The Clerk must be mindful when using social media, particularly when commenting on contentious issues, and must speak on behalf of the Parish Council, rather than personal opinion. Generally, no comments will be made to posts received. Posts which contain personal and inflammatory remarks will be removed.

The Parish Council will not post fliers / posters on Facebook / noticeboards etc that are focused on advertising a commercial business. The Council will, however, thank organisations / businesses who have supported the parish council through funding / grants / volunteers and display their logos as appropriate.

Councillors are responsible for what they post in connection with the Council. Councillors are strongly advised to have separate council and personal email addresses and adhere to the Council's Code of Conduct and follow the principles of the Data Protection Act, as incorporated into the Council's Data Protection Policy.

Council Newsletter

The first newsletter was produced in March 2021. The Council produces newsletter circa quarterly. The chair / vice chair / clerks will approve the full content of the newsletter before it goes to print. The Council will publish the newsletter on the Council website, Facebook page and circulate to regular groups within the parish. In addition, around 150 copies will be printed and placed in the two post offices, newsagents and fish and chip shop. Where possible the newsletter will include photographs. All information will be factual and informative not opinion.