

Butlers Marston Parish Council

Communication Policy

1. Aims and Principles

- 1.1 The Parish Council's communication policy aims to develop the following three areas in order to enable the Council to work more effectively and provide more transparency:

i. **Communication**

- (i) communicate important and timely messages directly
- (ii) provide news and information,
- (iii) promote events and improve awareness of services by providing direct digital access to them.

ii. **Engagement**

- (i) offer a greater voice for residents, by seeking opinions, starting conversations and better engaging with residents.
- (ii) help to improve residents' knowledge of the work of the Parish Council and correct misconceptions.

iii. **Collaboration**

- (i) find more efficient ways of working together and sharing information which can change or enhance the perception of the council and that of specific service areas or projects

2. How the Parish Council communicates

Method of communication	Details
Parish Council meetings	All meetings are open to the public and press and advertised on the website, social media, in the newsletter, and notice board. Agendas and minutes are available to all, on the notice board, electronically, via social media or upon request.
Annual Parish Assembly Meeting	The Annual Parish Assembly Meeting is often referred to as the Parish Meeting and is an open meeting for the parish held May. It is an opportunity for the Parish Council to report on the previous year and give other parish organisations such as the neighbourhood watch or book club the chance to do the same. It is not a Parish Council meeting but is organised and run by the Parish Council Chairman.
Correspondence	When formal correspondence is received, the Clerk will respond as soon as possible or consult with councillors as required.
Parish Council website	The Council website is updated and edited regularly to share agendas, minutes, statutory documents and information about the village.

Facebook	The Parish Council has a Facebook presence which allows us to provide timely information to residents and promote engagement with the Parish Council and its website.
Parish Council noticeboard	The notice board is located next to the bus stop. It is used to display a schedule of council meetings, agendas, minutes, and ad hoc village information.
Village newsletter	The Parish Council provides information to the Village Newsletter after each meeting to inform residents about the Parish Council's activities.
Open Meetings	Occasionally the Parish Council will host one off ad hoc community consultations seeking to hear resident's views on specific topics.

3. How to communicate with the Parish Council

- 3.1 The Parish Council welcomes communication from residents. There are several ways to communicate with the Council. Please use one of the channels below:

Method of communication	Details
Items for the agenda at Parish Council meetings	If residents would like to raise an item for discussion at a Parish Council meeting, please put this in writing to the Clerk. (details below)
Correspondence	If you wish to raise an issue with the Parish Council, please put this in writing in either a letter or email to the Clerk. (Details below)
Facebook	Villagers are encouraged to engage positively and respectfully on the Parish Council Facebook page. Facebook posts will not be considered as official communication with the Parish Council. The Parish Council may remove comment or content that is deemed to be inappropriate.

4. Internal Communication

- 4.1 Written communication (including email) is used as the main method of communication by the Parish Council. Any other forms should be kept to a minimum to ensure communication is open and transparent.
- 4.2 All written communication including between councillors may need to be made public.
- 4.3 Email accounts should be private and individual due to the potentially confidential and sensitive information being shared.
- 4.4 Consideration should be given when responding to e-mails as to whether responses should be individuals or to reply to all and ensure the email trail is relevant.

5. Clerk Contact Details

- 5.1 *Address:* Kirsty Buttle, Butlers Marston Parish Council, 74 Beaulieu Close, Banbury, OX16 4FQ
- 5.2 *Email:* clerk@butlersmarstonparish.gov.uk