

LLANGATTOCK COMMUNITY COUNCIL

SOCIAL MEDIA & COMMUNICATIONS POLICY

Introduction

A revolution is taking place in how we communicate. The world is experiencing the biggest ever change in how information is created and owned and the speed in which it can be shared. This is changing the way we live, work and even how we speak and think.

Social media is a blanket term applied to a range of online multimedia tools used to create content and two-way communication. They can be accessed via your smartphone, PC, laptop, tablet or smart TV. All social media accounts are free of charge and can be set up quickly and easily from an Internet page.

As of January 2021, Llangattock Community Council engages online with its residents using Facebook, Nextdoor Llangattock (a web-based chatroom).

The Council also communicates by email, telephone and by placing notices and newsletters on six noticeboards at the Recreation Ground, Bethesda Chapel, Dardy, Ffawyddog, next to The Vine Tree restaurant, and Llangattock Church.

The same notices are placed on its website www.llangattock-cc.gov.wales which also has a sign-up form for a bulk emailing, though this has not yet been actioned (as of January 2021)

The Clerk's telephone number and email address are published on the website and noticeboards, as are those of the Councillors.

The Clerk, Kay Bailey, oversees the posting of content and the drafting of the newsletter, assisted by Cllr Tim Jones.

Policy statement

This policy is intended to set out how the Council will communicate with residents, outside bodies and other stakeholders. It sets out standards of behaviour expected from Councillors and employees. It also sets out the manner of council communications and the information residents can expect to receive and what timeframe. Lastly, it establishes protocols for dealing with correspondence with the Council which causes distress to Councillors or staff, how such situations should be dealt with, under what circumstances the Council could cease communicating with a resident and what the correspondent can do after that.

This policy is designed to help employees, and elected members make appropriate decisions about using social media such as social networking websites, forums, message boards, blogs or comments on web-articles, such as Twitter, Facebook, LinkedIn and other forms of more conventional communication.

This policy outlines the standards the Council requires employees and elected members to observe when using social media, the circumstances in which your use of social media will be monitored and the action taken in respect of breaches of this policy.

This policy also sets out the timescales in which a resident who contacts the Council can expect a reply, the format in which that reply may be made, and whom.

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The scope of the policy

All employees and elected members are expected to comply with this policy at all times to protect the privacy, confidentiality, and interests of the Council.

Breach of this policy by employees may be dealt with under our Disciplinary Procedure and, in severe cases, may be treated as gross misconduct leading to summary dismissal.

Breach of this policy by elected members will be dealt with under the Code of Conduct.

Responsibility for implementation of the policy

The Council has overall responsibility for the effective operation of this policy.

The Clerk is responsible for monitoring and reviewing this policy's operation and making recommendations for changes to minimise risks to our work.

All employees and elected members should ensure that they take the time to read and understand this policy. Any breach of this policy should be reported to the Clerk or Chair of the Council.

Questions regarding the content or application of this policy should be directed to the Clerk.

Communications made in the name of the Council

The Clerk and elected members are permitted to post material on a social media, the Council's website and make other forms of communication in the name of the Council and on its behalf following the rules and scope of this policy.

If any member is unsure whether their comments are appropriate, they should not post them until they have checked with the Clerk/Chair.

Using social media + the website

The Council recognises the importance of the internet in shaping public thinking about the Council and the support and services it provides to the community. It also recognises the importance of our Clerk and elected members joining in and helping shape community conversation and direction through social media interaction. There is, however, no obligation on the Council or councillors to engage in immediate or ongoing dialogue.

Before using social media on any matter which might affect the interests of the Council members must have read and understood this policy

and

Employees (if any) must have gained prior written approval to do so from the Clerk.

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Rules for the use of social media + the website

Whoever is permitted to use social media following this policy, must adhere to the following general rules:

- Do not upload, post or forward a link to any abusive, obscene, discriminatory, harassing, derogatory or defamatory content.
- Any employee/elected member who feels that they have been harassed or bullied, or are offended by material posted or uploaded by a colleague onto a social media website should inform the Clerk/Chair.
- Never disclose commercially sensitive, personal private or confidential information.

If you are unsure whether the information you wish to share falls within one of these categories, you should discuss this with the Clerk/Chair.

