

ICT and Communications Policy, including Social Media.



As adopted by Ruskington Parish Council on
9 December 2025.

Minute ref: 9.1., page 96-2025

Approved amendment made on 8/9/2026 to include
Elmtree noticeboard.

To be reviewed in 2027.

Introduction: Ruskington Parish Council recognises the importance of effective and secure information and communication technology (ICT), email, and social media usage in supporting its business, operations, and communications.

Purpose: This policy outlines the guidelines and responsibilities for the appropriate use of IT resources, email, AI, and social media by council members, employees, volunteers, and contractors. The Policy is designed to ensure assist councillors, officers and staff can effectively, politely and helpfully communicate with the general public when responding to telephone or written enquiries, or when sharing informing on its communication channels.

1. Objectives

- To ensure the effective and secure use of IT, email, and other forms of communication.
- To provide a helpful response to telephone, or written enquiries (including those formally received through electronic platforms) in an efficient and polite manner.
- To offer guidance and training opportunities on the use of IT, social media, and other forms of IT for staff and councillors.

2. Management

The Parish Clerk has overall responsibility for ICT, communications, and social media and the implementation of this policy. Technical support is provided by an external ICT support provider – SCIS Ltd, Lincoln.

3. ICT Resources

Ruskington Parish Council's ICT resources and email accounts are to be used for official council-related activities and tasks. Limited personal use is permitted, provided it does not interfere with work responsibilities or violate any part of this policy. All users must adhere to ethical standards, respect copyright and intellectual property rights, and avoid accessing inappropriate or offensive content.

4. Parish Council Emails

Ruskington Parish Council uses and provides its members and staff with a .gov.uk email address. Unauthorised installation of software on authorised devices, including personal software, is strictly prohibited due to security concerns.

The Clerk to the Parish Council has their official council work email address for most official communication with the Parish Council. The aim is to reply to all questions sent as soon as Council can within the Clerk's working hours. Please note, that the Clerk may work flexible hours to meet the needs of council. It is expected that a response to an email will occur at some point during the working week in which it is received. The Clerk is responsible for dealing with emails received and passing on any relevant mail to members or external agencies for information and/or action.

An email for general enquiries, with a shared inbox for the Clerk, RFO and Administrative Assistant to administer may be made available to ensure that all emailed enquiries are dealt with in a speedy and efficient manner. It is expected that a response will be made at some point during the working week in which it is received. The Administrative Assistant will usually deal with these enquiries during their usual working hours and will forward emails on to the Clerk or RFO for attention as required.

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 written consent if the information is to be shared before action is taken with that correspondence.

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.

The Council email address is for official communication only. Emails should be professional and respectful in tone.

Be cautious with attachments and links to avoid phishing and malware. Verify the source before opening any attachments or clicking on links.

Ruskington Parish Council reserves the right to monitor email communications to ensure compliance with this policy and relevant laws. Monitoring will be conducted in accordance with the Data Protection Act and GDPR (2018).

Retention and archiving:

Emails should be retained and archived in accordance with legal and regulatory requirements. Regularly review and delete unnecessary emails to maintain an organised inbox.

5. Mobile devices and remote work

Mobile devices provided by Ruskington Parish Council should be secured with passcodes and/or biometric authentication. When working remotely, users should follow the same security practices as if they were in the office.

6. Security

Ruskington Parish Council users are responsible for maintaining the security of their accounts, usernames and passwords. Passwords should be strong and not shared with others. Regular password changes are encouraged to enhance security;

- Protect user credentials against misuse;
- Not share or disseminate any user credentials with another person;
- Only attempt to access ICT where permissions have been given;
- Not misuse or alter the configuration or settings of any ICT;
- Not attempt to bypass or subvert ICT security controls;
- Not introduce unofficial software, hardware, removable media or files without appropriate authorisation

7. Reporting security incidents

All suspected security breaches or incidents should be reported immediately to the designated IT point of contact (the Clerk) for investigation and resolution. Report any email-related security incidents or breaches to the IT administrator (the Clerk) immediately.

8. Personal Contact

This can be in person or by telephone.

During their working hours telephone calls are answered by the Administrative Assistant. If a matter relates to a Parish Council service, then the caller will be dealt with by the Clerk or Responsible Finance Officer. If they are unavailable, contact details will be taken to ensure the caller can be contacted at the earliest suitable opportunity.

If it relates to a County Council or District Council service, the caller will be advised to contact the County Council or District Council by providing them with the following appropriate number / e-mail:

- Lincolnshire County Council

Telephone: 01522 552222

Email: customer_services@lincolnshire.gov.uk

- North Kesteven District Council

Telephone: 01529 414155

Email: customer_services@n-kesteven.gov.uk

Parish Councillors, Officers, and Staff are advised against acting as an intermediary with the County Council and District Council Contact Centres; this is not being unhelpful, but to aid the trained staff of the County and District Council and /or their trained call centre staff to direct enquiries to the appropriate department or other public service. No direct dial numbers are to be given for any Officer(s) at either the County or District Council.

