

Chair's Agenda Item: Noticeboards, Correspondence, and Website Compliance

Purpose:

To address ongoing concerns raised by a resident regarding the condition, use, and value for money of community noticeboards; delays in correspondence; and the accessibility of statutory council information.

Context:

This item is not about a single piece of correspondence, but about identifying and addressing underlying weaknesses in how the Council manages assets, communicates with residents, and publishes statutory information. The aim is to agree proportionate, practical actions that improve governance, reduce reputational risk, and provide clarity for councillors, the Clerk, and residents going forward.

Matters for consideration:

- Current condition and safety of noticeboards
- Effectiveness and purpose of existing noticeboards
- Fly-posting and misuse/vandalism of noticeboards
- Processes for acknowledging and responding to resident correspondence
- Accuracy and accessibility of information on the Community Council website
- Compliance with transparency and publication requirements

Recommendations:

a) Noticeboards – Safety & Condition

- The Chair will arrange an **urgent inspection** of the noticeboards within **7 days** and report back on the condition.
- Any noticeboard deemed unsafe will be **secured, repaired, or removed** as a matter of priority.

b) Noticeboards – Purpose & Value

- The Council will review the **ongoing need, location, and value for money** of all noticeboards.
- Where boards are repeatedly vandalised or unused, the Council will consider **removal or relocation** rather than replacement.

c) Noticeboard Management

- Each noticeboard will be allocated a **named councillor** responsible for a **monthly visual check**.
- Each allocated councillor will be responsible for displaying the following:
 - Community Council contact details
 - Meeting dates / Agenda / Minutes
 - How to request items to be displayed
 - Information about fly-posting / no business use

d) Noticeboard Fly-posting

- The Council adopts a **zero-tolerance approach** to fly-posting.
- Where businesses are identifiable, they will be contacted and informed that the notice boards are for community council use only.
- Allocated councillors to remove any unauthorised business use materials.

e) Resident Correspondence

- An **automatic acknowledgement** email should be enabled for the Council email account.
- All correspondence will be acknowledged personally within **5 working days**.
- Unresolved or repeated correspondence will be flagged by the Clerk to the Chair for further direction.

f) Website & Transparency

- The website will be updated within **28 days** to:
 - Confirm the correct Clerk details on all pages where it is displayed
 - Ensure all statutory information is published and accessible.
- Statutory notices will be published **online and on at any functioning noticeboard**.
- In line with the Welsh Government's 'Local Government and Elections (Wales) Act 2021' there is a requirement for all 733 Town and Community Councils in Wales to electronically publish the key information and the outcome of their Council meetings within 7 days of the meeting.
 - The clerk should **publish early truncated minutes** within 7 days of the meeting, followed by confirmed and signed minutes as soon as reasonably possible.

Review and Monitoring

- Progress against agreed actions will be reported in the form of an **action tracker** by the Clerk at each meeting until completion.
- A short review of effectiveness will be scheduled after **three months**.
- Any further changes will be agreed by Council resolution.

Conclusion

The Chair recommends the Council adopt the above actions to strengthen transparency,

communication, and asset management, and to ensure consistent, lawful, and proportionate responses to resident concerns.