- Do not upload, post, share or forward any content belonging to a third party unless you have that third party's consent.
- Before you include a link to a third-party website, check that any terms and conditions of that website permit you to link to it.
- When using any social media platform, you must read and comply with its terms of use.
- Be honest and open, but be mindful of the impact your contribution might make to people's perceptions of the Council.
- You are personally responsible for the content you publish into social media
- Don't escalate heated discussions, try to be conciliatory, respectful and quote facts to lower the temperature and correct misrepresentations.
- Don't discuss colleagues without their prior approval.
- Always consider others' privacy and avoid discussing topics that may be inflammatory, e.g. politics and religion.

Remember that although it is acceptable to make political points or canvass votes via your social media accounts, this will not be permissible if you comment on behalf of the Council. Councillors should always report accurately the settled view of the Council if any decision has been made. If you disagree with that decision, you should do so within the Council and ask for your vote to be recorded. Suppose you wish to disagree with the Council's decision in public. In that case, you must clarify that you are doing so in your capacity as an individual member of the Council and not commenting on behalf of the Council as a whole.

You should avoid publishing your contact details where they can be accessed and used widely by people you did not intend to see them, and never publish anyone else's contact details.

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Monitoring use of social media websites

Employees and elected members should be aware that any use of social media websites (whether accessed for Council purposes) may be monitored. Where breaches of this policy are found, action may be taken against employees under our Disciplinary Procedure and councillors under the Code of Conduct.

Misuse of social media websites can, in certain circumstances, constitute a criminal offence or otherwise give rise to legal liability against you and the Council.

In particular, a severe case of uploading, posting forwarding or posting a link to any of the following types of material on a social media website, whether in a professional or personal capacity, will probably amount to gross misconduct/breach of the Code of Conduct (this list is not exhaustive):

- pornographic material (that is, writing, pictures, films and video clips of a sexually explicit or arousing nature);
- a false and defamatory statement about any person or organisation;
- material which is offensive, obscene, criminal, discriminatory, derogatory or may cause embarrassment to the Council our councillors or our employees;
- confidential information about the Council or anyone else
- any other statement which is likely to create any liability (whether criminal or civil, whether for you or the organisation); or
- material in breach of copyright or other intellectual property rights, or which invades the privacy of any person.
- Any such action will be addressed under the Disciplinary Procedure/Code of Conduct.

Where evidence of misuse is found the Council may undertake a more detailed investigation involving the examination and disclosure of monitoring records to those nominated to undertake the investigation and any witnesses or managers involved in the investigation. If necessary, such information may be handed to the police in connection with a criminal investigation.

If you notice any use of social media by other employees/elected members in breach of this policy, please report it to the Clerk/Chair.

Monitoring and review of this policy

The Council shall be responsible for reviewing this policy annually to ensure that it meets legal requirements and reflects best practice.

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Conventional Communications; emails, telephone calls, newsletters etc.

The Council has overall responsibility for communications on behalf of the Council, and they should authorise any comments made in its name before publication. The Clerk can act on behalf of the Council in this regard.

The Council's email address and the Clerk's telephone number are published on the website, noticeboards, and newsletters.

The Council website includes a data protection statement to the effect that communications made to the Council are made to the Council as a whole and may be shared among its members.

Councillors' email addresses are published on Llangattock Community Council's website and noticeboards. Members may substitute the Council's contact details if they wish, but they should consider whether this is in accordance with principles and best practices of openness and accountability. For that reason, Councillors are also encouraged to allow a photograph of themselves to be published by the Council, though the final decision rests with the individual.

In most circumstances, it would be appropriate for the Clerk to reply to correspondence addressed to the Council via the Council's email or other forms of communication. In these cases, the Clerk will reflect the settled view of the Council to the correspondent. If, however, the subject is a matter of debate, if the Clerk wishes to do so, they may ask individual members to respond on behalf of the Council. In these circumstances, the Clerk must be copied into the reply.

Residents who contact the Council by any means should receive a reply within 14 days of receipt. This may take the form of an acknowledgement of receipt while further investigations are made. If the latter is the case, correspondents should receive a substantive response within 28 days.

If the correspondence relates to matters which have already received full comprehensive answers, the Clerk may, at their discretion, simply refer the correspondent back to previous answers given.

When communicating with outside bodies, The Clerk should be sending most of the Council's correspondence as it needs to be made clear that it is written in their official capacity and has been authorised by the parish council.

