

Hindolveston Parish Council  
Website Management Policy  
**UPDATED DRAFT**  
**For approval on 16 May 2019**

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## Introduction

### The Transparency Code

1. The Department for Communities and Local Government published a paper entitled 'Transparency code for smaller authorities' and by definition Hindolveston Parish Council is a smaller authority and is, therefore, obliged to conform to the code.
2. The purpose of the code, and its adherence, is to meet the Government's desire to place more power into citizens' hands to increase democratic accountability. The Transparency Code gives local people the tools and information they need to hold local public bodies to account by stipulating the documentation that must be made available, and when on a website.

### Hindolveston Parish Council Website

3. To comply fully with the Transparency Code, in January 2017 the Parish Council agreed to adopt a new website and a named website manager to process the necessary information onto the website. The URL of the website's home page is:

<http://hindolvestonparishcouncil.norfolkparishes.gov.uk/>

4. The website is hosted by Norfolk Parishes and is paid for by the Norfolk Association of Local Councils to which an annual subscription is paid by the Parish Council.

### NCC Privacy Policy and Terms of Use

5. As is typical of all websites run by public bodies, NCC has published a Privacy Policy which includes a Terms of Use section. First time users of the website must first accept the content of the policy as a condition of using the site. Users have the option of reading the policy at this time but a copy is posted under the 'site map' drop down menu for later reference. In addition, a permanent section entitled 'Your privacy and the processing of personal data' is included at the foot of the home page. This emphasises the Parish Council's management of personal data on the website and its adherence to the latest data protection legislation.

### Town/Parish/ Level Policy Requirement

6. Although the NCC policy covers many aspects of website use, it does not provide any guidelines on who decides what may or may not be uploaded to a site. This means that, in the absence of a specific policy, the nominated website managers (at Town/Parish level) would become the arbiters of decision making. This also leaves the Parish Council much more open to complaints of misuse.
7. It follows that for a Town/Parish website manager to be clear in the duties of the role, its limitations and expectations, he/she will benefit considerably from a locally approved and adopted website management policy. Furthermore the website manager should agree to such a policy as a condition of assuming the role.

## Hindolveston Parish Council Website Management Policy

### General Principles

8. The following principles shall be observed:
- The Parish Council is responsible for the upkeep of the village website but responsibility for website maintenance/ development and content management is delegated to the appointed website manager.
  - The Hindolveston Parish Council website is the platform to which all documentation required under the Transparency Code will reside in such a way that it is straight forward for any parishioner to view and download.
  - The website shall be a platform to store and display allowable content that is both relevant and of benefit to parishioners.
  - Any parishioner may request the website manager to upload allowable content although the website manager reserves the right to edit the content as required.
  - Posts shall be retained in archives on the website and all documents uploaded to support the posts shall be backed up, off-line, by the website manager. The exception to this will be public notices may be deleted but any associated document/poster provided will be retained and be accessible from an archive page. This is to reduce the volume of 'active' data being stored on the website at anyone time.

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### Allowable Content

9. For the purposes of managing the content, the website manager will be guided by the concept of allowable content; this may include:
- Parish Council related documentation as required under the Transparency Code for smaller authorities 2014 for at least 4 years from April 2015.
  - Routine activities or special events being organised by parishioners as individuals, clubs or groups that are happening in and around the village.
  - Post event reports relevant to the village including achievements of teams or individuals performing outside the village.
  - Routine newsletters or event notices from local authorities/ organisations where it is deemed the information will be of interest to the village.
  - Details of public meetings for the village's elected local government officials for the purposes of undertaking their duties e.g. constituents' surgeries.
  - Basic details of 'places to stay' in the village where the business owners reside in the village permanently.
  - Basic details of businesses where business owners provide services (typically trader related) or create products from their village based residence, even if the services performed or products sold take place elsewhere.

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## Parish Council Disclaimer

10. Publication of the details of businesses on the website, in any of its forms, does not constitute an endorsement or recommendation of the services/ products available by the Parish Council, and is information only. Furthermore, the Parish Council will not accept liability for any short comings related to the services or products provided.

## Non-Allowable Content

11. For the purposes of judging which content is not suitable or not allowable, the website manager will use the following guidance:

- Adherence to the NCC Privacy Policy and Terms of Use.
- Articles or notices that appear to favour one political party over another, such as campaigning notices and/or political causes.

## Complaints Procedure

12. In the event that a parishioner has cause for concern regarding the content of the Parish Council website, the parishioner to contact the website manager by email to raise the concern to try and resolve the concern at this level.

13. If the matter is not resolvable by the website manager then the parishioner is to raise the concern at the next Parish Council meeting and this will be dealt with under the 'Communications with the community' agenda item.

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## Website Manager

### Website Manager Responsibilities

14. The appointed website manager is responsible:

- For the routine maintenance and development of the website in accordance with the general principles detailed above.
- For processing raw information from reliable sources onto the website in accordance with the policy regarding content that is and is not allowable.
- For maintaining the email account ([Hindolweb@gmail.com](mailto:Hindolweb@gmail.com)) associated with the website in such a way that it is only used in support of website related business.

### Website Manager's Specific Tasks

15. The appointed website manager is required to:

- Provide a verbal or written report at the regular Parish Council meetings covering website usage, content, and maintenance or development issues, but only when there is something of substance to report.

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- Create and maintain a monthly back up of all documents and other media that are uploaded in support of both pages and posts using a suitable storage device.
- Secure the device used for the back up on the website manager's premises but to make it available to the Parish Council upon request.
- Provide the Parish Council Chair or Clerk with log in details, including passwords, in a sealed envelope for emergency access to the website for administrative access and to the associated email account.

### Website Manager's Appointment

16. The Parish Council will use the following principles:

- The website manager is an appointment made by the Parish Council at a scheduled meeting and confirmed at every Annual Parish Council Meeting.
- The appointee shall be either a trusted volunteer known to Parish Council or someone employed by the Parish Council to undertake the role.
- The appointee does not necessarily have to be a member of the Parish Council but is expected to provide a report, written or verbal, at the Annual Parish Council meeting.

### Website Manager's Agreement

17. The appointee must agree to abide by the Hindolveston Parish Council Website Management policy in its entirety, and this agreement is to be recorded in the minutes of the meeting in which the appointment was made.

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