

# Community Engagement Policy

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Originator: L McCormick	Agreed: RTC Full Council Meeting June 15 <sup>th</sup> 2021

## Background

### POLICY

## Ripley Town Council

# Community Engagement Policy

Ripley Town Council intends to have meaningful engagement and collaboration with the community as part of its working practices.

### 1. INTRODUCTION

Ripley Town Council has developed this policy with the aim of constructing a standard for engagement with its residents and partners.

It recognises that the services it provides should aim to reflect the needs of its residents and the locality and that they should be involved in decisions affecting them and their neighbourhood and in shaping the future of their Township.

### 2. AIMS

The Town Council aims work proactively to strengthen and improve working relationships with our partners, statutory bodies, organisations, local business, voluntary groups and residents by;

- informing, consulting and involving
- being inclusive and engaging with all of its residents and partners
- Through proactive networking and Town Council representatives, encouraging partners to approach the Town Council with clear, well thought out constructive ideas which will benefit all sections of the community and on which there can be joint working
- Ensuring views are listened to and used to develop, enhance and improve services, the environment and the quality of life for residents

### 3. OBJECTIVES

To improve, plan and shape the future of the Town according to local needs and priorities

- To improve the quality and delivery of services

- To use engagement to inform decision making, ensuring decisions are fit for purpose and meet the needs of the Town
  - To enhance the well-being of the Town
  - Focus resources on what matters to our community
  - Attain maximum benefit from management of the Council's assets
4. Have good financial control through legal procedures and quality auditing to ensure that resources are spent on the needs of the community

#### 5. HOW THIS WILL BE ACHIEVED?

Community engagement will be achieved by communicating, consulting, supporting and working together with its residents.

#### Communication

**Town Council Newsletters** are produced periodically and delivered to all households in the Township and published on the Town Council website.

**The Town Council website** has a wealth of local information and is continually updated. All agendas are advertised as required under the Local Government Act 1972, including on the website, and minutes of meetings are included on the website within a calendar month of the meeting. As well as the published newsletters an e-newsletter is published on the website on a monthly basis.

**Social Media** regular reports and information are added to social media

**Meetings** of the Town Council and its Committees are open to the public and include an opportunity for members of the Township to engage with Councillors. All meetings include time for public participation at the start of the meeting.

**The Town Clerk** can be contacted by telephone during the Town Clerks hours of work (10.00am till 3.00pm Monday to Friday) or by email or via the 'contact us option' on the website

#### Consultation

The Council will consult residents on important issues and will aim to ensure those most affected are able to put forward an opinion and given an opportunity to make a difference. It will aim to ensure that consultations include all members of the Township by identifying the hard-to-reach groups such as youths, the elderly, the housebound, the disabled, ethnic minorities etc. that may require establishing different engagement channels for them.

#### Support

The Council will aim to support local organisations and engage with them to assist them in meeting their own aims and objectives.

The Council will aim to support local projects and participate in local events to raise

awareness of the Council and its aims and objectives.

The Council will aim to support members of the Township in shaping the future of their Township and enable the bringing about of a more cohesive community.

### Working Together

Working with residents and partners in finding solutions to local problems will ensure that they will be accepted and fit for purpose.

Working with residents to carry out agreed action plans, will engage with the community in working with the Council to enhance the environments and the quality of their lives.

Working together in decision making and policy drafting will ensure they have a voice and can make a difference.

## **6. ROLE OF COUNCILLORS**

Ripley Town Council members and officers will engage with the community through partnership working, especially with statutory bodies/organisations, local businesses and voluntary groups. Town Councillors may also sit as observers on local organisations on invitation.

## **7. MEASURING SUCCESS**

Annual reviews of the consultation processes and results will be used as a continual improvement process for changes or amendments to the strategy.