Unacceptable Behaviour

Llangattock Community Council is an active participant in the community, maintains a range of community facilities, delivers a limited number of services, and represents residents' views in a number of ways. The nature of what we do means that we can be in daily contact with members of the public. The Council will encourage and welcome all kinds of feedback about our services but recognises that a very small number of people can act or behave in a way that can be unacceptable for Councillors or employees.

This policy sets out the Council's approach to dealing with unacceptable behaviour by service users and members of the public, and it is anticipated its application will be minimal. However, the Council has a duty to safeguard its employees and members from unacceptable behaviour which may otherwise cause it to breach health and safety legislation unless it takes appropriate action.

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Policy Aims

Llangattock Community Council aims to:

Deal fairly, respectfully and consistently with all members of the public that contact the Council. This includes those whose actions are considered to be unacceptable. People have a right to have their requests and complaints considered and to be treated with respect. Employees and Members of the Council have that same right.

Provide accessible services to members of the public. The Council will seek to manage an individual's contact with a service, where it is considered that a person's behaviour or actions are unacceptable.

Empower employees and Members to use this policy to deal with any unacceptable behaviour by members of the public (the code of conduct deals with unacceptable behaviour from colleagues) and ensure that those who act in an intolerable manner do not disadvantage themselves, and other members of the public.

Ensure that employees enjoy the same level of security whether their job involves them either working as a lone worker, in an office or an external environment.

Definitions

Unacceptable Behaviour

The Council understands that people can act out of character in times of stress or when they are upset or unhappy with a situation. It is essential that the Council still tries to offer the best service it can, even under challenging circumstances, as it is likely that the person will have an ongoing relationship with the Council due to the community's size. However, sometimes when people are angry, demanding or persistent, it can result in unreasonable demands on the Council, its employees or members or unacceptable behaviour towards them. This policy is designed to manage these types of situations. The Council has identified unacceptable behaviour types and the indicators or triggers that may lead to the policy being invoked.

Aggressive or Abusive Behaviour

This is the use of language (verbal or written) or behaviour that may cause employees to feel afraid, threatened, abused or the subject of harassment. Examples include threats, physical aggression, verbal abuse, threats of personal legal action being taken, rudeness and the use of insulting and offensive remarks. Inflammatory statements and unsubstantiated allegations can also be considered to be abusive behaviour.

The Council aims to treat people with respect and expects its employees and Members to be treated in the same way. It is understood that people can often be angry or upset due to a particular situation or circumstances. Still, it is unacceptable for this to escalate into threats of action, violence, or employee abuse.

The Council has a zero-tolerance policy with regards to racist, sexist, homophobic or other prejudicial behaviour directed towards any person member of staff or contractors.

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Unreasonable Persistence and Demands

The Council recognises that there may be a small minority of people who will not, or cannot, accept a decision taken, or an explanation/information given by the Council. Some people will not accept that the Council may be unable to provide a level of service in some cases. Some people may persistently complain or continually contact the Council about a particular issue.

Examples of this type of behaviour include a persistent refusal to accept a decision or explanation, a repeated refusal to follow an appropriate course of action (e.g. the feedback procedure or a particular appeals procedure) and repeated contact with a service or particular employee or group of employees (by either telephone, email, letter or personal visits) about the same issue without presenting new information.

The Council considers these actions may be unacceptable particularly where they take up a disproportionate amount of time and resources, which could be used for the benefit of delivering services generally and to other members of the public.

The indicators or triggers which may lead to the policy being invoked are set out below:

Abusive or Aggressive Language

The tone or language of the correspondence goes beyond the level of criticism that a public authority or its employees should reasonably expect to receive. Harassment, verbal abuse or intimidation by the use of foul, inappropriate, offensive or racist language will not be tolerated.

Personal Grudges

For whatever reason, the member of the public targets their correspondence towards a particular employee or officeholder against whom they have some personal enmity. Making groundless complaints about staff dealing with their criticism and seeking to have the officer replaced or dismissed.

Unreasonable Persistence

The member of public is attempting to reopen an issue which has already been comprehensively addressed by the public authority or otherwise subjected to some form of independent scrutiny.

Unfounded Accusations

The request makes completely unsubstantiated accusations against the public authority or specific employees.

Intransigence

The requested takes an unreasonably entrenched position, rejecting attempts to assist and advise and shows no willingness to engage with the authority.

Frequent or overlapping requests

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The member of public submits frequent correspondence about the same issue or sends in new requests before the public authority has had an opportunity to address their earlier enquiries.

