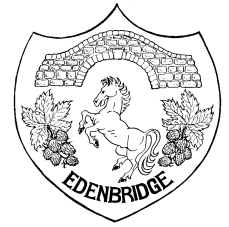


Edenbridge Town Council

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Communication and Community Engagement Strategy

(Adopted May 2016)

(Reviewed annually or if legislation changes)

Introduction

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

Scope

1. To engage residents, businesses and voluntary groups, and encourage participation in decision making to secure better services and to create a more active and informed community. To improve the level of satisfaction of local residents and provide council members with a greater understanding of the needs and views of the local community.

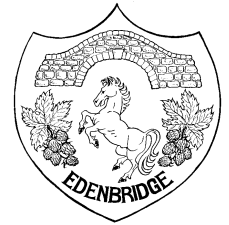
Procedures

2. Current/ Short Term

- 2.1 The Councillors will host regular surgeries enabling residents to meet with and consult with members on issues of concern.
- 2.2 The Council Offices and the Information Centre will be open to the public 9am to 5pm Monday to Friday.
- 2.3 The Council's email and web-site address to be widely publicised.
- 2.4 To produce 4 newsletters a year, containing the contact details of all Councillors and the Clerk, and to ensure that it is widely distributed. One edition to contain information on the Annual Report.
- 2.5 To appoint Councillors to act as the Council's representatives on local groups and organizations.
- 2.6 To provide regular information to the press by way of agendas, invitations to meetings and press releases.

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- 2.7 In respect of dealing with the press and/or other media, Councillors shall in their official capacity, provide oral or written statements or written articles to the press or other media within the constraints of the adopted Code of Conduct.
- 2.8 Arrangements for the Annual Town Meeting to include time for consultations, workshops and discussion to take place, as and when appropriate.
- 2.9 Alongside more traditional methods of communicating, to maintain a social media presence and a web-site containing details of Council Members and Officers and how they can be contacted.
- 2.10 The web-site to be regularly updated and provide access to the Annual Report and a range of information published in line with the Openness and Transparency legislation and the Freedom of Information Act.
- 2.11 To allow residents to ask questions and/or make statements during the time set aside for Public Question and statements at full Council, Open Spaces and Planning Committee Meetings.
- 2.12 To encourage or facilitate public meetings when issues of significant concerns arise.
- 2.13 To consider the issue of press releases at each of the Council and Committee meetings.

3. Long term

- 3.1 To enable residents to respond online to consultations and to contribute to online forums and surveys.

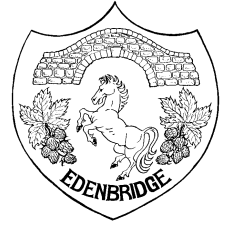
Amendments

May 2014

- Remove 2.11 ~~To allow residents to ask questions and/or make statements during the time set aside for Public Question and statements at full Council and Planning Committee Meetings.~~

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Replace with 2.11 To allow residents to ask questions and/or make statements during the time set aside for Public Question and statements at full Council, Open Spaces and Planning Committee Meetings.

May 2015 2.2 Amend the name of the Visitor Information Point to Information Centre.

Add the words in italics

2.10 The web-site to be regularly updated and provide access to the Annual Report and a range of information published in line with *the Openness and Transparency legislation* and the Freedom of Information Act.

Dec 2018 2.9 to add the words 'a social media presence and' to item 2.9 before continuing with the words 'to maintain a web-site?'