



Community Engagement Strategy

Introduction

The purpose of this Strategy is to set out Credition Town Council's (CTC) commitment to engagement with all sectors of the community in a transparent and open way. CTC wants to encourage parishioner involvement and this strategy sets out a plan for creating a more actively informed community.

Definitions

Community includes all sectors of the population of Credition.

Credition is divided into two wards; Boniface and Lawrence, and is served by 12 Town Councillors. The community also includes partner organisations, the District and County Council, community groups, schools and businesses based in Credition.

Engagement is how we communicate with the community CTC serves and the way the community communicates with the Council. Crucially this is a two-way process.

General Principles

CTC will:

- Represent and promote the interests of the area and all its people
- Conduct its community engagement and other activities with due regard for equality and diversity
- Be transparent and open in all that it does
- Work closely with and listen to residents, businesses and community groups
- Engage with as many people as possible who want to participate in decision making, local service delivery and strategic plans
- Be accessible to all parts of the community
- Communicate information in a clear, timely, factual and appropriate manner
- Ensure that involvement is actively encouraged by using a range of methods
- Enhance communication with partners and be actively involved in relevant networking organisations and partners
- Promote the image and raise the reputation of CTC
- Ensure that resources, training, advice and assistance are available to meet the above objectives
- Promote standing for election and co-option as a councillor and ensure processes are accessible and have due regard to equality and diversity.

Specific routes for Community Engagement

When undertaking community engagement, CTC will make meaningful efforts to reach out to people whose voices may not usually be heard, and make every effort to ensure that a diverse range of views are represented when listening to community feedback and developing services, budgets, and planning for the future.

CTC will consider environmental implications when determining its routes for community engagement.

CTC has prepared a Neighbourhood Plan, which forms the basis of the planning priorities.

When undertaking consultation, CTC will be mindful that not all people will have access to the internet and consider creative ways to ensure people can have their say and be involved.

Agendas will be posted on in the window of the CTC offices.

Councillors will be appointed to represent the council on relevant outside bodies.

CTC will actively engage with community and volunteer groups

Residents, community organisations and businesses are encouraged to attend meetings and raise concerns and ideas during the public participation session of a meeting. CTC has adopted

Publication of information on the CTC website

CTC will routinely and in conformity with specific legislation publish:

- Contact details
- Photographs and email addresses for individual Councillors
- Agendas and relevant papers for meetings
- Minutes of meetings
- Policies and procedures
- Schedules of meetings
- information about facilities and services.

The use of Media

CTC's website will be the first point for the publication of all information.

CTC has an adopted Communications and Media Policy.

The role of Councillors

Councillors will be accessible and will encourage and engage with the community on council matters.

Legislation

CTC is subject to requests under the Freedom of Information Act and will process requests in a timely manner as per the Council's Publication Scheme, and other relevant policy.

CTC will abide by the Data Protection Act of 2018 and the General Data Protection Regulations as set out in the Town Council's Data Protection Policy (available on the Council's website).