



# COMMUNITY ENGAGEMENT POLICY & STATEMENT OF INTENT

## Inform Consult Involve Engagement Action

### INTRODUCTION

To achieve its vision for Chipping Norton, the Town Council is committed to working closely with the public. Everyone should be involved in making Chippy the type of community they want it to be, whether they are a resident, a local group or business. Informing, consulting and involving people in the work of the Town Council is key when it comes to decision-making; securing better services; the local democratic process, and creating an empowered and active citizenship.

### AIMS

The Town Council strives to:

**Inform** by providing information about what is happening to help local people – including young people and hard-to-reach groups - understand an issue, service or planned actions, options or solutions. This will be done by:

- Posters, fliers, banners, advertising and publications
- Local newspaper press releases, publications, radio and TV, interviews
- Monthly newsletter, letters, leaflets
- Information stalls, i.e. at Town Council events/open days/exhibitions
- Public and specific meetings, presentations, briefings
- Town Council website detailing all Council services, activities and up to date articles
- Facebook and other social media

**Consult** by asking for feedback, advice or opinions on a particular issue. This will be done by:

- Questionnaires and surveys, feedback forms
- Online surveys and questionnaires
- Face-to-face interviews/telephone interviews
- Residents', user panels and community groups
- Discussion/focus groups/forums
- Written consultation through letter or email
- Consultation events/workshops/exhibitions/general events/shows



- Online consultation
- Public, neighbourhood or specific meetings or surgeries
- Documents or information available at The Guildhall, The Town Hall, The Chippy Larder and online.

**Involve** by ensuring that concerns and aspirations are understood and considered, encouraging people to put forward ideas, options, initiatives and actions. This will be done by:

- Public or specific targeted discussion meetings with interested parties
- Public or stakeholder workshops to identify issues and shape options
- Public events, interactive displays
- Community-led plans and working groups
- Comments and complaints
- Councillor Surgeries
- Interaction with Town Councillors and staff, District and County Councillors and other local government-led organisations

**All forms of communication will be clear, factual and appropriate; use plain English and, where appropriate, adhere to the Town Council's corporate design and logo.**

The Town Council will inform, consult with and involve our partners and stakeholders, and co-ordinate our community engagement efforts, through:

Actively being involved in various community organisations who offer front line services to people the Town Council often find hard to reach, including:

- The Chippy Larder
- The Branch
- Aspire Chipping Norton
- The Chippy Theatre
- Chipping Norton Youth Services
- Citizen's Advice West Oxfordshire
- CNarts
- Sports clubs



The profile of the Town Council will be raised through:

- Inviting residents to be actively involved in our meetings via Public Participation.
- Encouraging residents to link to the Town Council's Facebook page, and other social media feeds
- Widely publicising the Annual Town Meeting
- Encouraging use of the Council's new website
- Issuing press releases covering activities of the Council
- Involving residents in events and activities such as the Town Festival, The Christmas lights event and Remembrance Sunday.
- Production of a monthly newsletter
- Communication and networking with Chippy News

Every Town Councillor will be enabled in maximising their role as elected representatives and community leaders through:

- Receipt of a comprehensive new members information pack and a tailored induction programme.
- Mentoring for new Councillors
- Making copies of agendas and minutes of Council meetings widely available
- Encouraging Councillors to represent the Town Council on community groups and organisations

Every employee will be enabled in understanding the Town Council's priorities through:

- Regular team meetings
- Regular Performance Management Reviews
- Being encouraged to provide input into the decision-making process
- Being encouraged actively to represent the Town Council at community events

## **ENGAGEMENT**

Listed below are the individuals/organisations with whom the Council wishes actively to engage:

- Residents of Chipping Norton
- Businesses and business organisations
- Community, voluntary, special interest and residents' groups
- Older people
- Young people
- Hard-to-reach groups
- Public and private sector stakeholders
- Schools
- Health Agencies (commissioners and providers)
- Visitors



## ACTION PLAN

Action Plan item	Task	Responsibility	Status / Frequency
Mayor	The Mayor to fulfil a community leadership role and encourage community organisations to be involved with initiatives.	Mayor/Deputy Mayor	Ongoing
Minutes	Ensure copies of Minutes are available - hard copy, electronically, and on the Town Council website	Town Clerk	Ongoing
Office Opening Hours	Publicise office opening hours in newsletter and on website and notice boards	Town Clerk	Ongoing
Annual Town Meeting	Publicise the meeting and liaise with stakeholders to encourage good attendance	Councillors Town Clerk	Annually
Public Forum	Encourage residents to raise any matters of interest or concern via public participation element of all Full Council and Committee meetings	Staff and Town Councillors	Ongoing
Notice boards	Regularly update notice boards with Town Council and community activities	Admin and Customer Service Assistant	Ongoing
Website	Maintain website with information on Town Council services and activities	Clerk's Office	Ongoing
Newsletter	Produce a regular newsletter	Clerk's Office	Monthly
Businesses	Engage with businesses and business organisations.	Designated Town Councillors	Ongoing
Local Democracy	Encourage residents to both vote at and stand for the Town Council in Local Council elections	Clerk's Office and Town Councillors	Ongoing but higher priority in six months leading to local elections
Press	Liaise regularly with the press sending details of Council meetings and	Clerk's Office	Ongoing



Liaison Meetings	Meet with Cabinet member for Stronger, Healthier Communities at WODC	Clerk	Quarterly
Social Media	Use Facebook and other social media to promote Town Council meetings, activities and events	Deputy Clerk	Ongoing
Councillor Surgeries	Encourage residents to visit Cllr surgeries	Town, District and County Councillors	Date to be agreed
Consultations	Multiple consultations. Known for 2024 – Skatepark Design	Clerk's Office	Ongoing
Build Chippy Better Working Group	Encourage residents to take part	Deputy Clerk and designated Town Cllrs	This is on pause while the outcome of the appeal to historic England has been decided.
Keep Chippy Beautiful	To facilitate litter picks and other community action activities in the town	Admin and Customer Service Assistant and The Deputy Mayor	Ongoing
Rusty Riders	A monthly cycle repair workshop and led ride free for all to attend	The Town Clerk and designated Town Cllrs	Monthly
Annual Report	An annual publication, printed in standard and easy read and available in hard copy to inform residents about the priorities and budget allocation of the Town Council	The Clerk's Office in consultation with Chairs of Committee and the Mayor.	Annually