



Communications Policy

This procedure is part of North Yorkshire Police policy to which all Chief Constable personnel and the functions provided by the Deputy Mayor for Policing as part of the York & North Yorkshire Combined Authority are required to adhere.

Introduction

Honest, effective and timely communication is a vital component of our activity as a police service, and underpins public confidence.

The purpose of this policy is to set out our approach to communicating with the public, other organisations and with colleagues within North Yorkshire Police, building upon the principles in the Code of Ethics.

Policy Statement

- We will be honest, open, and transparent in our communications, balancing this openness against our duty to safeguard the confidentiality and integrity of the information that we hold, in accordance with our duties and the law.
- We will communicate in a way that promotes accurate understanding of North Yorkshire Police (our mission, activities, and context) and the wider police service, and we will challenge misconceptions and factual inaccuracy where we find it.
- Our communications will have a clear policing purpose.
- We will use a broad range of methods and channels of communication, as appropriate to the community, the message, and the available resources.
- Wherever practical we will take advantage of digital and other emerging technologies, in line with the “digital first” agenda.
- As far as practically possible, we will communicate using language and in a format that is appropriate to our audience, taking account of the particular needs of different age-groups, communities, and disabilities.
- Our style of communication will be professional, courteous, warm, and empathetic. Written communication will be in plain English.

- As a matter of course, we will adopt the appropriate Authorised Professional Practice issued by the College of Policing in relation to communications, engagement, media relations and any other communications-related matter.
- We will base our practice on nationally-agreed policies, with additional local guidance where appropriate. We will only deviate from the national position if it is absolutely necessary in order to serve our area's communities more effectively.
- We will be proportionate in the resources we allocate to communications activity, whilst recognising the role of good communication in building constructive relationships and reinforcing the legitimacy of the police service.

Responsibilities

The principles set out in this policy apply to all forms of communication (e.g. publications, operational documents, electronic communications, or conversations) and is an ongoing responsibility for all personnel.

It is of particular relevance to the work of the Corporate Communications Team which carries a particular responsibility for communications and publications at an organisational level.

Linkages

Other Documents:

College of Policing Authorised Professional Practice – Engagement and Communication