



# Community Engagement Policy

## Introduction

The purpose of this Policy is to guide Illogan Parish Council's communication activity and public engagement. The Council aims to ensure that there are effective channels of communication both from the Council to the public and from the public to the Council.

## Aims

Illogan Parish Council aims to:

- Work more closely with residents, business, and community groups.
- Engage with as many people as possible in decision making, monitoring services, and planning for the future.
- Ensure that through the use of a wide range of approaches to public involvement and community engagement that residents are encouraged to share their views, ideas and concerns with the Council.
- Use the views of the residents as an integral part of the decision-making process.
- Ensure that residents have opportunities to be heard at every stage.

## Objectives

The Council is committed to creating and maintaining effective working relationships with all sectors of the community, based on trust, openness and constructive challenge.

The Council's objectives include:

- Improving communication through the establishment of new channels of engagement.
- Improving residents understanding of the role of the Council and Councillors.
- Improving engagement with local communities, with more people feeling that they are involved in their area.
- Improving satisfaction with local public services and the area.

Illogan Parish Council intends to meet its objectives through:

- a. Honesty and Openness
  - i. Making clear the purpose of any engagement activity.
  - ii. Using the right methods to engage the local community.
  - iii. Using engagement methods that are proportionate to the significance of the issue.
  - iv. Being clear about what can be influenced.
  - v. Using honest, accurate and unbiased information.



b. Listening

- i. Listening and responding to individuals and communities, enabling and empowering residents to play an effective role in setting priorities, designing services and influencing decisions to shape their local area.

c. Inclusion

- i. Undertaking fair and impartial engagement to a high standard to ensure that all residents are offered equal opportunities to participate in issues that may affect them and make a difference.

d. Working Together

- i. Working together with a consistent approach to community engagement.
- ii. Sharing knowledge and information openly with residents and partner organisations, whilst respecting confidentiality.
- iii. Using what has been learnt from contact with local people to better understand and engage with the community, and to improve the service delivery.

e. Keeping in Touch

- i. Providing feedback and demonstrating that changes are made as a result of engagement.
- ii. Using the following tools to inform, consult and involve:
  - Poster, fliers, and publications including the Illogan Review (newsletter).
  - Attendance at the Summer Celebration and other community run events.
  - Public, neighbourhood, and specific meetings including Parish Council meetings, Annual Parish meeting etc.
  - Presentations and briefings.
  - Website updates, email, Facebook page etc.
  - Questionnaires and surveys.
  - Consultation events/workshops/exhibitions/general events.
  - Documents or information available from the Council Office, online and in public facilities.
  - Working parties.



- Community led plans i.e. Parish Plan, Neighbourhood Development Plan.
- Comments and complaints.

### **Provision of Information to the Community**

Illogan Parish Council will make available to the community information relating to who we are, what we do, what we spend and how we spend it, how we make decisions, our policies and procedures and the services we offer. The information that can be provided is detailed in the Publication Scheme, which is published on the Council’s website and is available in hard copy by contacting the Parish Council Office using the contact details above.

Information will be provided to the community in the following ways:

- The Parish Council Office is open to the public regularly.
- Contact details for the Council Office, Clerk and all Councillors are displayed on the Council’s website and are published in every edition of the Illogan Review (newsletter) and are included in the Annual report.
- The Council’s website address is widely published and the site contains information an individual might wish to know about the work of the Parish Council and its individuals, including meeting minutes, policy documents, financial statements, annual reports and how to contact anyone associated with the Council.
- The Council produces, prints and distributes the Illogan Review to every household in the Parish regularly.
- Information such as agendas are published on the 3 noticeboards located in the Parish, on the website and a post is put on Facebook with a link to the full agenda on the website.
- An Annual Report is prepared and uploaded to the website.

<b>Review Date:</b>	<b>Reviewed By:</b>	<b>Amendments</b>	<b>Minute Number</b>