

# WINGHAM PARISH COUNCIL

## COMMUNITY ENGAGEMENT STRATEGY

### 1. INTRODUCTION

Wingham Parish Council is committed to engaging residents by encouraging them to become actively involved in decisions that affect them and the community, to delivering better services and to improving the quality of life of residents by creating a more active and informed community.

### 2. AIMS

The aim of the Community Engagement Strategy is to:

- improve the way in which the Council communicates with members of the community
- listen to the views of residents on important issues
- use these views to deliver better services
- improve the long-term social, economic and environmental wellbeing of residents
- plan future development of the parish in accordance with community priorities and needs

### 3. OBJECTIVES

The objectives of the Community Engagement Strategy are to:

- use a variety of methods to make information available
- actively facilitate and encourage community engagement
- proactively engage with all sections of the community
- ensure that decisions meet the needs of the community by involving members of the community in the decision-making process
- work in partnership with other organisations and authorities to improve the quality and delivery of services
- enhance the well being of members of the community

### 4. COMMUNICATION WITH THE COMMUNITY

Information will be made available in a variety of ways to ensure that all sections of the community are reached.

Parish Council Website: <https://wingham-pc.gov.uk/>

The website launched in 2020 meets the government's accessibility regulations and provides a good deal of information including: Parish Council Meeting agendas and minutes; Parish Council policies and reports; local, District and County news; and forthcoming events. The website is regularly updated as required by the clerk.

#### Email

The clerk will email information on local news, forthcoming events, District and County news and other messages of potential interest to those residents who have signed up to this service. Any Wingham resident can request to receive information in this way by contacting the clerk. Please note that any information residents provide will be processed and stored to enable the council to contact them and respond to correspondence, provide information and/or access our facilities and services. Personal information will not be shared or provided to any other third party unless the council have permission to do so.

#### Social Media (Twitter and facebook)

The council has a twitter account: <http://twitter.com/winghampc> and follows various local, district, county and regional organisations in order to share relevant information with the community. The account is also used to announce decisions and provide information on council activities. The council's Facebook page is used for sharing information only and not for correspondence. Information is also shared on the Wingham Village Facebook page which is managed by an admin team of people who either live or work in Wingham.

### Parish Council Notice Boards

Information including agendas for meetings, minutes of meetings and contact details for the Clerk and Councillors, is displayed, along with relevant District or County information. There are three Council notice boards located in the High Street, at Staple Road and at Wingham Green. A fourth notice board in the High Street near the Central Stores is left unlocked for Wingham residents and Wingham organisations to use.

### Wingham Community News (WCN)

Information on Council activities, special events and local issues is published in the WCN which is delivered to every house in the parish and can be delivered electronically on request to the editor. The newsletter is independent from the Council and currently edited by a Wingham resident.

### Parish Council News

The Parish Council Newsletter updates residents on village and Parish Council activities. It is displayed on noticeboards, on the Parish Council website and included as an insert with the Wingham Community Newsletter three times a year. It can be delivered electronically on request to the clerk.

### Information Leaflets

The council have produced an A4 sheet which lists council and local service/shop information and this is available from the clerk and on the Parish Council website. It is reviewed regularly to ensure effectiveness.

Where information affects a specific section of the community, the Council will ensure that the information is delivered, where possible, directly to the village organisation representing that section, for example the over 60s, parent and toddlers, teenagers and youth.

## **5. OPPORTUNITIES FOR COMMUNITY INVOLVEMENT**

### Parish Council Meetings

The monthly (except August) council meetings are open to the public and time is set aside at the start of the meeting for members of the parish to make comments or to ask questions. Residents are encouraged to submit items to the clerk which they wish to be brought to the attention of Councillors, or to give their opinion on an agenda item. An Annual Parish Assembly is held each April giving residents the opportunity to contribute to plans for the village and a Parish Budget Meeting will usually be held towards the end of the year giving residents the opportunity to share their opinion on how the parish budget should be managed for the next financial year.

### Access to Parish Councillors

Councillor contact details are displayed on the three village notice boards, on the website and on the regular newsletter. Councillors can be contacted using these details or at the start of each monthly meeting to note concerns or questions about local issues.

## **6. CONSULTATION**

Consultations and surveys on important village issues will be carried out. The Council will ensure that those most affected by an issue will be given the opportunity to voice an opinion.

The Council will ensure that all members of the community are included in the consultation by identifying the hard to reach groups such as the elderly, youth, the house-bound, the disabled, ethnic minorities, etc.

Results of all such consultations or surveys will be made available to all members of the Parish.

The Annual Parish Assembly will continue to be used to obtain the views of residents on matters affecting the community.

## **7. PARTNERSHIP WORKING**

The Parish Council is committed to working with local voluntary and community groups to improve the quality of life for residents in the Parish.

The Parish Council will work with Local Authorities (Dover District Council, Kent County Council and Kent Police) to ensure an improvement in the quality and delivery of services.

The Parish Council will work with neighbouring Parish Councils to find a solution to common problems.

The Parish Council will continue to support and engage with local organisations to assist them in meeting their own aims and objectives.

The Parish Council will continue to support local projects and events.

A copy of the Parish Plan was delivered to each house in the parish in 2010 and members of the community are encouraged to become actively involved in addressing the issues which have been highlighted in the Plan including:

- improving facilities for youth
- the reduction of vandalism and anti-social behaviour
- reducing traffic speeds and the number of heavy goods vehicles passing through the village
- the provision of affordable housing
- encouraging tourism.

The Parish Plan document is also available on-line via the Parish Council website.

The Community Engagement Strategy will be reviewed bi-annually to assess its effectiveness and will be amended as necessary.