



FRAMSDÉN PARISH COUNCIL COMMUNICATION POLICY

Responsibility:	Parish Clerk
Version:	2
Prepared by:	Parish Clerk
Adopted by Resolution of :	Framsdén Parish Council on 9 th December 2021
Reviewed and Re-Adopted:	8 th January 2026
Date of Next Review:	January 2027

Parish Council Correspondence

The point of contact for the Parish Council is the Clerk. The Clerk should deal with the correspondence and will ensure that information or direct enquiry is passed to Councillors as appropriate. All official correspondence should be sent by the Clerk in the name of the Council using either letter headed paper or the main Clerk email address.

Where the Clerk or a Councillor wishes fellow Councillors to receive matters for “information only”, this information should be circulated via the Clerk.

Communications with the Press and Public

The Clerk will discuss press reports, or comments to the media with appropriate Councillors or the Chairman. If the Chairman is absent the report or comments will be discussed with the Vice Chairman.

Press reports from the Council, its Committees or Working Groups should be from the Clerk or an Officer or via the reporter’s own attendance at a meeting.

Unless a Councillor has been authorised by the Council to speak to the media on a particular issue, Councillors who are asked for comment by the press should make it clear that it is a personal view and ask that it be recorded as their personal view.

When responding to Social Media comments/statements the same should apply by advising that this is a personal view and not necessarily the view of the Council.

If Councillors receive a complaint from a member of the public, this should be dealt with in accordance with the Council’s adopted Complaints Policy.

Council Correspondence to external parties

As the clerk should be sending most of the Council’s correspondence from the Council to other bodies, it needs to be made clear that it is written in their official capacity and has been authorised by the Parish Council. It is acceptable for operational reasons for correspondence or liaison on behalf of the Council to be delegated to a Councillor or volunteer, as long as this is with the agreement of the Parish Council as a whole.

A copy of all outgoing correspondence relating to Council business should be sent to the Clerk, and be noted on the correspondence “copy to the Clerk” (or the Clerk should be visibly cc’d into emails) so that the recipient is aware the Clerk has been advised.

Communications with Contractors

Although a delegated Councillor may have been involved for operational reasons in liaising with contractors to obtain quotes, the formal acceptance of any quote, or the instruction to carry out work, should **either** be done via the Clerk **or if appropriate the delegated Councillor**. This should include an explanation of the financial regulations that Parish Councils are obliged to operate under, to ensure that the Contractor is aware that payment for the work can only be authorised at a full Parish Council meeting – dates of which should be supplied.

Once the formal acceptance/instruction has been acknowledged by the successful contractor, within 7 days the Clerk **or the delegated Councillor** will advise any unsuccessful contractors of the outcome.

Internal Council Correspondence

Whilst all Members and Staff are encouraged to develop contact with each other, both Councillors and Staff need to be conscious of the “Employer” and “Employee” relationship and professional standards should be maintained at all times.

Telephone calls should be appropriate to the work of the Parish Council.

Instant replies should not be expected as a matter of course, if there are reasons for urgency these should be clearly stated.

Meetings with the Clerk or other Officers

Wherever possible an appointment should be made. Meetings should be relevant to the work of that particular officer. Councillors should ensure that the matter is legitimate council business and not matters driven by personal or political agendas.

General

Councillors and Officers should at all times present a professional image and not disclose anything of a confidential nature.

Any device that is used for Council Communications should be secure with appropriate anti-virus measures and a secure password.