SMS (texting) and Messaging apps, e.g. WhatsApp.

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

This policy also applies to the use of video conferencing.

Internal communication and access to information within the Council

It is vital that all information is treated sensitively and securely. Councillors and staff are expected to maintain an awareness of the confidentiality of information that they have access to and not to share confidential information with anyone. Failure to properly observe confidentiality may be seen as a breach of the Council's Code of Conduct and will be dealt with through its prescribed procedures (at the extreme it may also involve a criminal investigation).

Members should also be careful only to 'cc' essential recipients on emails i.e. to avoid use of the 'Reply to All' option if at all possible but of course copying in all who need to know and ensuring that email trails have been removed.

9. Parish Councillor Details

The Parish Clerk to act as a conduit for all such requests for details and contact the Councillor on behalf of the requester. Councillor emails can be provided, but no personal contact details to be shared without the written consent of the councillor.

10. Media Statements

Any media statements, issued on behalf of the Parish Council, are to be submitted by Chairman, Vice-Chairman, Clerk or the Deputy Clerk & Responsible Finance Officer (during the Clerk's absence), in consultation with any other Councillor as required and then copied to all Parish Councillors. No other member of staff has the authority to issue public statements on behalf of the Council unless given the authority to do so by the Chairman and Clerk, or the Council.

Press releases from the Parish Council need not be formally worded in stilted language but must not be partisan.

11. Pre-election Period

The pre-election period (formerly called Purdah) is the time between an election being announced and the date the election is held. It applies to Parish, Town and County Council elections as well as other national elections (e.g. a General Election). It also applies if there is a local by-election. During such a period, special care is needed to avoid any impression that the Parish Council, as a body, supports any aspirant for elected office or a particular party.

More specific advice will be issued by the District Council Returning Officer and the National Association of Local Councils (NALC).

12. Obscene & Abusive Language

Staff and Councillors are not obliged to listen to abusive, harassing, and obscene tirades or to address members of the public in this way. In such a case the caller should politely be asked to desist and advised that if they continue to use such language the call will be terminated. If the abuse or obscenity continues, then the call can be terminated.

Please also refer to the Council's Civility and Respect Policy for further information.

13. Parish Council Website

Where necessary, Council may direct those contacting us to its website to see the required information, or Council may forward their question to Council for consideration and response. Council does not respond to every comment made or received and there is no obligation to do so.

The Council will maintain its website to provide transparency regarding its decisions and will comply with its Publication Scheme.

The website account will be managed by the Clerk to the Parish Council and may be administered by the RFO & Deputy Clerk, and the Administrative Assistant.

The Council may, at its discretion, allow approved local groups to have a link to their own website or source of information on the Council's website. The advertising of businesses is not permitted. 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 Council's website.

14. Parish Council Noticeboards

The Parish Council has a noticeboard outside the Parish Office for displaying agendas, minutes, annual governance and return financial information and other items as required in legislation, and

safety information. This may include items from NKDC and LCC. Posters from Ruskington clubs and venues and regarding village events will only be permitted if space is available.

The Council noticeboard outside the cemetery is only for items relating to cemetery and burial matters.

The Community Notice Board located at Elmtree play area is primarily designated for advertising Parish Council events, but may also display other local event notices submitted by members of the public with prior permission from the Clerk and the Events Committee.

Council will update this policy in view of other noticeboards boards being erected, including a community noticeboard.

15. Social Media and Digital Media

The use of digital and social media and electronic communication enables Council to interact in a way that improves communication both within the Council and between the Council and the community, businesses and agencies it works with and serves, and to promote our parish positively.

As well as the noticeboard and website, Council has approved the use of the social media channels below to publish information about the work of Ruskington Parish Council to a wider audience.

- Facebook
- LinkedIn
- Instagram
- Next Door
- YouTube

Other channels of communication may be introduced to improve and expand the services Council delivers, and the policy will be updated to reflect this.

Official council business and the accounts will be managed by the Clerk to the Parish Council and may be administered by the RFO & Deputy Clerk, and the Administrative Assistant.

16. Guidance for Council, Officers, and Staff on the use of Council's Social Media, AI, and Digital Media.

Councillors, Officers, and Staff need to think about whether they are acting in a private capacity, or whether any impression might be conveyed that they are acting for or on behalf of Ruskington Parish Council. The Council has adopted a Code of Conduct which is binding on all members. Should Councillors use social media in an official capacity, they should always be mindful of the Code, and of the seven Nolan principles applicable to holding public office – selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

- Ensure any Council facilities are used appropriately – if using a Council-provided social networking area, any posts are likely to be viewed as an official viewpoint
- Information that is published be civil, tasteful and relevant
- Information must be factual, fair, thorough and transparent
- Information that is not already known to be in the public domain – i.e., available on the Council's website, contained in minutes of meetings, stated in Council publicised policies and procedures, etc. must not be shared
- Personal and confidential information must not be shared

