

THE TRUST

INTERNAL COMMUNICATIONS DISCUSSION PAPER

Introduction

Most communications are now by email, which makes it much easier to copy relevant information to others. For The Trust this can be of great potential benefit by integrating the efforts of different teams and individuals, obtaining input from others and avoiding misunderstandings or duplication. On the other hand there is a risk of information overload defeating The Trust's aims.

With the changes in the role and responsibilities of Trustees, the opportunity for multiple copies answers the need to keep them informed about Teams' activities more frequently than four times a year, which is not enough to fulfil the Charity Commissioners' requirements.

The challenge is how to achieve the right balance. The system set out below is for the Trustees' consideration, and will undoubtedly require testing, review and modification over a period of time.

Committee and Team communications

Two weeks before Executive Committee meetings, reports from the Chairman, Financial Committee and Teams, summarising their various activities, should be forwarded to the Administrator for distribution to:

- the Trustees, Patrons, President and Vice Presidents
- the Gardens Trust representative;
- Friends' Group representative;
- And as appropriate to others attending the relevant meeting.

Following the meeting, the Administrator having checked the minutes with the Chairman (and Hon. Treasurer when necessary) will enter them on the (password protected) website, with an email alert to those concerned.

Each Team is to copy its minutes to its Team members and to the Administrator for filing and also to add to the website > History > Minutes (password protected). These will then be available to all the Trustees, Patrons, President and Vice Presidents. The Administrator will issue an e-mail alert when new papers have been added to the website.

Communication between meetings

The Chairman and Team Chairmen should keep each other and the Administrator informed by email of **significant** events, communications and proposals in their respective fields of operation. The Administrator will issue an email alert informing the Trustees that new papers have been added to the protected website, enabling them to visit the site if they wish.

Significant communications – what is significant may be judged by whether the information might be potentially useful, or the lack of it potentially embarrassing, to the recipient.