



## **Tattenhall & District Parish Council Community Engagement Strategy**

Tattenhall & District Parish Council has developed this report as a strategy to improve its engagement with residents and the community. It is intended to provide a framework of best practice; to draw together activities and practices which have been developed over the years and to produce a closer working relationship with the community it represents.

Tattenhall is in a rural parish which benefits from a convenience store, newsagents, Post Office, two public houses, three community meeting centres (Barbour Institute, Church Vault and Community room at the school), children's play area, sports facilities, primary school, GP surgery, library and access to public transport. Because of these services the village is an important centre not just for the wider Parish but also for neighbouring parishes. There are a large number of local, and some national, businesses in the village. The Parish Council recognise the importance of Bolesworth Estates who own, sponsor and develop many of the services and businesses. The centre of the village has access to high speed broadband and 4G mobile networks which support social media groups and an active independent website, [tattenhall.org](http://tattenhall.org).

This strategy is not intended to be static but to evolve reflecting the changes in the community.

The strategy will be subject to regular review.

### **Aims – Consult, Involve & Inform**

The aim of Tattenhall & District Parish Council's Engagement Strategy is continuously to improve the way in which the Parish Council engages with the community and key partners.

To this end all residents should be: -

- Informed of the council's activities and projects
- Consulted on council's activities and projects
- Have the opportunity to be involved in the council's activities and projects

and the Parish Council should:-

- Include views/opinions of the community in their decision-making process.
- Improve services provided by the council.
- Ensure the council better reflects the community it represents.

### **Objective**

- Use consultation to improve the activities the Council undertakes, to ensure these activities best reflect the community's needs and aspirations.

### **Strategy – Consultation & Communication**

Tattenhall & District Parish Council will achieve its objectives through the following ways:-



## **Tattenhall & District Parish Council Community Engagement Strategy**

### 1) Consultation

Tattenhall & District Parish Council will consult residents, both formally and informally, at every opportunity when making important decisions.

The Parish Council will also seek to consult with all sections of the community including the traditionally hard to reach sections of the community.

A log of Consultations and responses received will be maintained on the Council's website.

### Partnership Working

To achieve the council's objectives, it is essential for the parish council/councillors to support other groups, organisations, and individuals within the community to achieve their aspirations.

It is also important that the council works with other authorities providing services within the area including the principle authority, Cheshire West and Chester Council and the Police.

### 2) Communication

The Parish Council recognises the need to use different methods of communication to reach all sections of the community.

Newsletters - The Parish Council is committed to submitting articles to the local Newsletter, Tattenhall, Handley and Burwardsley Parish News Magazine after each meeting and when appropriate will also circulate fliers to homes where required. Both fliers and newsletter articles will include information about the activities of the Parish Council as well as contact details.

Annual Report - The Parish Council will produce an Annual Report to be approved at its May meeting each year will include a chairman's report, and summaries of the accounts/budget, planning, meeting attendance and highlight other matters of interest.

Website – <https://tattenhallpc.co.uk> – The Website will be used to provide information about the Council's activities including meeting agendas and minutes and planning applications received.

Meetings – The council's meetings are advertised on the council's notice boards, on the website. Meetings are open to the public and include an opportunity for the public to speak as part of the meeting.

The Parish Council has established a growing distribution list for distribution on Council agendas.

Councillors – The councillors are well known members of the community and are easily accessible for those residents who wish to contact them. Many are also members of other organisations within the community. This provides a valuable opportunity for councillors to learn about the needs and aspirations of the area as well as to tell residents what the council is doing.

The Council also recognises the need to provide consistent clear information which represents the view of the Council as a whole as such the Clerk of the Council is responsible for



## **Tattenhall & District Parish Council Community Engagement Strategy**

responding to queries from the public and other organisations including Cheshire West and Chester Council and that the Clerk will consult with the Chairman and other councillors when providing responses as necessary.

Councillors responding to queries do so as individuals rather than expressing the opinion of the Council as a whole.

### **Strategy - Outcomes**

#### **Managing Expectation**

The Parish Council is aware that increased communications with residents has resulted in an increased workload and it is therefore important to manage both the increased work load and resident's expectations.

#### **Council Response Times**

The Parish Council will respond to all communications whether by telephone, email or postal letter within 10 working days of receipt of the communication with the requested information or with information regarding actions being taken where appropriate.

#### **Measuring Success of the Strategy**

For the strategy to be effective it must be reviewed in terms of its appropriateness and relevance to the changing community of Tattenhall and also in terms of how effective it has been.

This can be achieved through monitoring a number of different aspects of the council's activities: -

- Responses to council consultations
- Residents contact with clerk and councillors
- Residents attendance to council meetings

#### **Review of Strategy**

The success of the strategy will be reviewed annually normally at the Annual or First Parish Council meeting each May.

**Ann Wright  
Clerk to Tattenhall & District Parish Council  
July 2018**