



## CRANLEIGH PARISH COUNCIL

# Communication and Engagement Strategy 2018

Cranleigh Parish Council intends to have meaningful engagement and collaboration with the community as part of its working practice.

### VISION STATEMENT

**“CRANLEIGH IS, AND WILL CONTINUE TO BE, A VIBRANT PLACE  
IN WHICH TO LIVE, WORK AND PLAY.”**

### AIMS AND OBJECTIVES

<b>Our key objectives</b>	<b>What we are going to do to achieve our objectives.</b>
<b>To Strengthen Partnerships</b>	Work proactively to strengthen and improve working relationships with our partners; statutory bodies, organisations, local business and voluntary groups.
	Through proactive networking and Parish Council representatives, encourage partners to approach the Parish Council with clear, well thought out constructive ideas which will benefit all sections of the community and on which there can be joint working.
<b>To promote Communication at all levels</b>	Publicise the work of the Parish Council through its website and the local press.
	Give the public the opportunity to ask questions at all public meetings.
	Encourage public feedback, both positive and ideas for development, by visiting the Parish Council Offices, on the website and during public participation at Council meetings. By including the community through questionnaires, by staff and councillors canvassing opinion and by any method which is relevant to the subject being considered.

<b>To Manage the Council's resources wisely</b>	Have good financial control through legal procedures and quality auditing to ensure that resources are spent on the needs of the community.
	Focus resources on what matters to our community.
	Attain maximum benefit from management of the Council's assets.
<b>To promote a Sustainable community.</b>	Acknowledge the diversity of what heritage means to Cranleigh and seek to maintain this through active engagement in the ongoing reviews of the Cranleigh Design Statement, Neighbourhood Plan and the Planning Committee.
	Encourage ways in which our community can improve our environment and promote building resilience for the future, this includes being proactive in emergency planning and flood awareness.
	Work to encourage balancing the current needs of people, the economy and the environment without compromising the future. Be sensitive to our environment and contribute to a high quality of life.
	Promote safety and inclusion, opportunities and good services for all.
	Work wherever possible with the business community to sustain economic vibrancy.

## **DEFINING THE COMMUNITY**

Cranleigh's community is those people living or working within the Parish boundary. When using the term 'community', it includes:

- Those residing or working in the parish.
- Businesses based in the parish.
- Users of Parish Council services.
- Visitors to the parish.
- Community and interest groups.
- Voluntary and not-for-profit organisations.
- Church and faith groups.
- Educational establishments.

## **METHODS OF COMMUNITY INVOLVEMENT**

The steps set out below detail how this Council is consulting with the local community on an ongoing basis:

### **Council Office**

The Council Office is situated in Village Way and is open Monday to Friday 9.30am to 12.30pm, and at other times by appointment.

### **Information Point**

Leaflets for various community and voluntary sector organisations are provided in the lobby of the Council Office.

### **Meetings Notices**

All Council and Committee meeting agendas are displayed on the Council's noticeboard in Village Way. Meeting agendas are also posted on the Council's website with the background papers.

### **The Library**

Copies of approved Council minutes are provided to Cranleigh Library.

### **Meetings Open to the Public**

Under s1(2) of the Public Bodies (Admission to Meetings) Act 1960, all meetings of Cranleigh Parish Council are open to the press and public. Meetings or part thereof are only closed to the press and public when there is business to be transacted that is of a confidential nature.

### **Public Participation in Council Meetings**

At all Council meetings, time is set aside early in the agenda for members of the public to speak for up to three minutes (or longer at the Chairman's discretion) on items on the agenda.

### **Annual Parish Meeting**

Cranleigh Parish Council has created the Cranleigh Showcase to supplement the Annual Parish Meeting and generate community interest in the Parish Council and work of the many voluntary and community organisations in the parish. The Showcase is held on a Saturday. The Annual Parish Meeting is held annually between 01 March and 01 June inclusive. Electors are given the opportunity to participate in the meeting, and a report from the meeting is fed back to the next meeting of the Parish Council. The Annual Report is also available at the Annual Parish Meeting and uploaded to the Council website.

### **Website**

Details of Council meetings, minutes, projects, Council documents, contact details for Parish Councillors and much more are frequently updated on the Council's website.

## **Email**

The Council publishes an email address for the Parish Office and for all Parish Councillors enabling members of the public and other authorities, community and voluntary organisations to communicate with the Council.

## **Monthly Page in a Local Publication**

The Parish Council has an annual contract with a local publication for a monthly page to update the local community on the work of the Parish Council. A synopsis of the Annual Report will also be included in this page.

## **Annual Report**

The Chairman produces an Annual Report presented at the Annual Parish Meeting and widely distributed in the parish through the Council Office, library and other information points. The Annual Report includes a report from the Chairman, all Committees and details of the Council's finances. A synopsis of the Annual Report is included in one issue of a local publication.

## **Representatives on Outside Bodies**

At the annual meeting of the Council, representatives are appointed to outside bodies. Agenda items are included for main Council meetings for reports from those representatives.

## **Use of Working Parties**

When the Council is asked by the community for a new facility or service, the Council is happy to work with the local community through a Working Party to investigate the facility or service. Members of the community are invited to join the Working Party to help research the new facility for a report to be taken to Council by the Parish Councillors involved with the Working Party. Working Parties have terms of reference defined by the Council and are Task and Finish Groups for a specific task only.

## **Specific Consultation**

The Parish Council recognises the need to hold consultation on specific projects as and when they arise using the Council website and roadside banner opposite the Village Way car park exit.

## **Young People**

The Council will consult with young people when considering providing facilities and services specifically aimed at young people through the Council's Youth Council.

## **Parish Design Statement**

The Cranleigh Parish Design Statement was produced by the local community in partnership with Cranleigh Parish Council. It records the valued characteristics of the parish and is used by the Planning and Environment Committee when responding to planning application consultations. Its effectiveness is monitored by the Parish Council and it will be subject to periodical review in consultation with the local community.

### **Freedom of Information**

Cranleigh Parish Council has adopted a Publication Scheme which is available from the Parish Office or via the Council's website. The Council publishes routinely as much information as possible on its website, including draft minutes of Council meetings usually within a week of the meeting. Hard copies are available on request.

### **Openness and Transparency**

The Parish Council routinely shares information on its website under the Open and Accountable Local Government Act 2014 and the Local Government Transparency Code 2015 including details on Council land and buildings, fixed asset register, staff structure, staff pay multiple, expenditure over £500, details of grants given and requests for tender.

### **Complaints Procedure**

In the unfortunate event that the Council receives a complaint about its facilities or services, the Council operates a Code of Practice for Handling Complaints.

April 2018

**Policy Review Date: April 2019**