Deliberate intention to cause annoyance

The member of public has explicitly stated that they intend to disrupt the authority or is a member of a campaign group whose stated aim is to disrupt the authority.

Scattergun Approach

The complaint appears to be part of a completely random approach, lacks any clear focus or seems to have been solely designed for the purpose of 'fishing' for information without any idea of what might be revealed. This includes contacting several officers about the same issue, despite being given a single case officer or pursuing similar complaints on the same problem with various organisations.

Futile Requests

The issue at hand individually affects the member of public and has already been conclusively resolved by the authority or subjected to some form of an independent investigation.

Managing Unacceptable Behaviour

A person should always be allowed to rectify his or her behaviour. In the first instance, employees should explain that they find someone's behaviour or language unacceptable and allow the person a chance to remedy, moderate or change the behaviour.

The Council recognises that a person's actions may be affected by disability, including mental health issues, substance misuse or other factors. The Council will take all of these factors and any other relevant matters into account when implementing this policy.

Employees should be aware of and put into practice any service-specific guidelines/policies on managing unacceptable behaviour.

If the behaviour continues, employees are able and empowered to:

- End telephone calls if the caller is considered aggressive, abusive, or offensive. Employees should clearly explain why they are ending the call.
- Report the threat or use of physical violence, verbal abuse/harassment or persistent correspondence to the (line manager), normally the Clerk or Chair of the Council/HR Panel. They may then consult the Chair to decide whether the police need to be contacted or to consider how to manage contact with the person.
- Refuse to meet with someone/take a telephone call if they have directly experienced aggressive or abusive behaviour from that person, or feel bullied or harassed by the oral or written communications.
- Ask the person to leave the premises.
- Make arrangements to be accompanied by a colleague on a home visit.

If a person has exhausted all internal review mechanisms or exhibits aggressive, abusive or persistent behaviour, it may be appropriate to manage their contact with the Council. Deciding to

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control a person's access to a Council service is a difficult and serious step to take. Any decision should always be appropriate to the circumstances and approved by the relevant Committee/Chair of Committee. However, the Council has an overriding duty of care to its employees to work in a safe environment.

If the disruptive behaviour continues, the Clerk will report the matter to the Chair of the Council, who will convene the Council's Complaint's Panel (part of the Central Services Committee). The Panel will consider and assess all evidence relating to the issue, including that presented by the Clerk. If appropriate, the Chair of the Complaints Panel will write to the complainant identifying his/her findings and the reasons for them. The chair may advise them that how they will be allowed to contact the Council in future will be restricted. The letter will inform the complainant in writing of what procedures or restrictions have been put in place and for what period.

Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate, and the complainant will be advised of the period the restriction will be in place.

Restrictions will be tailored to deal with the individual circumstances of the complainant. Where a complainant has a disability, the restrictions applied will be mindful of the responsibility of the Council to make reasonable adjustments to meet a disabled person's needs. The following lists examples of possible restrictions, although the list is not exhaustive:

- Restricting telephone calls to specified days/times/duration.
- Requiring any personal contact to take place in the presence of an appropriate witness.
- Requiring contact to take place with one named Member of staff or one Member of the Council only.
- Requiring contact to take place in a specified process or manner, for example, only by telephone, only by email, or only by letter.
- Informing the complainant that the Council will not reply to or acknowledge any further contact from them on the specific topic (in this case, a designated member of staff or Member should be identified who will read future correspondence).
- Restricting the complainant from making contact by telephone except through a third party, for example, a solicitor, a councillor or a friend acting on their behalf.
- Restricting the complainant from sending emails to an individual and/or all council officers and insisting they only correspond by letter or in an identified way.
- Restricting the complainant from using certain council services, for example Council owned parks.
- Restricting the complainant from entering any Council building (or other premises used by the Council) except by appointment.
- Any other action that is considered to be reasonable and appropriate.

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When the decision has been taken to apply this policy to a complainant, the Chair of the Complaints Panel will write to the complainant (and/or as appropriate) to explain:

- Why the decision has been taken;
- What action is being taken;
- The duration of that action; and
- The review process, such as the ability of the complainant to contact the Public Services Ombudsman for Wales about the fact that their behaviour has been deemed to be unacceptable by the Council.

The Panel will enclose a copy of this policy with the letter to the complainant.

