



# Penhow Community Council

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[www.penhowcommunity.org](http://www.penhowcommunity.org)

## Communication Policy

Review Date: May Annually (Annual Meeting)

Last adopted: 1<sup>st</sup> May 2024

**Purpose.**

To formally and consistently bring together and clarify , in one document the agreed communication processes that Penhow Community Council use to carry out their actions, and to inform, advise, and support residents, including during significant times and emergencies.

**Scope.**

All stakeholders in Penhow Community Council, residents, other Community councils in Langstone Ward, City Councillors and Newport City Council, and any service providers, authorities and advisors.

**Terms of Reference.**

The Code of Conduct must be followed. Training is provided. All changes to this policy must be formally agreed by Penhow Community Council.

**Personal Information**

Penhow Community Councillors will provide the following personal information to the Clerk of the Council. Data Protection Laws apply, and no details will be shared without Councillors personal permission. ...Full name and preferred name , available contact telephone number, an email address, and any limitations on their use and availability.

**Emergency Contact**

In the event of accident or incident, whilst on Community Council business, or at meetings, it is important that a contact person is informed. An emergency telephone contact must be provided to the Clerk of the Council.

**General Communication.**

It is agreed that the main communication routes for residents are Public meetings, 5 Noticeboards and Penhow Community Council website, which is managed and maintained by our Clerk of the Council. Meetings will be held monthly, with Public Participation, and minutes posted. Letters to authorities, advisory bodies, and replies to residents queries will be agreed by a majority before they are sent, and must be agreed in a timely manner.

**Use of Email**

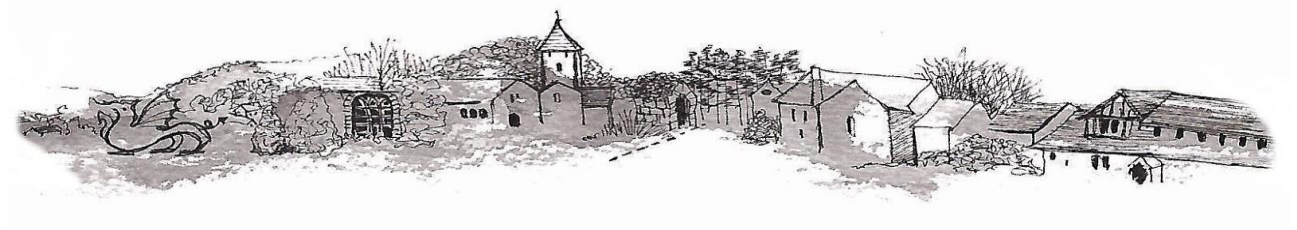
When using email for council business, all emails can be shared within the group. For confidentiality, if a subcommittee has been set up, communication within the specific group is required to be shared only within this group. PCC Agenda February 2023

**Use of Social Media**

Personal interaction with any social media website is at the discretion of the Community Councillors, and no Penhow Community Council information or discussion on Community Council topics must be used in any posts.

Penhow Community Council will not post any council business information on social media websites , on behalf of Penhow Community Council, unless a member of the Community Council is in the administration team of that website, or an active moderator on behalf of Penhow Community Council is in place.

**Penhow Community Council now (since Dec 2023) operates a FaceBook page (Penhow Community Council). The Clerk and two Community Councillors are moderators. The three moderators can post**



**appropriate content on this page independently. All posts will be marked as 'no comments allowed' unless required by the post (for a survey or something similar).**

Contents of public and visible social media websites may be discussed at meetings if it is in the interests of residents of Penhow and raised by residents.

#### **Use of Mobile Phones**

This may be for emergency purposes. Email, Messaging and texts may be used and shared within Penhow Community Council on Community Council business.

#### **Media and Press**

No contact with the media or press must be made without prior unanimous agreement with Penhow Community Council. All media questions must be submitted to the Clerk for consideration and circulated to councillors for discussion and a decision on response.

#### **Other Local Community Councils, One Voice Wales, Liaison meetings**

Making contact with other local Community Councils, One Voice Wales, and Liaison meetings, with shared experience and guidance can be beneficial, and informative.