

Barry Waterfront Community Residents Association

COMMUNICATION POLICY

This policy covers all forms of communication: from the BWCRA to residents, from residents to BWCRA and between members of the committee and the Neighbourhood Watch initiative

Our commitment

Face to face, electronic and hard copy communication is essential for sharing Residents Association news and information with our members. Our communication will be timely, appropriate and related to Residents Association or Neighbourhood Watch business and organised community events/socials only.

What we will do

We will run a website as our main communication channel to share all updates

We will post relevant links from our website, to our Barry Waterfront Community Residents Association Facebook page.

We will also hold quarterly meetings to communicate with members face to face and distribute flyers as and when appropriate.

We will also update community noticeboards when necessary.

We will have a dedicated BWCRA WhatsApp group for the acting committee members to carry out business.

We will have a dedicated BWCRA WhatsApp group for the acting Neighbourhood Watch Coordinator and those Neighbourhood Watch members who wish to be a part of this form of communication.

Our Neighbourhood Watch Coordinator will hold open quarterly meetings to discuss ongoing concerns with the local police service.

All community social events organised by a volunteer on behalf of the BWCRA will be advertised online and offline in the same ways, with at least 6 weeks notice of the event taking place.

Thus ensuring both online and offline communication is taking place, to be as inclusive and accessible to all as possible.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

A Communications Officer will be appointed to provide direction on our Key Messages, our communication plans and the professional, positive tone which we want to achieve.

Overall accountability and control over material published on our Facebook Page, website, the Neighbourhood Watch and Residents Association Committee WhatsApp groups and any related discussion groups or social media websites, such as Facebook will not be down to one acting committee member, but at least three.

Website and Barry Waterfront Community Residents Association Facebook Page

- Our website will include current information on committee members, current areas of priority and updates, dates and details of residents meetings, our local Neighbourhood Watch information, social events, policies, constitution and code of conduct.
- A link to our website will be available on the Facebook page.
- No offensive content or photos will be published.
- We will not post photos of individual residents, groups of residents, meetings or socials.
- We will seek feedback from members to improve the information available on the website on an annual basis.
- We will use professional, positive tone and language.
- We will approve posts from residents that relate to:
 - a) Residents Association matters, Neighbourhood Watch matters and BWCRA social events
 - b) open questions to other residents on REMUS payments and letters received
- We will not approve posts or comments from residents on:
 - a) local or wider environmental matters that the BWRCA are not actively working on
 - b) campaign rallies, groups or information relating to bodies that BWCRA are not currently engaged with
 - c) giving advice on REMUS payments
 - d) giving legal advice on household, freehold, leasehold matters

Social media websites

- We treat all social media postings as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive news and events.
- No personal information about our members will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our Residents Association or Neighbourhood Watch into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the Page.

SMS and email

Committee members that use WhatsApp and email to provide information about ongoing actions, social events and other Residents Association/Neighbourhood Watch business must:

- Keep WhatsApp messages short and about Residents Association/Neighbourhood Watch matters
- email communication when more information is required
- SMS and email communication should be between the hours of 9am - 7pm where possible

Neighbourhood Watch members who choose to be included in the dedicated Neighbourhood Watch WhatsApp group must:

- call 101 first, before reporting to the group (or 999 if emergency)
- Tell the police if you have photo or video evidence
- use the group to update neighbours via our neighbourhood watch initiative, those incidents you have already reported and feel able to share
- State clearly on your message if you have photo or video evidence, but do not share it on the WhatsApp group. Our local police team will decide if this is to be circulated more widely.
- ensure messages are kept brief and to the point
- Do not ask questions on the group, relating to reports
- Do not comment on reports in a manner that could be inflammatory or scaremongering
- Only comment after a report if you have witnessed anything in relation to this which could assist any investigation
- Do not under any circumstances approach anyone who you have reported, personally for safety reasons
- Be mindful that individuals may be experiencing mental health problems and as such could be behaving in a suspicious way, but have done nothing wrong. In such instances, it is not acceptable to report this and will be seen as discriminatory
- ensure personal safety when taking photos or videos to share directly with the police
- remember that our local community police officer is a member of the group - do not "chat" on the group to ensure complete efficiency
- Respect others confidentiality within the group by not discussing with others who has reported what
- Be truthful and accurate. Do not embellish or jump to conclusions

What we ask you to do

We expect our members to conduct themselves appropriately when using electronic communication to share information with other residents, or posting material on public websites connected to the Residents Association or Neighbourhood Watch.

Electronic communication:

- should be restricted to Residents Association or Neighbourhood Watch matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members

- must not bring the Residents Association or Neighbourhood Watch into disrepute.

Non-compliance

Residents, committee officials and Neighbourhood Watch members may face action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook,) may be liable for defamation.

Raising concerns

If you would like to raise concerns to the BWCRA on any matter, we ask that you email us on barrywaterfront@gmail.com Please provide full details of the steps you have already taken to resolve/address this matter yourself and what response you have received, in your correspondence to us.

Or write to our secretary:

Ms H Jones, 1 Mariner's Walk, CF62 5AY

emails and letters will be reviewed once a month and decisions to take forward a concern relating to our community, will be made by no less than three committee officials. As we are a completely voluntary group, we will have to prioritise concerns we act upon. These decisions will be posted on our website and a link to this, will be shared on our facebook page after each monthly committee meeting.

If you are unhappy in any way, please email us on barrywaterfront@gmail.com or write to our Secretary Ms H Jones, 1 Mariner's Walk CF62 5AY and these concerns will be addressed at our monthly meetings before you have a reply.

By being a member of our Barry Waterfront Community Residents Association Facebook page, holding an official committee post, or being a member of the Neighbourhood Watch, you will be sent a copy of this policy and by default, be expected to comply.

This policy will be reviewed on an annual basis.