Councillors will be advised on the restrictions that have been made. Advice will also be given on how to handle the resident when they make contact with the Council, and this may be through the use of a standardised email or a standardised response to telephone calls.

Where a complainant continues to behave in an unacceptable way, the Council Executive may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

Where the behaviour is so extreme, or it threatens staff's immediate safety and welfare, the Council will consider other options, for example, reporting the matter to the police or taking legal action. In such cases, the Council may not give the complainant prior warning of the action to be taken.

An official record should be kept of any decision to manage contact. A full written explanation of the action being taken, why it is being taken and how long it will last for, and a copy of this policy should be given to the person concerned.

Appealing and Reviewing a Decision to Manage Contact

A person must have an opportunity to appeal a decision to manage contact. Any appeal should be made in writing to the Chair of the Council. The appeal should be made within ten working days of notification of the decision to manage contact. The Chair of the Council will consider the appeal and advise the person in writing whether the managed contact arrangements still apply or whether a different course of action has been agreed.

A decision to manage contact may be reconsidered if the person demonstrates a more acceptable approach or if the circumstances that led to the original decision have changed.

Managed contact arrangements should be reviewed regularly to check that they are still appropriate.

Review

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The status of a complainant whose behaviour has been judged unacceptable will be reviewed by the Council at a frequency deemed reasonable in each circumstance and during which the restrictions are to apply.

The complainant will be informed of the result of any review if the decision to apply this policy to them has been changed, affected or extended.

New complaints or service requests from people who have been or are the subject of restrictions under this policy will be treated on their merits. The Complaints Panel will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new complaint. The Council does not support a 'blanket policy' of ignoring genuine service requests or complaints where they are founded.

The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on our contact with him or her, will be recorded and notified to those who need to know.

Referring the complainant to the Public Services Ombudsman for Wales.

In some cases, relations between councils and unreasonably persistent or vexatious complainants break down completely while complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In such circumstances, there may be little purpose in following all the stages of the formal complaints procedure. Where this occurs the Ombudsman may be prepared to consider a complaint before the procedure has run its course. In these circumstances, the complainant should be made aware of the Public Services Ombudsman and provided with contact details. They can be reached via their website <https://www.ombudsman.wales/>

Record Keeping

Appropriate records will be retained by the Council. The details of the case, the action that has been taken will be recorded on the appropriate systems. The Manager will also inform staff in all appropriate departments of:

- The name and address of each member of public whose behaviour has deemed to be unacceptable;
- When the restriction(s) came into force and ends;
- What nature of the restriction(s); and
- When the member of public was advised of the restriction(s).

The Freedom of Information Act (FoIA)

Under Section 14(1) of the Act, public authorities do not have to comply with 'vexatious' requests. The Information Commissioner's Office has issued guidance on dealing with vexatious requests, 'Dealing with Vexatious Requests (Section 14) 2014'. The Council will use this guidance in making a decision about whether a request is vexatious.

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The key question in determining if a request is 'vexatious' in terms of the FoIA is whether it is likely to cause a disproportionate or unjustified level of disruption, irritation or distress.

The Council's policy is to consider the use of Section 14(1) only in a case where the request is disproportionate or unjustified and the key question is satisfied.

The Council recognises that it is the nature of the request that is being assessed, not the individual who submits it. There may be the situation that the requester has been judged to behave unacceptably, but his/her request under FoIA may be proportionate and justified.

Similarly the Council will not refuse a new request under FoIA solely on the basis that it has classified previous requests from the same individual as vexatious. The indicators or triggers listed in Appendix 1 and the ICO guidance will be considered in determining if a request is vexatious.

Refusing a Request

If a refusal notice relying on Section 14(1) is issued, the Council will include details of the internal complaint mechanism and identify the reasons for the decision in the refusal notice.

Reporting Incidents

All incidents should be recorded by the Clerk to ensure that where necessary, appropriate controls are put in place to prevent a repetition.

In the event of bodily harm being threatened, or occasioned consideration shall be given to reporting the incident to the police.

Policy Monitoring and Review

Copies of this policy are available on request and can be found on the website.

This policy is reviewed on a regular basis to make sure that the aims of the policy are being achieved and that it is being applied in an appropriate and proportionate manner.

Where there are specific hazards identified it is recommended that a risk assessment is completed and this is used to identify the appropriate control measures for those hazards.

Communications with and via the Media:

The Clerk will clear all press reports, or comments to the media, with the Chair of the Council or the relevant committee's Chair.

