

# NORTH FERRIBY PARISH COUNCIL

## Communication and Engagement Policy



### 1. Introduction

To achieve its ambitions North Ferriby Parish Council wants to work closely with the public – residents, communities, businesses and voluntary organisations. The Council's aim is to communicate and engage with its residents and thereby encourage their participation in decision making, securing better services, being engaged with the local democratic process and creating a more active and informed community.

### 2. Key Aims

The Parish Council strives to undertake the following:

**To communicate information to our community clearly, factually and appropriately through:**

- Maintaining an up to date website detailing all council services and activities, in an accessible format.
- Display of agendas and minutes on the website, noticeboard and Facebook
- Delivery of a quarterly newsletter sent out to every household, which in summer includes a copy of the Annual Report given at the Annual Parish Meeting.
- Regularly post information on noticeboards and Facebook page
- Use of plain English and no local government jargon

**To raise the image and reputation of the Council through:**

- Inviting residents to be actively involved in our meetings via the public forum
- Publicising widely the Annual Parish Meeting to enable all residents to raise matters of interest or concern
- Inviting residents/community groups to provide information for the Council Newsletter
- Issuing press releases covering activities of the Council
- To invite Ward Councillors to meetings and to engage in local issues.

**To enable every Councillor to maximise their role as elected representatives and Community Leaders through:**

- The preparation of a comprehensive New Members Pack
- Encouraging Councillors to attend meetings of community organisations in the Parish and to take up places on community groups and organisations
- Develop training plans for councillors

### 3. Contacting the Parish Council

- The point of contact for the Parish Council is the Clerk, and they can be contacted via the website, email, letter or by telephone.
- Under normal circumstances, the Clerk will respond to all correspondence within 10 working days unless there are clear reasons for not being able to do so, eg illness or holiday.
- If it is not possible to provide an answer to any matter raised, an acknowledgement will be sent along with a description of the process to be undertaken.
- If the matter raised cannot be addressed by the Parish Council, but by another authority, the Clerk will always check with the correspondent before any correspondence details are shared.