

Garstang Town Council

Communications Policy

Date of Review: 2023

Version Number	Purpose/Change	Author	Date
V1.0	221 (2016-17) Approved by Full Council	E. Parry, Town Clerk	20/02/2020
V1.1	Minor formatting amendments to meet Accessibility Criteria (WCAG 2.1 AA). Addition of Teams Section	E. Parry, Town Clerk	07/12/2020
V1.2	191 (2020-21) Approved by Full Council with addition of Full Council and Committees Email Addresses.	E. Parry, Town Clerk	07/12/2020

To assist the Clerk and Councillors in dealing with all correspondence, including the large amount of email traffic, the following guidelines are suggested: -

Circulation times

Clerk to circulate emails within 3 working days.

Correspondence

The Town Council will initially acknowledge new correspondence within 3 working days of receipt

The Town Council will give a full response or a progress update within 10 working days of receipt.

Emails

The Town Council will initially acknowledge emails (which require a response) within 3 working days of receipt.

Instant replies should not be expected from the Clerk; reasons for urgency should be stated.

E-mails from Cllrs to external parties should be copied to the Clerk. Councillors should acknowledge their emails when requested to do so.

Full Council and Committee Email Addresses

When Councillors and officers are emailing either all councillors or councillors which are members of a specific committee should use the following email addresses:

- Full Council: fullcouncil@garstangtowncouncil.gov.uk
- Finance Committee: finance@garstangtowncouncil.gov.uk
- Personnel Committee: personnel@garstangtowncouncil.gov.uk
- Planning Committee: planning@garstangtowncouncil.gov.uk

These email addresses can only be used by internal email addresses with the address '@garstangtowncouncil.gov.uk'.

Teams

Teams will be utilised by the Town Council for Internal Communication.

Instant replies should not be expected from the Clerk; urgency should be denoted by the use of the 'important' function, with reasons for urgency stated.

Teams function will be used for project and committee's discussion whilst the chat function will be used for bilateral conversations.

Councillors should acknowledge messages when requested to do so.

Councillor Responses

Please restrict response to person responding to with a copy to the Clerk, Chair and relevant Cllr.

Please do not copy to all.