



POLICY FOR USE OF COUNCIL ELECTRONIC TABLETS/COUNCIL EMAILS

1.0 Policy Statement

1.1 Context

1.1.1 Ludgershall Town Council's general presumption is for electronic provision of information and transaction of business, to facilitate effective communication and reduce the reliance on hard copies of documents while also recognising that Councillors have different needs and requirements.

2.0 What Councillors can expect from Town Clerk

2.1 The Council will provide all Councillors with a Tablet to use for the Council's business.

2.2 A Tablet is a wireless, portable computer with a touch screen. A tablet is typically smaller than a laptop and notebook computer, but larger than a smartphone.

2.3 The Council will provide Councillors with technical support during the following working hours:

- Council Office: Monday to Friday 9.00am – 1.00pm.

2.4 The Council will provide Councillors with training on the use of the tablet and any applications installed which assists Councillors to perform Council business.

2.5 The Council will where practicable provide Councillors with a temporary replacement Tablet whilst fixing or replacing their original Tablet, providing Councillors have complied with all the requirements as outlined in paragraph 3.1.

2.6 Should a Councillor have the need for a hard copy of information they are to request this from the Council Office. Councillors may not print to Councillor-owned devices.

3.0 What Town Clerk can expect from Councillors

3.1 Councillors must report immediately to the Council Office any loss or damage to all or any of the equipment, including if the Tablet is stolen.

3.2 If the equipment (including tablet, charger and cover) is lost or broken then Councillors may need to pay an element of the cost to fix or replace it:

- If the tablet is lost, broken, or stolen (as a result of negligence on the part of the Councillor) then the Councillor would be expected to pay for the cost of a replacement, which would be provided by the Council on a like for like basis.
- If the equipment ceases to work as a result of reasonable wear and tear or due to a fault, it would be fixed or replaced by the Council at no cost to the Councillor.

3.3 Councillors may only download and use Apps approved by the Council.



3.4 Councillors may use Councillor-provided Bluetooth enabled accessories (such as a keyboard) with the tablet, however these would not be provided by, or maintained by the Council.

4.0 Return and Recovery of Equipment

4.1 All equipment and software assigned remains the property of the Council. The Council reserves the right to require Councillors to return the equipment at any time.

4.2 At the point at which a Councillor's term of office is ended, all equipment issued (including tablet, case and charger) must be returned to the Council within one week of ceasing office, in the condition it was issued (reasonable wear and tear excepting). All information held on the equipment will be deleted and the equipment may be re-issued.

5.0 E-Mail Key Messages

5.1 All e-mails that are used to conduct or support official Ludgershall Town Council business must be sent using a "ludgershall-tc.gov.uk" address.

5.2 Non-council e-mail accounts must not be used to conduct or support official Ludgershall Town Council business. Councillors and users must ensure that any emails containing sensitive information must be sent from an official council email.

5.3 All official e-mail must carry the official Council disclaimer, this will be set up ready for use as part of your automatic signature, a copy of which is below; do not remove or change this.

5.4 Automatic forwarding of email is not permitted.

5.5 Councillors must be careful about making commitments or agreeing to purchases via email, this may form a legally-binding contract, please ensure any circumstances such as these are sent via the Town Clerk using info@ludgershall-tc.gov.uk.

5.6 Councillors must not send bulk emails for marketing, all questions relating to email marketing should be directed to the Clerk.

5.7 Rules of good email etiquette.

- Do not forward on chain emails or 'humorous' messages. These clog up people's inboxes and some topics are not appropriate for the workplace.
- Always use a meaningful subject line rather than leaving it blank or using a single word like 'hello'.
- Only use the 'important message' setting sparingly, for messages that really are important.
- Do not use ALL CAPITAL LETTERS in messages or subject lines. This can be perceived as impolite.
- Be sparing with group messages, only adding recipients who will find the message genuinely relevant and useful.
- Do not 'reply all', this should only be used if the subject of the email you are replying to requires this.
- Use the 'CC' (carbon copy) field sparingly. If someone really needs to receive a message, they should be included in the 'to' field.
- Use the 'BCC' (blind carbon copy) field to send group messages where appropriate. It stops an email recipient seeing who else was on the email.