News releases from the Council, its committees or working parties 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 reported as their personal view.

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The Website: Electronic Publication, Minutes, Agendas and Notices of Meetings

The Local Government (Democracy) (Wales) Act 2013, requires Community Councils to have a website or a presence on a shared website; to publish notices and papers electronically, and to publish their register of members' interests electronically (those maintained under section 81 of the Local Government Act 2000).

Section 55 of the Act requires Community Councils to publish electronically information about how to contact it. The information which must be available electronically includes a telephone number, a postal address and an email address.

The Council must also publish electronically information about each of its members, including a list of the Council's members, each Member's name, information about how they may be contacted, party affiliation (if any) and any office held or committee they belong to within the Council.

Notices of Meetings:

Community Councils must give notice of forthcoming Council meetings three clear days before the meeting is held by displaying a notice in a conspicuous place in the community (e.g. a noticeboard).

There is also a requirement to publish electronically, so far as is reasonably practicable, any documents relating to the business to be transacted at the meeting. This requirement does not apply where the documents relate to business which, in the opinion of the Council, is likely to be transacted in private or where the disclosure of such documents would be contrary to any other legislation.

Accounts:

Community Councils must also publish their annual audited accounts electronically.

Minutes of Meetings:

In the Access to Information on Community and Town Councils 2015, Welsh government guidance requires Councils to publish minutes of their Full Council and Committee Meetings.

There is no requirement on councils to publish minutes of working groups.

The form that the minutes must take is not prescribed by law, only that they must be published electronically. Best practice says that the minutes of a council or committee meeting is a public record of the decisions taken and they form part of the Council archives which must be preserved.

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Minutes should be:

- As brief as is consistent with accuracy.
- Precise and concise.
- Self-contained (i.e. complete in themselves and understandable without reference to other documents);
- Decisive (so that there is no doubt about the decision made);

It is not necessary to refer to individual speakers by name unless this is significant. It may be appropriate to record the fact that an applicant or an objector addressed the Council or committee on a planning application or that the Clerk, reported on a matter. The narrative of the meeting should summarise points raised in debate on a sensitive matter. This can be done by bullet points.

If members dissent from the settled view of the Council, they may wish their vote to be recorded in the minutes.

The decision should be separately highlighted for ease of identification and words used to show that it is a decision. The wording of the decision should be included in full. It is not normally necessary to note the Member's name moving and seconding a motion in the minutes or the fact that a vote was taken (unless a recorded vote is requested).

Declarations of interest must be carefully recorded in the minutes, naming the Councillor and indicating which item the interest referred to, whether the interest is a personal interest or a personal and prejudicial interest, giving the nature of the interest and, in the case of a personal and prejudicial interest, recording that the Member left the meeting during the discussion and decision on the item.

Publication of Minutes:

In accordance with the Guidance, Llangattock Community Council publishes its minutes on its website. These usually take the form of bullet points. Its ambition is to publish fuller minutes of Full Council meetings only on the website and the larger noticeboard at the Recreation Ground, and in Crickhowell library when resources and circumstances allow. Bullet point minutes are published on smaller noticeboards. Minutes in the published form can also be made available by post (at cost).

Decisions taken at a meeting take effect immediately and do not depend on the minutes being approved at the next meeting.

The minutes should be produced as quickly as possible after the meeting in order to circulate them to Members. It can help the Clerk or minute taker provide a draft of the minutes for the Chair of the meeting. This is an opportunity to pick up any mistakes in the content or identify typing errors, but it is not to be used by the Chair as a means of re-writing the minutes.

It is good practice to circulate the draft minutes no later than ten working days after the meeting. It is acceptable for the draft minutes to be published (on the website or notice board, or to provide copies to members of the public), but they do not become valid minutes until they are accepted as a correct record and signed by the Chair at the next meeting. Minutes in draft form should therefore record that fact clearly (at the top and bottom) to the effect: "Minutes subject to approval at the next meeting" or by using a "draft" watermark.

Councils are only required to publish material produced after 1 May 2015.

Community Councils are not required to publish any information they are prevented from disclosing by any other legislation.

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The Clerk should carefully retain the signed minutes for the Council's archives. It is prudent to retain a separate set of signed minutes for public inspection and for reference at meetings or for other purposes. The end of the published minutes should include being signed by the Chair and the date on which they were signed.

