

| Who are the audiences? | Why communicate? | What to communicate? | How to communicate? | Desired actions |
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| | <p>These three columns provide broad reasons on why, what and how we should communicate with each type of audience</p> | | | <p>For example, come to an event, know what the Council is doing etc</p> |
| <p>Staff and Cllrs</p> | <p>➔ Internal Communications</p> <p>To ensure that the Council staff and Cllrs are aware of what is going on in the Council and what projects are being delivered and when.</p> | <p>Information on what specific staff and Cllrs are working on at a particular time. To be aware, in advance of the public, important news</p> | <p>Email, meetings, training sessions, text messaging (for example a What's App broadcast list), face-to-face and telephone conversations, Clerk's by-weekly update. A shared calendar or shared intranet/portal for advising others of events and involvement in meetings or campaigns etc.</p> | <p>Revisit the shared calendar to ensure smooth functionality.</p> <p>Investigate CRM</p> |
| <p>Public Sector</p> | <p>➔ External communications</p> <p>To make sure other Councils and emergency services are aware of issues we know about. Keep in the loop ourselves about things that our town's people will need to know. Help each other with issues going on in the town and surrounding areas. Improve our relationships with these authorities.</p> | <p>Link up on projects Be aware of what the other is working on Help each other for the greater good of the town and surrounding areas.</p> | <p>Email, Clerk's by-weekly updates, telephone conversations, face-to-face meetings and catch ups.</p> | <p>The role of the customer services advisor is now in house to act as a gatekeeper.</p> |
| <p>Existing community</p> | <p>➔ External Communications</p> <p>Promote civic pride Promote an active and engaged community</p> | <p>Inform existing residents about the activities of the Town Council, community groups, businesses, events, successes, as well as failures – this enables and forges a</p> | <p>Blogs Council and personalised meetings Direct emails Films or clips (video blogs) for YouTube on our own website</p> | <p>Bespoke to each separate communication, in keeping with our brand</p> |

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| | | more human relationship. | <ul style="list-style-type: none"> Leaflet drops Local radio/TV Local written media Newsletter Posters on noticeboards Social media Website Surveys Consultations with the local community | <p>guidelines. Providing information to enable people to get involved in ways that suit them.</p> |
| Existing businesses | <p>External Communications</p> <p>Improve opportunities for local businesses and promote prosperity, create and facilitate a dialogue with the wider-business community.</p> | <p>Opportunities to collaborate/link with each other and the wider community. Share successes, innovations and opportunities. Encourage local businesses to achieve “Good Business” status</p> | <ul style="list-style-type: none"> Bespoke meetings Blogs – including guest bloggers from the business community and interviews Direct emails YouTube or good quality Video blogs Local written media Newsletter Social media Website Forum – for example a Frome Business Breakfast Facebook group. Events – such as the Frome Business Breakfasts Live streaming of council committees & meetings, a new business update | <p>Bespoke to each separate communication.</p> |
| Potential residents | <p>External Communications</p> <p>Encourage a diverse and engaged group of people to move to Frome</p> | <p>The message should be that Frome is a progressive, lively and interesting place to live. A residents pack will inform prospective residents and those who have just moved here about Frome.</p> | <ul style="list-style-type: none"> Blogs Local written media Social media Website Films for YouTube Local radio/TV Newsletter Liaise with local estate agents to promote the Discover Frome calendar, | <p>Bespoke to each separate communication.</p> |

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| | | | as part of their welcome pack. | |
| Potential businesses | External Communications Attract business investment and employment opportunities to Frome | Communicate with businesses beyond Frome is a good location for businesses to thrive within the context of few available premises. Micro-businesses and SMEs are an ideal candidate to attract as there is a flourishing 'working from home' community here and many work hubs providing business space. | Bespoke meetings Blogs/articles County or country wide news features Email / telephone Social Media? Website Business events/conferences | Bespoke to each separate communication |
| Potential visitors | External Communications Increase footfall – good quality community events are a good way of doing this. | Inform prospective visitors about events attractions and links to nearby attractions, things to see and do locally and accommodation. Walkers are Welcome will encourage an increase in footfall for the town. We should consider Air BnB's as places for people to stay. | Films for YouTube Newsletter – what's on? Placements in national publications Regional tourist websites Social media Website Intern in post from July. Discover Frome Info Point Town Guide | Bespoke to each separate communication. Intern in post from July. Discover Frome Info Point Town Guide |
| Any of the above | Internal and External Communications There is an emergency | A measured and confident response to any crisis. We need to draft an emergency plan which filters through the staff hierarchy so we endeavor to always have someone who can take charge. It will include an internal check list where those in the line of hierarchy can follow. All staff should be familiar with this document. We should also consider whether to respond at all. | As appropriate | PW, RG and KB to liaise. Bespoke to each separate communication |