5.8 Inappropriate email content and use:

- The email system must not be used to send or store inappropriate content or materials.
- It is important Councillors understand that viewing or distributing inappropriate content via email is not acceptable under any circumstances.
- Councillors must not:
 - Write or send emails that might be defamatory or incur liability for the Council.
 - Create or distribute any inappropriate content or material via email.

(Inappropriate content includes: pornography, racial or religious slurs, gender-specific comments, information encouraging criminal skills or terrorism, or materials relating to cults, gambling and illegal drugs. This definition of inappropriate content or material also covers any text, images or other media that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.)

- Use email for any illegal or criminal activities.
- Send offensive or harassing emails to others.
- Send messages or material that could damage Ludgershall Town Council's image or reputation.
- Any user who receives an email they consider to be inappropriate should report it to the Clerk.

6.0 Monitoring Email Use

- 6.1** The Council email system, software and hardware are provided for legitimate business use.
- 6.2** The Council therefore reserves the right to monitor Councillors' use of email.
- 6.3** Any such examinations or monitoring will only be carried out by the Town Clerk.
- 6.4** Additionally, all emails sent or received through the Council's email system are part of official Ludgershall Town Council records. The Council can be legally compelled to show that information to law enforcement agencies or other parties.
- 6.5** Remember that breach of this email policy is a serious matter and could lead to disciplinary action under Ludgershall Town Council's Code of Conduct and Standing Orders.

7.0 Email Security

7.1 Councillors must not

- Open email attachments from unknown sources.
- Disable security or email scanning software.

7.2 Councillors must always consider the security of the Council systems and data when using email, if help and guidance is required contact the Council Office.

8.0 The Provision of Electronic Meeting Summonses

8.1 Before the Local Government (Electronic Communications) (England) Order 2015 came into force in January 2015, Councillors could receive committee agendas electronically, however



there was still a requirement to issue the summons to Councillors in a paper format.

8.2 The Local Government (Electronic Communications) (England) Order 2015 allows Councillors to receive the summons to attend meetings in electronic form subject to receipt of written consent.

8.3 In view of the Council’s wish to increase electronic provision of information and the transaction of business to facilitate effective communication and reduce the reliance on hard copies of documents, members are asked to agree to no longer receive paper copies of committee meeting agendas and instead receive agendas (including the summons) electronically by signing the declaration below.

9.0 Policy Compliance

9.1 If you do not understand the implications of this policy or how it may apply to you, seek advice from the Town Council Office.

10.0 Declarations:

10.1 In accordance with the Local Government (Electronic Communications) (England) Order 2015, I consent to receive summonses for committee meetings by electronic communication.

Signed:

Printed:

Date:

10.2 I agree to use the Equipment and Council Email in accordance with this usage policy.

Signed:

Printed:

Date:

Adopted at Full Town Council - 11th Sep 2018
Minute number: 94-18/19

Reviewed & readopted October 2022

Next review October 2025



Official Council Disclaimer for Inclusion in Email Signature:

Ludgershall Town Council: The content of this email and its attachments are confidential, may be legally privileged and is intended for the recipient specified in the message only. It is strictly forbidden to share any part of this message with any third party, without a written consent of the sender. If you received this message by mistake, please reply to this message and follow with its deletion. We use anti-virus software to check email, but can't ensure the data included in emails has not been infected, intercepted or corrupted on route. You should check the email for threats as we accept no liability for any damages from viewing this email.

By contacting the Council, you agree to your contact details being held and processed for the purpose of correspondence and services we provide. We only keep your information for as long as necessary. The content of these emails may be shared with members of the Council. We do not share your information with third parties. For correction or removal of information we hold on you, please contact: info@ludgershall-tc.gov.uk. For access to our Privacy Notice please click: [The Council Privacy Notice](#) or go to <https://www.ludgershall-tc.gov.uk/document-category/privacy/>