- Everyone must be mindful that information published in this way may stay in the public domain indefinitely, without the opportunity for retrieval/deletion
- Copyright laws must be respected
- Entering into online debates or arguments about the Council's work must be avoided
- Conversations or reports that are meant to be private or internal must not be published
- Social Media must NOT be used in the recruitment process for employees or new councillors – other than for the sole purpose of placing vacancy advertisements – as this could lead to potential discrimination and privacy actions, as well as breach of data protection issues
- Social media must not be used for the dissemination of any political advertising.
- Information and events involving local schools, groups and the village churches may be shared on request
- Information and links from North Kesteven District Council, Lincolnshire County Council, the Environment Agency, Lincolnshire Police and other agencies may be shared as requested or in cases of emergency
- Information and advertising on behalf of businesses is not permitted
- Information must not contain content that is knowingly unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive;
- Staff must remember that they will be seen as ambassadors for the Council and should always act in a responsible and socially aware manner

Third party use of Social Media

Avoid making 'political' points, or derogatory comments about individuals.

- Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone, including the Council members or staff, will not be permitted.
- Share freely and be generous with official Council posts but be aware of copyright laws; be accurate and give credit where credit is due.
- Stay on topic.
- Refrain from using the Council's Facebook page for commercial purposes or to advertise market or sell products.

Council's Social media sites are not monitored 24/7 and Council will not always be able to reply individually to all messages or comments received. Please do not include personal/private information in your social media posts to us. Sending a message/post via social media will not be considered as contacting the Council for official purposes and Council will not be obliged to monitor or respond to requests for information or services through these channels. Instead, please make direct contact with the Clerk by email. The official email address is clerk@ruskington-pc.gov.uk

Council retains the right to remove comments or content that includes:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libellous statements.
- Plagiarised material; any material in violation of any laws, including copyright
- Private, personal information published without consent
- Information or links unrelated to the content of the forum
- Commercial promotions or spam
- Alleges a breach of a Council's policy or the law

The Council's response to any communication received not meeting the above criteria will be to either ignore, inform the sender of our policy or send a brief response as appropriate. Repeated and vexatious communication will not be responded to. This will be at the Council's discretion based on the message received, given our limited resources available. The Parish Council delegates the day-to-day administration to the Clerk. [This allows day to day administration to take place in accordance with S.101 Local Government Act 1972 without having to call a parish council meeting]. Any information posted on the Facebook page not in line with the above criteria will be removed as quickly as practically possible.

Repeat offenders will be blocked from the social media page. The Council may post a statement that 'A post breaching the Council's Social Media Policy has been removed'. If the post alleges a breach of a Council's policy or the law the person who posted it will be asked to submit a formal complaint to the Council or report the matter to the Police or the external auditor for the matter to be properly investigated.

Councillors are expected to abide by the Code of Conduct, Standing Orders and the Data Protection Act in all their work on behalf of the Council at all times.

17. Use of Artificial Intelligence (AI)

Ruskington Parish Council recognises that AI is becoming increasingly embedded in all forms of IT, recognise its benefits, and recognises its speed of advancement. Co-pilot is part of the Microsoft 365 technology use by the Council.

Council must ensure that its use of AI complies with all applicable laws, regulations, and existing council policies. This includes data protection laws and ethical guidelines for AI usage.

Personal details must not be used when generating AI information.

Council recognises that AI might be biased or discriminatory and therefore a risk assessment should take place before each use.

Council recognises that information produced by AI may not be accurate or factual and therefore any information generated must be carefully checked for accuracy.

All content produced by AI must clearly state that it is AI generated to ensure transparency and accountability.

18. Personal Data

Any member of staff processing personal data must comply with the eight enforceable principles of good practice (Data Protection Act 1988 & 2003).

These stipulate that data must be:

- a) fairly and lawfully processed;
- b) processed for limited purposes;
- c) adequate, relevant and not excessive;
- d) accurate;
- e) not kept longer than necessary;
- f) processed in accordance with the data subject's rights;
- g) secure;

h) not transferred to countries without adequate protection.

18. Data Protection

Any member of staff processing personal data must comply with the eight enforceable principles of good practice (Data Protection Act 2018) and General Data Protection Regulations (GDPR) 2018 and GDPR UK 2021.

a) Confidentiality

Passwords are to be used to restrict access to personal and/or confidential data. If there is any doubt about whether access to certain data should be restricted, guidance should be sought from the Town Clerk.

b) Viruses

All computers used to send/receive emails or to access the Internet must have recognised anti-virus software installed. No disk, drive or memory stick from any external source shall be opened until it has been checked for viruses.

19. Compliance and consequences

Breach of this IT, email, and social media policy may result in the suspension of IT privileges and further consequences as deemed appropriate.

20. Policy review

This policy will be reviewed every two years, or before if legislation is updated, to ensure its relevance and effectiveness. Updates may be made to address emerging technology trends, data protection, and security measures.

Confirmation that this Communication Policy is understood, and the measures will be followed:

Please note: If you do not understand any part of this policy please speak to the Clerk of Council.

Name	Signature	Date