

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:

Production and distribution to all households in Warminster of a regular newsletter ("*Engage*") three times a year.

Use of the two Town Council notice boards situated outside Dewey House and Warminster Assembly Rooms.

Use of internal notice boards at Dewey House and Warminster Assembly Rooms.

Town Council Website which is updated at least once per month.

Advertising in periodicals or for one off events.

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

All Agendas and Minutes for all committees are sent to the following organisations:

Warminster Journal

Wiltshire Times

3TR FM Radio

Warminster Community Radio

Warminster Chamber of Commerce

Warminster & Villages Community Partnership

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

All documents available under the Freedom of information Act can be accessed through personal attendance at Dewey House or from the Council's Website, www.warminstergov.co.uk

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

Return of comments slips from “Engage”

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 Dewey House “Engage” or Warminster Town Council’s Website.

Handling of Feedback:

The staff at Dewey House and Warminster Assembly Rooms 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 to assess all feedback and either take issues to the relevant committees for further investigation or action or deal with 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 would 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.