



# **Lostwithiel Town Council**

## **Community Engagement Policy**

**This policy was adopted on 10<sup>th</sup> March 2026      Minute Reference 339/25**

## **1. Introduction**

Lostwithiel Town Council is committed to encouraging residents to participate actively in decisions that affect them and the wider community. Active engagement ensures that Council services reflect the needs of residents, supports informed decision-making, and contributes to a more active, inclusive, and resilient community. This policy supports the Council's efforts to achieve and maintain recognition under the Local Council Award Scheme (LCAS) by ensuring best practice in community engagement.

## **2. Aims and Objectives**

The aim of this policy is to guide how the Council engages with the community to inform, involve, and empower residents.

### **Aims:**

- Ensure residents and partners are kept informed and can contribute to Council activities and decisions.
- Continuously improve methods of engagement and consultation.
- Promote inclusivity and engage with all sectors of the community.
- Ensure resident views are listened to and influence service delivery, environmental improvements, and quality of life.
- Support the long-term social, economic, and environmental well-being of the community.
- Facilitate town development in line with community priorities and needs.

### **Objectives:**

- Provide information through a variety of accessible methods.
- Actively facilitate and encourage community participation.
- Proactively engage with all sections of the community.
- Involve residents in decision-making processes to ensure decisions meet community needs.
- Collaborate with other organisations and authorities to improve services.
- Enhance the overall well-being of residents.

### **3. Provision of Information**

The Council ensures information is accessible to all residents through multiple channels:

- Town Council Office: Revised opening hours Monday – Friday to be agreed by the Staffing Committee. Staff are available to assist residents.
- Mayor’s Surgeries: Monthly sessions at the Town Council office and/or other locations for residents to discuss local issues directly with the Mayor.
- Council Website: [www.lostwithieltowncouncil.gov.uk](http://www.lostwithieltowncouncil.gov.uk) provides updates, Agendas, and Minutes in line with the Local Government Act 1972.
- Social Media: Facebook and Instagram are used to inform residents of Council activities, consultations, and local events.
- Noticeboards: The Council noticeboard provides event information, meeting dates, Agendas, and community notices.
- Newsletter: The Mayor contributes to the monthly newsletter distributed to all households in Lostwithiel.

Accessibility Considerations:

The Council will ensure that information is provided in accessible formats, including for those with disabilities or those who require information in other languages, to ensure full inclusivity.

### **4. Opportunities for Community Involvement**

Residents have multiple avenues to participate and influence Council activities:

- Attend Council and Committee meetings, open to the public, with opportunities to engage with Councillors.
- Use the contact form available on the Council’s website.
- Participate in the Annual Town Meeting (between 1 March and 1 June) to raise issues or discuss Council activities.
- Attend Mayor’s Surgery events for two-way communication with the Mayor and Council.

- Access the Town Council office for advice, assistance, or to raise concerns.
- Submit formal written representations to be included as agenda items, subject to approval by the Town Clerk after reference to the Mayor.

## **5. Consultation**

- The Council undertakes consultations and surveys on matters affecting residents.
- All residents, particularly those directly impacted, are given the opportunity to provide feedback.
- Consultations are promoted via the Council website, social media, noticeboards, and other appropriate channels.

## **6. Partnership Working**

- The Council engages with local partnerships, committees, and authorities to enhance consultation and community engagement.
- Collaborative working ensures that community voices are heard in policy development, action planning, and service delivery.
- Partnerships help the Council respond effectively to local priorities and improve outcomes for residents.

## **7. Policy Review**

This policy will be reviewed periodically to ensure it remains effective, reflects best practice, and continues to meet the needs of the Lostwithiel community. The review will ensure the Council remains in compliance with the Local Council Award Scheme and continually enhances its community engagement practices.