



GREAT GLEN VILLAGE HALL

Main Street, Great Glen. LE8 9GG

Registered Charity 243104

Communications Policy

Adopted 26/2/24.

1 Purpose and Aims

The Great Glen Village Hall (GGVH) Charity's aim is to show commitment in following clear communication principles for its committee members, the local community and all other key stakeholders and users of its facilities. It is also committed to developing effective two-way communication channels, recognising that the key stakeholders and the local community are the users of the service we provide. We always aim to be transparent in our dealings and ensure that the trustees and all who have dealings with GGVH can communicate in a timely, safe, appropriate and effective manner.

The purpose of the Communications Policy is to maintain good internal and external communications with the following aims in mind:

- provide timely information regarding matters of interest or concern.
- make provision to receive feedback (formally and informally).
- ensure 'one voice' and consistency in communication.
- ensure confidentiality in communication.
- raise awareness in achievements.
- promote and enhance reputation.

2 Communication Principles

All communications should:

- be accessible to all.
- reflect a commitment to using plain English.
- be open, honest and courteous.
- be relevant, accurate, sensitive and timely.
- enable meaningful engagement with stakeholders.
- recognise the importance and value of engaging with service users.
- ensure that we listen to stakeholders. Act on information received when appropriate and provide feedback.
- reflect the principles of confidentiality, Data Protection and other relevant legislation.
- be short and to the point.

- based on facts and information
- informative
- clear about the action required or taken.

3 Objectives

- To effectively inform members of the public and all those who have dealings with it of its aims and objectives and activities.
- To build the capacity and motivation of residents to be involved with GGVH and support the Trustees in their effort to improve the quality of life for those who use the facility.
- To use a variety of communication methods to ensure that the way GGVH communicates keeps everyone included and informed.
- To ensure that GGVH communication with individuals and other organisations represent the views of the committee.
- To build trust by being open and transparent

4 Stakeholders

We aim to reach everyone who has an interest in GGVH, be it that they are a user group or individual, live in the village or visit the village. It is important that we effectively communicate with anyone who is interested and may want to become involved in influencing the future of the Village Hall. These people include, but are not limited to:

- Village residents.
- Those hiring the hall or its facilities.
- Community groups and organisations.
- County, District and Parish Councils.
- Local media.

5 Methods of Communication

The Trustees will use a variety of methods of communication based on what reaches its intended audience most effectively and efficiently. GGVH's preferred method of communication is electronic communication. However, we recognise that not all people are able to, nor wish to, use electronic communication, so we will also utilise different media and approaches as appropriate in order to reach our audience. The website must be kept up-to-date and include information on activities and news on an ongoing basis., as well as providing details of the Trustees' Policies and Procedures.

It is important that members of the public can easily contact the Trustees. This point of contact will be the Secretary unless otherwise stated. Contact details are published on the GGVH website, in the Village Hall windows and on the GGVH Face book group.

The AGM is held annually in October and provides an opportunity for residents to meet with the Trustees

6 Information

Information can take the form of:

- Minutes of GGVH Committee meetings.
- Information regarding activities or events.
- Information regarding Policies and procedures.
- Annual General Meeting.
- Email exchanges.
- WhatsApp exchanges.
- Face Book posts.
- Posters/fliers.
- Links with the Charity Commission.

7 Control of Content

Formal content should be controlled. This includes published information and email exchanges. Control refers to content, context and appropriate circulation in line with our communication principles.

- 7.1 For all internal matters specifically relating to committee members' interest only, circulation is limited to committee members only. External parties need only be copied if there is a specific interest or valid contribution to be made.
- 7.2 Information destined for external circulation should always adhere to the Communication principles and promote a positive identity.
- 7.3 All formal communication where the correspondent is acting on behalf of the Committee should ensure that the views expressed represent the views of the Committee.
- 7.4 All minutes will be archived by the Secretary. Sub-Committees minutes will be sent to the Secretary after they have been approved.

7.5 GGVH WHATSAPP groups:

- a) GGVH TRUSTEES: The main group is intended to facilitate easy and communication between the Trustees. It is also a way to send information such as meetings dates.
- b) Sub-Committee WhatsApp groups: used for conduct of business.
- c) GGVH WhatsApp group: used to disseminate information to residents.

