

# CouncilHive

Council Communications, Community  
Engagement and Information Compliance,  
Without the Stress.

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A subscription service designed exclusively for  
parish and town councils.



**BREAKTHROUGH**  
COMMUNICATIONS

SPECIALISTS IN CONNECTING COUNCILS WITH THEIR COMMUNITIES

# Council Hive enables and supports parish and town councils to...

- Achieve UK GDPR compliance.
- **Satisfy AGAR Assertion 10**
- Get positive engagement on social media.
- **Increase response to surveys.**
- Boost councillors' interpersonal skills.
- **Streamline public consultations.**
- Improve council communication culture.
- **Navigate communication crises.**
- Reduce public complaints and conflicts.
- **Engage hard-to-reach groups.**
- Deal with GDPR requests without stress.
- **Build trust with your community.**
- Create strong communication campaigns.
- **Clarify council messaging for residents.**
- Improve teamwork within the council.
- **Access expert compliance support.**
- Engage with younger people.
- **Handle FOI requests with confidence.**
- Encourage community participation.
- **Deliver stress-free public responses.**
- Create tailored communication messages.
- **Train councillors for better engagement.**
- Support councillors to chair meetings.
- Optimise social media content and reach.
- **Resolve internal communication issues.**
- Proactively address public concerns.
- **Equip your council for lasting success.**
- Develop skills in public engagement.
- **Gain effective communication strategies.**
- Build councillors' speaking confidence.
- **Discover consultation best practices.**
- Create impactful digital campaigns.
- **Gain insights into resident needs.**
- Master survey design and analysis.
- **Strengthen social media management.**
- Improve council newsletters.
- **Learn to handle complex data requests.**
- Enhance skills in active listening.
- **Foster collaboration within council teams and improve team cohesion.**
- Increase awareness of GDPR obligations.
- **Develop strategies for resident outreach.**
- Explore new engagement techniques.
- **Stay updated on compliance regulations.**
- Boost councillors' leadership skills.
- **Use AI tools to save council officers time.**

# ...which means that your council can unlock crucial benefits:



**Heightened public trust and confidence**



**Faster problem solving and resolution**



**More time for strategic priorities**



**Confident and effective communication**



**Simplified compliance management**



**Reduced GDPR risks and challenges**



**Minimised reputational risks**



**Smarter decisions made**



**Easier handling of FOI requests**



**Increased positive public interactions**



**Future-proofed council operations**



**Stronger community relationships**

*Want to see Council Hive for yourself?  
Book a free demonstration by scanning  
the QR code or by calling our team on  
01903 299000.*



# Communicate confidently and compliantly with your community.

**Council Hive is a unique subscription service that empowers town and parish councils to communicate confidently with their community and to do so in a compliant way.**

Councils want to engage with residents in a sustainable and effective way, for example sharing successes, providing timely updates or taking the pulse of the community.

We know that time and budget limitations, as well as a lack of skills, can sometimes hold councils back and make it difficult to “know where to start”.

When it comes to FOI and GDPR compliance it can be hard to know if you’re acting in a way that aligns with current best practice.



***Council communications and community engagement, made easy.***



***Compliance with UK GDPR and Freedom of Information, made easy.***

**Council Hive is the solution to these and many other communications and compliance challenges. Council Hive will save your council time, alleviate pressure, stress, and provide you with expert communications and compliance advice.**

Council Hive provides 24/7 access to training, learning, templates, resource packs, best practice and much more, covering all aspects of community communications and engagement alongside GDPR, FOI and compliance.

Council Hive Premium includes unlimited access to our expert team for advice on all communications and information compliance matters.

# **Council Hive provides local councils with everything you need to communicate effectively and compliantly with the community:**



