**INTRODUCTION**

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

**AIMS**

The Council strives to undertake the following:

**To enable an involved, empowered and active citizenship** through:

1. Engage with all members of the community
2. Reach out to the elderly and vulnerable members
3. Seeking the views of young people

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

1. Its website detailing all council services and activities
2. The preparation of its quarterly magazine and bi-monthly newsletters (where necessary) sent out to every household
3. The use of plain English and no local government jargon
4. The adherence to a corporate design/logo

**To improve its communication with its partners and stakeholders and co-ordinate its community engagement efforts** through:

1. Supporting the role and functioning of the local Unitary Authority;

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

1. Inviting residents to be actively involved in our meetings via the public forum
2. Publicising the Annual Parish Meeting
3. Encouraging usage of the Council website and blog
4. Inviting residents/community groups to provide information for the Council Newsletter and website
5. Issuing press releases covering activities of the Council
6. Encouraging Council members to actively become involved in community activities

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

1. The preparation of a comprehensive New Members Pack
2. Uploading of agendas & minutes on the Council website
3. Encouraging Councillors to attend meetings of community organisations and Parish groups
4. Develop training plans for Councillors

**To ensure every member of staff understands the council’s priorities** through:

1. Having regular staff appraisals
2. Encouraging staff to prove input into the decision making process
3. Encouraging staff to actively represent the interest of the Council at community events

**ENGAGEMENT**

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

* + All other Parish and Town Councils within the county.
	+ Ward Councillors and thereby other groups within Ward.
	+ North Kelsey Primary School
	+ North Kelsey Community Association
	+ Churches in North Kelsey
	+ Lincolnshire Association of Local Councils

**HOW CAN THE SUCCESS BE MEASURED**

* People feeling they are kept well informed by the Council
* People feeling that the Council listens to their views and acts on their concerns
* People feeling that complaints are handled well
* People feeling that the Council is trustworthy
* People feeling that they have opportunities to participate with the Council and can influence the decision making process
* People being satisfied with the way the Council runs things and with particular services.

**ACTION PLAN**

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| --- | --- | --- | --- |
| Minutes | Ensure copies of minutes are available on the Council website | Staff | Ongoing |
| Annual Report | Ensure Report is available on the Council website | Staff | Annually |
| Office Availability | Available at all reasonable hours by telephone and email. | Staff | Ongoing |
| Annual Parish Meeting | Publicise meetings on notice boards, websites, Facebook. | Staff | Ongoing |
| Public Forum | Encourage residents to raise any matters of interest or concern via the public forum part of Full Council | Staff & members | Monthly |
| Noticeboards | Regularly update noticeboards with council & community activities | Staff & members | Ongoing |
| Website | Maintain website with info on council services & activities | Staff & members | Ongoing |
| Newsletter | Produce and deliver a quarterly newsletter | Staff & members | Ongoing |
| Businesses | Engage with the businesses and business organisations | Staff & members | Ongoing |
| Local Democracy | Encourage Residents to both vote at and stand for the Council in Local Council elections | Staff & Members | Ongoing  |
| WardCouncillors | Maintain contact with Ward Councillors to ensure sharing of information | Staff & members | Ongoing |

This document is available free online at https://north-kelsey.parish.lincolnshire.gov.uk

In accordance with the Parish Council’s Publication Scheme this document can be purchased for 10p per page, plus postage and packaging. To get a quote for a copy of this document please contact the Clerk to the Parish Council.

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