

# HUSTHWAITE VILLAGE HALL COMMITTEE (HVHC)

## Communications Policy

### Purpose and Aim

The HVHC is committed to 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 key stakeholders and the local community are the users of the services we provide.

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 & informally)
- Ensure “one voice” and consistency in communication
- Ensure confidentiality in communication
- Ensure a culture of openness and inclusivity when communicating
- Raise awareness of achievements
- Promote and enhance reputation

### Communication Principles

All communication activities should;

- Be accessible to all
- Reflect a commitment to using plain English
- Be open and honest
- 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, Freedom of Information and other relevant legislation.

### Ensuring Good Communication

#### Information

Ensure all information provided is relevant, timely and for the purpose of informing matters of interest or concern to the relevant stakeholders. Information can take the form of;

- Minutes of Village Hall Committee Meetings
- Information regarding events and activities
- Information regarding policies and procedures
- Formal & informal feedback reviews
- Email exchanges
- Verbal exchanges

### **Control of Content, Context & Circulation**

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

For all internal matters specifically relating to committee member’s 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.

Information destined for external circulation, should always follow the “communication principles” outlined previously and promote a positive identity. All formal communication where the correspondent is acting on behalf of the committee should first ensure the content represents the views of the committee by seeking sign off from the Chair or relevant members of the committee. Where practical, all formal communication should come from the Committee Chair.

Control of publishing minutes of meetings and other information on the VH Website resides with the Bookings Secretary who, in order to fulfil her duties as Bookings Secretary, has full administration access. This is in order to maintain the integrity of the website, access and administration.

### **Feedback Provision**

The HVHC recognises that feedback from stakeholders and users of its service is important for engagement, understanding and improvement of its service as a community facility. As such, provision will be made to encourage formal and informal feedback as appropriate.

This will take the form of;

- User group meetings
- Events meetings
- Regular reviews with key stakeholders – Website Administrator/Newsletter Editor/Other partners?
- Surveys
- Informal exchanges

With respect to feedback, positive or negative, this will be assigned to the relevant member of the committee to review, document and act on as appropriate.

### **Confidentiality**

Aligned with the “communication principles”, Data Protection, Freedom of Information and other relevant legislation must be adhered to.

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 on any correspondence, must be maintained.

### **Review**

This policy will be subject to review and amendment annually.