**A Growing Library  
of more than 200  
Communications  
and Compliance  
Training Videos**



**Communications  
and Compliance  
Live Masterclass  
Events and  
Webinars**



**Communications  
and Compliance  
Resources,  
Templates and  
How-to Guides**



**Professional 1-2-1  
Advice and Support  
on Communication  
and Compliance  
matters**



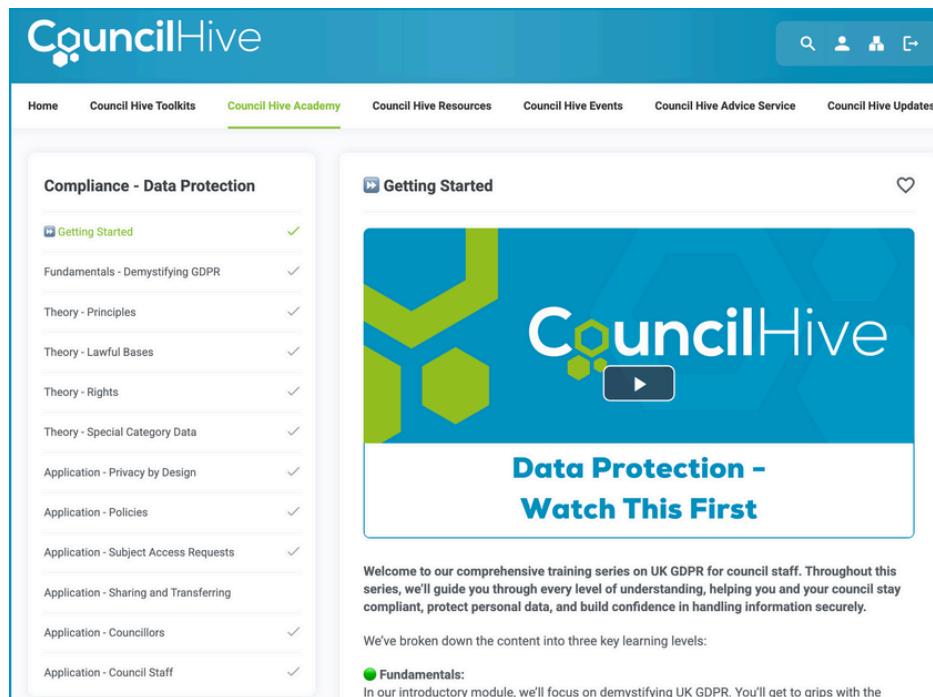
**Regular Bulletins,  
Case Studies and  
Best Practice from  
across the local  
council sector**



**On-demand Skills  
Training and  
Events Exclusively  
for Parish and  
Town Councillors**

# Welcome to the Council Hive Hub.

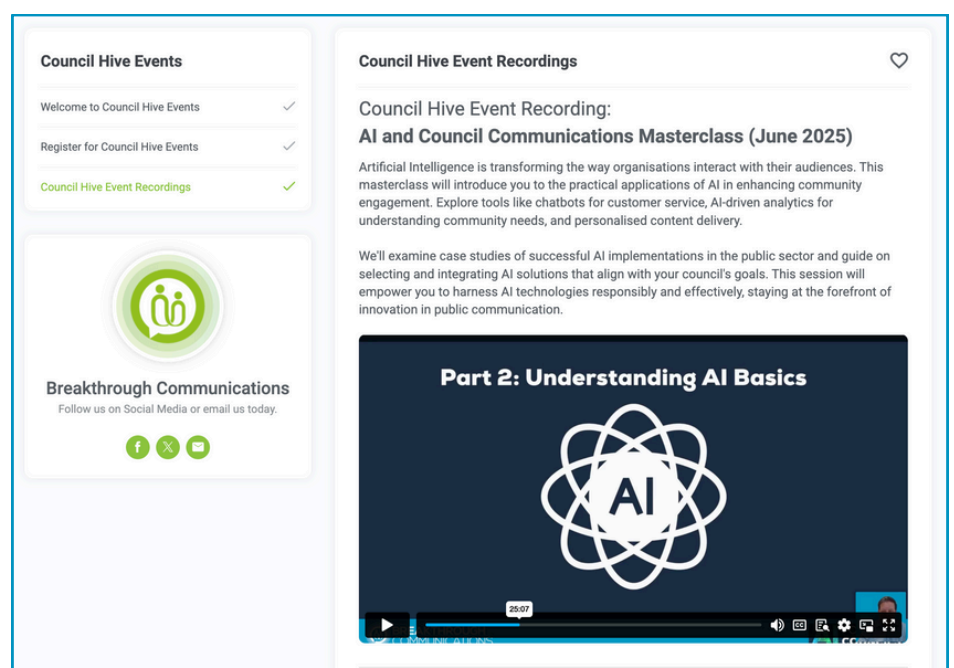
## All our services, all in one place.



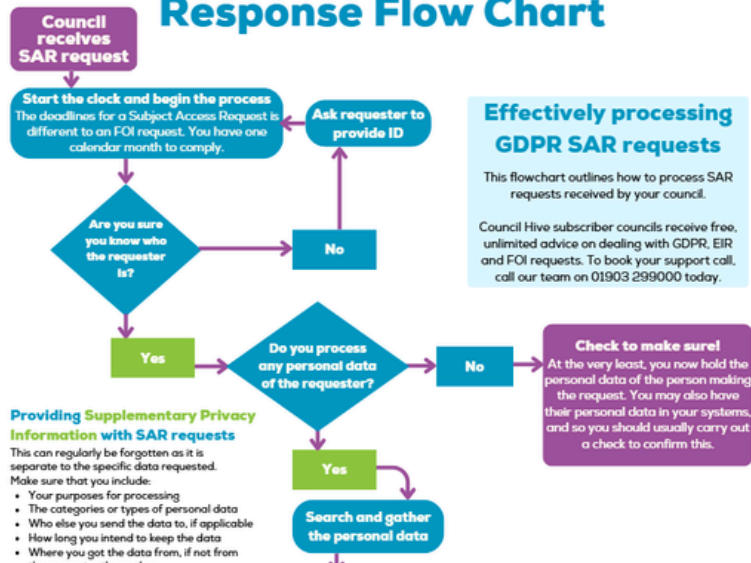
Clerks and staff get access to our Council Hive Hub. Learn new skills, download resources, checklists and templates, and book 1-2-1 support session with our team of council experts.