Rules of conduct in line with our communication principles:

- Only GGVH business to be discussed
It is preferable for messages to be sent between 8 am and 8 pm unless there is an urgent need to contact Trustees.

VOTING USING WHATSAPP: where it is deemed appropriate by the Chair this system can be used to obtain the views and wishes of Trustees where a face-to-face- meeting is not possible or an urgent decision is required. **This procedure will be minuted at the next following meeting.**

Wording of questions will be agreed jointly by the Chair, Vice-Chair and Chair of the Communications sub-committee.

7.6 EMAILS

It is recommended, but not required, that all Trustees set up a personal email trustee account for the business of GGVH. These accounts will be referred to as 'business emails' in documentation.

Business email accounts can be shared with other Trustees. Other personal email addresses will NOT be shared in line with the GPDR Policy.

The Treasurer and Secretary will be required to hold a business email address.

The Secretary will be the main point of contact for residents unless otherwise stated in communications.

Emails to external organisations will be BCC to the Chair, Vice-Chair or Secretary.

7.7 FACE BOOK

The Face Book group is to be used to give information to the community as a form of conduct of business. It also provides a facility for residents to engage with Trustees.

Posts will be made with reference to discussions and decisions made by the Committee. Posts may also relate to planned/proposed activities and will be a form of advertising.

All posts will begin with 'The Trustees . . .' All posts will represent the views of the Trustees as a collective. Only nominated Trustees will post on the group.

Posting on other village FB groups: No posts will be made directly onto other FB groups. A statement will be posted directing residents back to the GGVH FB group. These posts will begin "The Trustees of GGVH . . ." and will include "thanks to Admin" of the group.

8 Feedback provision

The Trustees recognise that feedback from stakeholders and users of its service is important for engagement, understanding and improvement of its services as a community facility. Provision will be made to encourage both formal and informal feedback as appropriate. This can take the form of, but is not limited to:

- User group meetings

- Events meetings
- Regular reviews with key stakeholders – website administrator/ newsletter editor/other partners
- Surveys
- Informal exchanges
- Committee meetings
- Annual General Meeting

9 Confidentiality

The Committee must ensure that information shared, internally or externally, is accurate, honest and a true reflection of the points being discussed or raised. This is particularly relevant with respect to feedback on issues or concerns. At all times, confidentiality must be maintained.

There must always be alignment to the communication principles of the Committee, data protection and other relevant legislation.

10 Friends of GGVH

A basic information form will be sent to residents who wish to become a Friend of GGVH. This form will outline the various ways that Friends can support the Village Hall. It will also ask for contact details. The form will carry a statement that the data provided will be used only to contact individuals and will not be shared. Individuals will be asked to sign and return the document either electronically or by post to the Village Hall

On receipt of the forms:

- 10.1 A Friends mailing List will be set up.
- 10.2 Forms returned electronically will be stored in a digitally password protected folder or paper copies, which will be placed in a folder in a locked drawer.
- 10.3 Forms will be destroyed/deleted when an individual ceases to be a Friend of GGVH.

11 Communication in the event of an emergency

An emergency is defined as an event or occurrence which affects the continuity of business.

11.1 Communication between Trustees / Officers in the event of an emergency:

If money needs to be spent quickly in the event of an emergency (repair, replacement or other work) the Treasurer will consult with the Chair or Vice-Chair at the earliest opportunity to agree necessary expenditure. If the Chair or Vice-Chair cannot be contacted the Treasurer may authorise expenditure up to a maximum of £1,500.00 and will report such action to the Chair or Vice Chair as soon as possible thereafter. Such expenditure is to be minuted at the next full committee meeting.

11.2 Users of the Hall:

Contact details of nominated Trustees/Officers will be displayed prominently in the Hall in case of emergencies. Details of location of first aid box(es) and the defibrillator (at the Co-op) also to be displayed.

12. Charity Commission

Two nominated Trustees will have access to the Great Glen Village Hall Charity Commission Listing to manage as appropriate.

13. Links with other policies

- Finance
- Data Protection
- GDPR
- Code of Conduct

This Policy will be reviewed annually.

Adopted	26/2/24
Review	February 2025