



# **FRAMLINGHAM TOWN COUNCIL**

## **COMMUNITY ENGAGEMENT POLICY**

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**FRAMLINGHAM TOWN COUNCIL**  
**COMMUNITY ENGAGEMENT POLICY**

1. Introduction

Framlingham Town Council has developed a community engagement policy with the aim of constructing a standard for engagement with its residents and partners.

It recognises that the services it provides must reflect the needs of its residents and the locality.

Framlingham Town Council strongly believes that its residents should be involved in decisions affecting them and their neighbourhood and in shaping the future of their town.

2. Aims

The aim of the policy is to improve the way in which the Council engages and consults its residents and partners on important issues by

- Informing, consulting and involving.
- Being inclusive and engaging with all its residents and partners.
- Ensuring views are listened to and used to develop, enhance and improve services, the environment and the quality of life for residents.

3. Objectives

- To improve, plan and shape the future of the town according to local needs and priorities.
- To improve the quality and delivery of services.
- To use engagement to inform decision making, ensuring decisions are fit for purpose and meet the needs of the town.
- To enhance the well-being of the town.
- To be a stronger, more active and cohesive town.

4. How will this be achieved?

Community engagement will be achieved by Framlingham Town Council communicating, consulting, supporting and working together with residents.

- Communication

Communication with members of the town will be achieved in many ways to ensure all sections of the community are reached.

A quarterly newsletter will be published in Framfare and a monthly bulletin will be published on [www.framlingham.com](http://www.framlingham.com) and displayed on notice boards in the town informing residents on town issues.

The Town Council's website [www.framlingham.com](http://www.framlingham.com) has a wealth of local information and is updated regularly. All agendas are advertised as required under the Local Government Act 1972, including on the website, the minutes of the meeting are included.

Information leaflets are available from the Town Council Office and can also be downloaded from the website. New leaflets will be added as necessary.

Meetings of the Council and its standing committees are open to the public and each meeting includes an opportunity for members of the town to engage with Councillors.

Councillors are a rich and important source of two-way communications between the Council, its residents and higher-tier authorities. Members of the Council will continue to inform the residents of the Council's vision, priorities and aspirations. In turn these members will be receiving valuable feedback from the residents that will assist in shaping the vision and priorities.

- Consultation

Consulting all residents on important issues will be key to the policy. It will ensure those most affected are able to put forward an opinion and given an opportunity to make a difference.

Ensuring consultations include all members of the town by identifying the hard to reach groups such as youths, the elderly, the housebound, the disabled, ethnic minorities etc, may require the establishment of different engagement channels. Where necessary any higher-tier authority consultation will be carried out.

- Support

Supporting local organisations and engaging with them will assist them in meeting their own aims and objectives.

In order to fulfil the Council's responsibilities in line with the Power of Well-being, participation in local events will raise the awareness of the Council and its aims and objectives.

Supporting members of the town in shaping the future of their town will bring about a more cohesive community.

- Acting Together

Acting together with residents and partners in finding solutions to local problems will ensure they will be accepted and fit for purpose.

Acting together in decision making, policy drafting and action plans where appropriate will ensure they have a voice and can make a difference.

#### 5. Measuring Success

Success will be measured by predefined targets, including annual reviews of consultation processes.

#### 6. Policy Reviews

Annual reviews of the consultation processes and results will be used as a continual improvement process for changes or amendments to the policy.

#### 7. Action plan

- Raise awareness of consultation processes – promote it through Framfare, council website, both SCC and SCDC websites and EADT. Promoting the policy will be an ongoing priority.
- Work with the Police and partner authorities (such as SCDC) – strengthen existing partnerships and develop new ones.
- Identify minority / hard to reach groups – identifying them will ensure they are included in the consultation process.
- Feedback on the consultations – agree method of feedback to residents and partners and ensure this is adhered to and includes details of the use of information gained.
- Review outcomes of key consultations – review consultation outcomes annually to highlight any failings in the process.