Council Hive councils get unlimited access to our live masterclasses and lunchtime webinars, which provide up-to-date learning and best practice, whenever you need it.



## Breakthrough Communications Subject Access Request (SAR) Response Flow Chart



## Assertion 10 Checklist

### Council Hive Toolkit Resource Pack



▲ A recent addition to Council Hive is the Data Protection Toolkit, which usually retails for £695, but is included free of charge with Council Hive.

Council staff and councillors can book onto relevant masterclasses and refresher training, designed exclusively for their unique needs. ▼

## Data Protection Toolkit Practitioner Data Protection Masterclass Events

CouncilHive

Join our live regular masterclasses for deep dives into real council challenges – from handling SARs to managing councillor emails. Practical, focused sessions with expert guidance and real-world examples. Recordings available anytime.

[Book onto forthcoming Masterclasses](#)

## Data Protection Toolkit Staff and Councillor Refresher Training Courses

CouncilHive

Stay up to date with regular live Zoom training sessions designed for clerks, officers and councillors. Clear, accessible content to keep everyone confident and compliant – with certificates provided for your records.

## How to Embed Privacy Into Everything the Council Does



### Example: Dataham Council

- 😊 Dataham council are setting up a new system to manage their allotments
- 😊 They considered data protection at the start of the project
- 😊 Data use is stated in plain english on collection and free choices given



Embedding privacy means making data protection part of how your council operates day to day – not just something you think about once a year. This approach is often called privacy by design, and it's about building good habits from the start, rather than fixing problems later.

This video explores simple, council-focused ways to embed privacy into your processes – like using password-protected documents, minimising the data you collect, and reviewing privacy notices when launching new projects. Whether you're planning a community event, updating your website, or working with a contractor, thinking about data protection early on makes everything smoother, safer, and more compliant.



# What are the benefits of subscribing to Council Hive?

## Access each of our Council Hive features and benefits through our 24/7 Hub

Our Council Hive Hub provides easy access to all of our Council Hive services. Whether it's learning new skills, downloading templates and resources, booking a place onto masterclass events or requesting 1-2-1 advice and support, our Council Hive Hub is available 24/7.



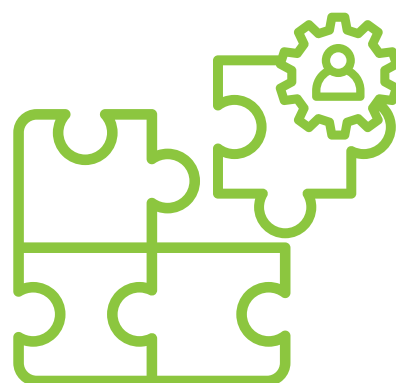
## Access and request new communications, community engagement and compliance templates and resources

From local council events to the climate emergency, tourism to council facilities and services, from seasonal content to councillor recruitment, we have the templates and resources to help your council communicate effectively. When it comes to GDPR and FOI, we will support you through the steps you need to take in order to ensure your council remains compliant.

## Refresh your skills on communication, engagement and information compliance topics

Our ever-growing library of bitesize training videos is available whenever you need it. Our training library already includes:

- Council data protection and FOI compliance
- Using social media as a local council
- Planning and managing council communications
- Communications strategies and action plans
- Dealing with the press and media
- Software and tools for councils
- Using AI-powered tools to save time and effort
- And so much more...







## **Stay up-to-date with communications and compliance best practice**

When it comes to council communications and compliance, the only constant is change. Whether it's the latest examples of best practice, legislative updates, or new case law, we'll keep you informed with the most important changes your council needs to be aware of and other issues you may need to consider.

## **Unlimited access to our Zoom-based, half-day masterclasses and lunchtime webinars**

Our live events focus on specific needs and issues, rather than being general training sessions. Throughout the year we hold a range of live, virtual masterclasses, where we 'deep dive' into a range of communications topics for councils of all sizes. We will provide you with access to the recordings afterwards.



