

## **COLERNE PARISH COUNCIL COMMUNITY ENGAGEMENT STRATEGY**

**AIM:** The aim of the strategy is to improve communication between the Parish Council and Colerne populace in order to increase awareness of local issues and council involvement, encourage public participation and receive feedback.

### **Methods of Communication:**

The following tools of publicity/announcement/provision of awareness are available for use by the Parish Council:

Production and distribution monthly through the *Parish Magazine*

Use of the three Parish Council notice boards situated in the Market Place, Thickwood Telephone Box and at Pinewood Way

Use of internal notice board at the Old School

Parish Council website which is updated at least once per month.

The Council's Annual Report is available from the Clerk or downloaded from the Council's website.

All documents available under the Freedom of information Act can be accessed through personal attendance at the Old School or from the Council's website, [www.colerne-pc.gov.uk](http://www.colerne-pc.gov.uk)

Members of the public and press are invited to attend all committee meetings and the public may participate in the relevant sessions.

The methods listed above can be employed on a regular basis or selected according to the issues that emerge and for which publicity is deemed beneficial.

### **Reception of Feedback:**

Feedback from the public is always welcome and can be accepted via methods listed below.

Website feedback proforma

Email

Personal visit to the Parish Council Offices

Telephone

Letter

Verbal feedback through Councillors

Comments from residents' groups or associations are encouraged on any particular issues.

The contact details of all Councillors are available from the Parish notice boards, the Parish Office or Parish Council's website.

### **Handling of Feedback:**

The Clerk will keep a record of all feedback received, by any method, and file it in a manner which allows for ease of review.

The Clerk will assess all feedback and either take issues to the relevant committees for further investigation or action, or deal with them direct.

**Reviewing and Assessing Effectiveness of the Strategy:**

This strategy will be reviewed and updated annually in May; its effectiveness will be assessed by Councillors and Council staff and amendments/improvements will be recommended if opportunities are identified.

From time to time this consultation strategy can itself be subject to publicity, feedback review, in order that public opinion on its effectiveness and how it may be improved can be sought.

Adopted by Council 31.01.13

Review: Annually at Parish Council AGM