

WARMINSTER TOWN COUNCIL



COMMUNITY ENGAGEMENT STRATEGY

AIM: The aim of the strategy is to improve communication between the Town Council and Warminster 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 Town Council:

Use of the Town Council noticeboards situated inside and outside Warminster Civic Centre.

Town Council website which is updated at least once a week.

Use of Facebook and Twitter.

Advertising in periodicals for one-off events.

Regular advert in the *Warminster Journal* outlining activities of the Council.

Press releases to a wide range of local organisations, newspapers and radio stations.

All agendas and minutes for all committees are sent to the following organisations:

Warminster Journal

Wiltshire Times

Warminster Community Radio

Warminster Chamber of Commerce

Warminster & Villages Community Partnership

The Council's Annual Report is available from Warminster Library, Community Hub or downloaded from the Council's website.

All documents available under the Freedom of information Act can be accessed through personal attendance at the Civic Centre or from the Council's website, www.warminster.uk.com

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

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 Town 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 Civic Centre, *engage* or Warminster Town Council's website.

Handling of Feedback:

The staff at the Civic Centre 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.