



ANGMERING PARISH COUNCIL COMMUNITY ENGAGEMENT POLICY

**ANGMERING PARISH COUNCIL
Authored by: Katie Herr/Tracy Lees
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What is Community Engagement?

Community engagement is about giving local people a voice and involving them in the decisions that affect them and their community. It is about development of relationships and clear communication to deliver better services and projects.

Introduction

The purpose of this Policy is to guide Angmering 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.

Aim

The aim of a community engagement policy should be to engage residents and encourage their participation in decision making to secure better services and to create a more active and informed community. This policy sets out how Angmering Parish Council will engage its community across a broad range of its activities.

Angmering Parish Council aims to:

- work more closely with residents, business and community groups;
- 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; and

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- 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; and
- improving satisfaction with local public services

Angmering Parish Council intends to meet its objectives through:

1. Honesty and Openness

- making clear the purpose of any engagement activity;
- using the right methods to engage the local community;
- using engagement methods that are proportionate to the significance of the issue;
- being clear about what can be influenced; and
- using honest, accurate and unbiased

2. Listening

- 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.

3. Inclusion

- 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.
- aim to reach people who are notoriously difficult to reach using the usual methods

4. Working Together

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- working together with a consistent approach to community engagement;
 - sharing knowledge and information openly with residents and partner organisations, whilst respecting confidentiality; and
 - using what has been learnt from contact with local people to better understand and engage with the community, and to improve the services it delivers.
 - Initiate and give guidance to community groups that benefit the residents of Angmering.

5. Keeping in Touch

- Providing feedback and demonstrating that changes are made as a result of
- Using the following tools to inform, consult and involve:
 - posters, flyers and publications (newsletters);
 - public, neighbourhood and specific meetings including Parish Council meetings, Annual Parish meeting etc.
 - parishioners are encouraged to attend Full Council and Committee Meetings and time is set aside at all meetings for public participation at all these meetings;
 - presentations and briefings;
 - website updates, email, Facebook page etc.
 - questionnaires and surveys;
 - consultation events/workshops/exhibitions/general events;
 - Working parties;
 - community led plans i.e. Parish Plan, Neighbourhood Development Plan; and
 - comments and complaints

Provision of Information to the Community

Angmering 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.

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

- Councillors are powerful advocates for their community and their leadership role enables them to have a major input into the consultation and engagement

process. Angmering Parish Councillors are very accessible and contact details for the Clerk and all Councillors are displayed on the Council's website

- The Council's website address is widely published and the site contains all the 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 report and how to contact anyone associated with the

A summary of how Angmering Parish Council will engage with local residents and interest groups:

- Prominent notices of meetings, agendas and minutes in notice boards and the website/social media
- Use of social media to increase awareness of Parish Council activities and provide an additional, convenient way to communicate with the Parish Council
- Every Parish Council Meeting will be open to residents and the media to attend (though some sections of some meetings may be restricted for reasons of confidentiality). There will be an opportunity for residents to raise issues with the council at the start of every meeting.
- There will be an Annual Parish Meeting, open to all residents, in May each year where residents can make suggestions and share ideas for Parish Council activities and priorities for the coming year. In some circumstances we may hold additional meetings for specific consultations.
- Councillors or the Clerk can be approached informally or by email with ideas, suggestions or concerns that residents may have.
- All policies and important documents for transparency will be available on the Parish Council's website, which will be made as accessible as possible for all users.

Opportunities for formal representations to the Council

- Representations to the Parish Council will normally be considered at the next meeting of the relevant standing committee.
- If, however, they require the provision of information only, then the clerk will provide it in accordance with the council's publication scheme.
- The Parish Council has a Code of Practice for handling complaints, which is available from the clerk, published on the website and reviewed annually.

- The publication of agendas on the Parish Council’s notice boards and website gives parishioners the opportunity to make representation to the council before agenda items are discussed.
- All formal representations received are responded to in writing.

Outcomes

The outcomes which we are striving for and against which the success of this policy will be measured are:

- Improved communication through the establishment of new channels of engagement.
- More residents understanding the role of Councillors and getting the best effect.
- Improved engagement with local communities, with more people feeling that they are involved in decision-making.
- Improved satisfaction with services provided by the Council.

RISK	LEVEL OF RISK
What is the possibility of change	Medium
Overall importance of policy	High
Are there any legal/regulatory issues this policy covers	No

Based on the above assessment the overall risk is classed as **medium priority** and should be assigned a review period of **1 year**. 1 year was set so that we could take advantage of any innovative approaches to community engagement that have been identified.

Meeting policy was approved at: Full Council Meeting

Date: 14/08/2023

Date of next review: August 2023