



COLDINGHAM COMMUNITY COUNCIL

COMMUNICATIONS POLICY

DOCUMENT HISTORY

VERSION	DATE	AUTHOR	DESCRIPTION
0.1	15/08/2024	AF	Draft – Issued to CC members for review
0.2	20/08/2024	AF	Incorporate feedback and issue for approval

APPROVALS

VERSION	APPROVED BY	DATE
1.0	CCC members	20/08/2024

Communication Policy

At Coldingham Community Council we are committed to effective communication with the local community and amongst the elected members. As such, we strive to make our communication policy accessible, inclusive and representative of the diverse voices in our community.

The importance of good communication

Good communications will enable Coldingham Community Council to:

- better understand the needs of the community
- be an effective voice of the community
- make best use of technology to innovate and engage with all members of the community

How we will Communicate

Different forms of communication will appeal to different ages, social groups and demographics so it is important to ensure that within reason, all options for increasing communication and participation are reviewed over time in order to communicate effectively with everyone.

This is our standard communication policy. We may use other forms of media to ensure the widest possible coverage where needed.

The advances made in information technology offer new ways of communicating. At the same time, for many people, traditional methods – newspapers, telephone, and leaflets – still play a fundamental role that must not be undervalued.

Community Council Meetings

Coldingham Community Council meets on the third Tuesday of every month. Meetings start at 7pm. The floor is open to the public for questions and agenda items can be requested to the chair in advance.

Councillors who have taken on responsibility for some action which involves written or verbal communications shall provide an update at each meeting (treasurer, projects)

Village Notice Boards

The village notice boards will be kept updated with the latest agenda and minutes to ensure that members of the community who are less active online are kept aware of key information. The Chair will manage all posting of notices to the locked boards.

Coldingham Website

The Secretary will add the draft minutes of the last meeting and the agenda to the Coldingham Website (www.coldingham.info) at least 7 days in advance of the next meeting. All further information about your Community Council can also be found here.

Any members of the public who wish to raise an issue with the Community Council, should lodge it via the website [contact form](#).

Social Media

Social media presents new opportunities to engage with our community but there are risks. To limit these Coldingham Community Council will not engage in discussions via social media, nor will individual members of the Community Council respond to messages, discussions or 'tags' relating to the Community Council.

Coldingham Community Council will only use the 'What's on in Coldingham' page to give notification of meetings and any other relevant information they deem fit. Please do not try to contact members of the Community Council via Facebook.

Communication - Good Practice

It is imperative that:

- all communication from Coldingham Community Council is courteous, timely, professional, appropriate and reflects the decisions and policies of SBC
- all individuals communicating on behalf of Coldingham Community Council are aware that every piece of communication reflects on the reputation of Coldingham Community Council in the community;

We do not tolerate discrimination based on gender, race, sexuality, ethnicity, religion, culture, background, or length of time residing in Coldingham.

Everyone is welcome and appreciated. Acts of discrimination or harassment will be treated with the utmost seriousness.

We welcome your suggestions

Coldingham Community Council values feedback and suggestions from everyone in Coldingham.

If you would like to get in touch with the Community Council, please attend the next meeting or use the Coldingham website contact form and the secretary will respond to you in a timely manner.