Suppose changes are made to the minutes by the Council or committee before acceptance and signing. In that case, the wording changes should be recorded in the minutes of the meeting that agreed the changes and the original minutes must be amended to reflect the changes. The copy signed by the Chair will contain the alterations, recorded in longhand, with the changes signed and dated.

Public Participation at Meetings:

Members of the Public and Press are welcome to attend any meetings of the Community Council or its Committees, although there are occasions when meetings must go into private session when dealing with matters of a confidential nature.

Members of the Public do not have the right to speak at a meeting unless invited to do so by the Council. If they wish to talk, you must contact the Clerk beforehand or make yourself known to the Clerk at the meeting's start.

Noticeboards:

Llangattock Community Council provides and maintains six noticeboards within the community even though there is no legal requirement for it to do so.

The Council wishes to inform residents about its activities and to provide an opportunity for groups within the community to advertise their activities as well, so that other residents might participate. In addition to notices of Council meetings, audited accounts and minutes of meetings, the Council also publishes a regular newsletter and notices of events.

The Council is happy to receive community events notices and publicise them across its noticeboards, newsletters, social media accounts, and website when space is available. Notices of public events should be emailed to the Clerk at Llangattockcc@gmail.com or handed to a Councillor so that they can be forwarded to the Clerk.

Overall responsibility for the content of the noticeboards will remain with the Community Council at all times.

Schedule of Charges

Llangattock Community Council goes above and beyond its legal obligations to keep residents informed. If however, residents wish to receive communications directly, they will be able to do so by joining our email subscription list found on the home page of our website www.llangattock-

LLANGATTOCK COMMUNITY COUNCIL

SOCIAL MEDIA & COMMUNICATIONS POLICY

cc@gov.wales. Agendas, minutes and newsletters can be mailed out at cost. Our charges for this service are outlined in the table below.

Information available from Llangattock Community Council under the model publication scheme 2018

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do		
Who's who on the Council and its Committees	Notice board, website Hard copy – contact Clerk	Free 10p/sheet
Contact details for Council members	Hard copy – contact Clerk	10p/sheet
Class 2 – What we spend and how we spend it		
Annual return form and report by auditor	Notice board	Free
Finalised budget	Hard copy – contact Clerk	10p/sheet
Precept	Hard copy – contact Clerk	10p/sheet
Financial Standing Orders and Regulations	Hard copy – contact Clerk	10p/sheet
Grants given and received	Hard copy – contact Clerk	10p/sheet
List of current contracts awarded and value of contract	Hard copy – contact Clerk	10p/sheet
Class 3 – What our priorities are and how we are doing		
Annual Community Meeting	Hard copy – contact Clerk	10p/sheet
Class 4 – How we make decisions		
Timetable of meetings	Notice board	Free
Agendas of meetings	Notice board Website	Free 10p/sheet
Minutes of meetings – to the maximum extent possible as private to the meeting.	Hard copy – contact Clerk Church/Village Hall/Library Website	Free Free 10p/sheet
Reports presented to council meetings – to the maximum extent possible as private to the meeting.	Hard copy – contact Clerk	10p/sheet
Responses to consultation papers	Hard copy – contact Clerk	10p/sheet
Responses to planning applications	BBNFA website Hard copy – contact Clerk	Free 10p/sheet
Class 5 – Our policies and procedures		
Policies and procedures for the conduct of council business: Procedural standing orders Code of Conduct	Hard copy – contact Clerk	10p/sheet
Policies and procedures for the provision of services: Policies and procedures for handling requests for information Complaints procedures (including those covering requests for information and operating the publication scheme)	Hard copy – contact Clerk	10p/sheet
Records management policies (records retention, destruction and archive)	Hard copy – contact Clerk	10p/sheet
Class 6 – Lists and Registers		
Assets Register	Hard copy – contact Clerk	10p/sheet
Register of members' interests, gifts and hospitality	Hard copy – contact Clerk	10p/sheet
Class 7 – The services we offer		
Seating, recreation ground, burial ground, toilet & car park	Hard copy – contact Clerk	10p/sheet

Contact details:

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SCHEDULE OF CHARGES

TYPE OF CHARGE	DESCRIPTION	BASIS OF CHARGE
Disbursement cost	Printing and copying cost @ 10p per sheet (black & white) postage	Actual cost incurred Actual cost of Royal Mail standard 2* class