

**Delabole Parish Council**  
**Communications Policy**  
**Adopted XXX**

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## Introduction

Delabole Parish council (DPC) is committed to ensuring that decision-making is transparent and accountable. It will enable the local community to influence decisions that impact on their lives and on the well-being of the local community as a whole through clear communication channels.

Efficient, clear communication between the community and Delabole Parish Council is really important to us. This document sets out policy, procedure and standards that DPC have in place in order to communicate with our community. Better service and communication between councils and their communities is based on two central themes; transparent decision-making and customer service.

This document includes basic service goals such as; turnaround times for correspondence, returning telephone calls, as well as notification and complaint handling.

## Meetings

Our meetings are run in accordance with the Local Government Act 1972 Schedule 12, which set out how we should notify you of our full Council Meetings and Annual Meeting of the Council, and also includes provision on public participation. Based on these principles, we are committed to ensuring that there is:

- Community access to one council meetings each month - 15 minutes participation at the start of each council meeting.
- Public access to council records (see Freedom of Information Policy)
- Agendas published on the Council website, **social media** and local noticeboards 3 clear working days ahead of any meeting.
- Approved minutes of the previous meeting on the Council website, **social media** and the main local noticeboard.
- Provision for conducting community surveys.
- Provision for public meetings on topical local issues
- Provision of service and information to the local community through the clerk, by telephone, email, **Facebook message**, website contact form and letter.
- Provision to assist members of the local community who wish to contact councillors.

## How to contact Delabole Parish Council

You are able to contact Clerk at Delabole Parish Council via a number of options:

**By person at:** by appointment only

**Telephone:** 07869725450

**Email:** [clerk@delaboleparishcouncil.gov.uk](mailto:clerk@delaboleparishcouncil.gov.uk)

**Website contact form:** <http://www.delaboleparishcouncil.gov.uk/>

**Facebook page/private message -** <https://www.facebook.com/delaboleparishcouncil/>

You are able to contact Councillors directly, and their details are listed on the website.

<http://www.delaboleparishcouncil.gov.uk/>

Messages can be left with the clerk who will pass on the message, either by calling the Councillor or emailing the Councillor (whichever is deemed more appropriate).

## Information about you

We receive phone calls and emails from the general public, whether it is to get in touch with a Councillor, report a problem or enquire about an event. When we receive communication from you, we will keep your details in order to process your enquiry. When we are satisfied that your enquiry has been dealt with appropriately, we will destroy your details either by confidential waste or deletion from our electronic records.

We will inform you, at the time of enquiry, who we will pass your information to, and for which purposes. For example, if you want something raised at a Council meeting, we will forward your enquiry to all Councillors. For more details see heading "Want to put an item on the agenda?" A copy of all correspondence is available to the general public who attend meetings.

## Where to find information about Delabole Parish Council

### Noticeboards

We have 1 noticeboard in the Parish:

This is located on the High Street in the lay-by by the park (opposite the church).

### Website

The website is updated regularly and includes, amongst other things, the following information:

- Agendas (which includes details of income and expenditure)
- Minutes
- Annual Calendar of Meetings
- Councillor contact details

- Policy and Procedures
- Other relevant information

## Social Media

### Facebook

We publish the following information on Facebook:

- Agendas
- Minutes
- Events
- Road closure information (from Cornwall Council)
- Surveys/consultations
- Neighbourhood Development Plan information
- General DPC news

## Procedures

### Procedures for Communicating with the Council

#### Telephone calls

Telephone contact between the clerk and members of the public gives DPC an opportunity to respond quickly and effectively to enquiries, comments and complaints from members of the public. Where possible, we try to ensure that:

- All telephone calls are answered either in person or have the option of leaving a voicemail.
- If required the clerk will take a message including brief details of the caller's name, contact details and the nature of the enquiry. This can then be passed on to the person we feel can answer your question.
- The clerk will aim to deal with enquiries as soon as possible, It may not always be possible to respond on the same day due to the part time nature of the clerks contract.

### Website Communication

The clerk is notified via email when an enquiry comes through the website contact form.

#### Social media

DPC have their own Facebook page and only comments and private messages through that specific page will be answered. DPC may post or share events on other sites but will only respond to questions from the DPC Facebook page.

Any private FB messages will be responded to by the Clerk.

## **Do you want an item put on the agenda?**

If you would like an issue to be discussed at a Council meeting, this needs to go on the agenda and must be received, in writing, by the Clerk at least 5 working days before the next meeting. If the correspondence is received later than that, it will be put on the following agenda. The Clerk will inform you of the date of the meeting your correspondence will be discussed. Email correspondence, Facebook message or phone call will also be accepted forms of correspondence.

Correspondence is distributed to all Councillors and is available for the public to view at the Council meeting (apart from Part 2 paperwork which is confidential).

It is important that you are also aware that members of the public are entitled to record meetings (e.g. filming, audio recording).

## **Do you want to speak at a meeting?**

At the start of each meeting, we allow members of the public to speak on any issue for a 3-minute period during the 15-minute public participation agenda item. You must inform the Clerk at least 5 clear working days before the meeting that you would like to speak. A brief summary of what you would like to speak about would be helpful. You can request this by any of the communication methods listed above.

## **Inappropriate Behaviour**

We understand that sometimes the general public may not be happy with a decision made by the Council. However, our staff and Councillors have the right to carry out their work without threat or abuse, and it will ensure that behaviour must stay within certain acceptable limits. The council is entitled to consider placing and enforcing limits on contacts between Delabole Parish Council and the person displaying the inappropriate behaviour.