## **Benefit from access to unlimited 1-2-1 support and advice from our council communications and information compliance experts**

This is one of the most important benefits of Council Hive – and certainly the most popular! Our team of experts provides councils with 1-2-1 advice and guidance on any aspect of council communications, community engagement, GDPR or FOI compliance. For example:

- Whether your council's GDPR policies are up to date
- How to correctly comply with a tricky FOI or GDPR request
- Latest best practice to carry out an engaging and effective community survey or consultation
- How to use social media platforms most effectively
- Support for crisis communications or negative engagement
- Guidance to deal with a community engagement issue
- Dealing with the press or media
- Which AI tools should be used to achieve specific goals
- And much more!

Whatever you need help and support with, our team at Breakthrough Communications has got your council covered.

# What is the yearly subscription required to access Council Hive?

	Council Hive Professional	Council Hive Premium
<b>24/7 access to the Council Hive Hub for Clerks and Council Officers</b> Clerks and Officers can access self-paced learning in our Council Hive Academy and download templates and resource packs covering all aspects of council communications, community engagement and GDPR/FOI compliance.	✓	✓
<b>Council Hive Hub for Councillors</b> Self-paced learning to help them develop and refresh their skills in communications and information compliance subjects.	✓	✓
<b>Unlimited tickets to our Council Hive masterclasses and lunchtime webinars</b> These usually cost up to £97 per delegate, but are free for Council Hive subscribers - and you'll get the recordings, too.	✓	✓
<b>Council Hive Best Practice Bulletins</b> Latest information, news, legislative updates and best practice delivered straight to your inbox and to your council's letterbox.	✓	✓
<b>Communications and GDPR "MOTs"</b> Every year our team can review your communications and GDPR/FOI compliance, and provide you with a comprehensive Communications and Compliance Improvement Plan.	✓	✓
<b>Unlimited access to our local council communications and compliance experts</b> Support and guidance, whenever you need us. Whether it's social media best practice advice, guidance on dealing with a SAR or FOI request, help managing the press, need a bespoke template or resource creating, we've got you covered.		✓
	<b>£997 yearly</b> Excluding VAT	<b>£1997 yearly</b> Excluding VAT

# Frequently Asked Questions about Council Hive

## **Which type of parish and town councils benefit from Council Hive?**

For smaller parishes, Council Hive saves you time by giving the Clerk and officers access to templates, resources, bitesize skills-based training and more. For larger councils, our 1-2-1 advice service adds value to the existing council officer team.

## **Is Council Hive worth the money?**

Council Hive alleviates pressure and stress and provides access to expert advice and support when you need it most.

Council Hive provides exceptional value for money, and saves councils money and effort.

## **Doesn't our council already pay for these services elsewhere?**

The communications, community engagement and compliance training, resources, masterclasses and 1-2-1 advice available through Council Hive cannot be accessed from anywhere else.

## **Our council doesn't currently have a specific budget for Council Hive**

Investing in Council Hive is a decision for the council. However, we have found that many councils have made use of their training, communication and compliance budgets to support the subscription to Council Hive.

## **Are we tied into Council Hive for several years?**

No long-term commitment is required. Council Hive is a yearly subscription available to parish and town councils with no tie ins at all. We will invite your council to renew its access to Council Hive each year, however it is entirely up to you whether you wish to renew access.

## **Are there not more urgent things councils should focus on?**

Effective and compliant communication matters more than ever before. Embracing emerging communication techniques is also crucial, particularly with the rise of AI-driven digital engagement, customer service tools, and virtual interaction.

With ever-changing best practice, caselaw and legislative updates, it's also never been more important for parish and town councils to get GDPR and FOI compliance right first time, without the stress and hassle.

## **Do we really need everything that Council Hive provides?**

Breakthrough Communications has provided training and support to hundreds of local councils across the country. We have built Council Hive around what those councils have told us they need and value most.

This makes Council Hive unique as it carefully reflects the needs of the parish and town council sector. Council Hive is a future-proofing investment as well as tool that will support you with what you are doing today.

## **We're not sure we have enough time to make the most of Council Hive?**

Council Hive will ultimately save your council time and effort. It will help you to use new technology more easily. It will support your council to be more compliant with GDPR and FOI without stress. Our masterclasses, resources and online videos will save the council hours in finding out answers.

Council Hive Premium provides direct access to our team. So the next time your council has a question it can get an answer quickly.

# Discover Council Hive for yourself. Book a free demonstration today.

*Discover how Council Hive can transform your council's communications, community engagement and compliance. Book a free demonstration by scanning the QR code or by calling our team on 01903 299000.*



**01903 299000**

**[www.councilhive.co.uk](http://www.councilhive.co.uk)**

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