Edenham, Grimsthorpe, Scottlethorpe & Elsthorpe Parish Council

Communications Policy

The Parish Council will maintain a website, use Parish notice boards and email to communicate, currently the Parish Council do not use social media for communications.

The Council will always try to use the most effective channel for its communications. Over time the Council may add to the channels of communication that it currently uses as it seeks to improve and expand the services it delivers. When these changes occur this Policy will be updated from time to time to reflect the new arrangements. This policy will apply to new methods of communication as they develop.

Parish Council Website - Homepage – Edenham, Grimsthorpe, Elsthorpe and Scottlethorpe Parish Council

Where necessary, we may direct those contacting us to our website to see the required information, or we may forward their question to one of our Councillors for consideration and response. We do not respond to every comment made or received and there is no obligation to do so. The Parish Council will maintain the website to provide transparency regarding its decisions and will comply with its Publications Scheme.

The Council may, at its discretion, allow approved local groups to have a link to their own website or source of information on the Parish Council's website. The Council reserves the right to remove any or all of a local group's information from the website if it feels that the content does not meet the Council's standards to be on its website.

Parish Council email - Edenham.pc@gmail.com

The Clerk to the Parish Council has their official council work email address for most official communication with the Parish Council. The email account is monitored and the aim to reply to all questions sent as soon as we can. The Council does not have formal office working hours. It is expected that a response to an email will occur at some point during the week that it is received. The Clerk is responsible for dealing with email received and passing on any relevant mail to members or external agencies for information and/or action. All communications on behalf of the Council will usually come from the Clerk, and/or otherwise will always be copied to the Clerk. All new emails requiring data to be passed on, will be followed up with seeking a data subject's consent if the information is to be shared before action is taken with that correspondence.

Individual Councillors are at liberty to communicate directly with parishioners about parish council business in relation to their own personal views, if appropriate, copy to the Clerk. Please note that any emails copied to the Clerk become official and will be subject to the Data Protection Act and The Freedom of Information Act. These procedures will ensure that a complete and proper record of all correspondence is kept.

Do not forward personal information on to other people or groups outside of the Council, this includes names, addresses, email, IP addresses and cookie identifiers.

This Policy was reviewed and approved by the Parish Council Members at the Meeting held on Tuesday 13th January 2026 - Agenda Item 6/93/2

SMS (texting) and messaging apps

Members and the Clerk may use SMS and messaging apps as a convenient way to communicate at times. All are reminded that this policy also applies to such messages.

Video Conferencing

The Parish Council do not currently use video conferencing.