



# Glastonbury Town Council

## Community Engagement – Statement of Intent

### AIMS AND OBJECTIVES

Glastonbury Town Council aims to ensure that through the use of a wide range of approaches to public consultation and community engagement it actively encourages residents to inform its decision-making process and make an input into decisions which affect their day to day lives in the town

Glastonbury Town Council is committed to creating and maintaining effective working relationships with all sectors of the community. The Council recognises that there are different levels of engagement and will endeavour to involve the community in the following ways:

- | Inform people about its work and the services it provides
- | Consult with and seek out the views of the community
- | Encourage community participation in local government
- | Collaborate with individuals, community groups and organisations where appropriate, to achieve agreed aims for the benefit of the Town
- | Build up effective working relationships within the community and encourage a sense of ownership of assets, infrastructure and new projects.

### THE COMMUNITY

Glastonbury Town Council seeks to engage with all sections of the community regardless of age, ability, gender, ethnicity, faith or sexual orientation i.e. parishioners (particularly hard to reach groups such as the young, disenfranchised, disaffected and the elderly), the local business community, the many clubs, organisations and societies which are active in the town, its partners such as Somerset County Council, Mendip District Council, the neighbourhood policing team and all organisations and individuals who attend various committees and groups. The Town Council is also committed to engaging with any persons who appear to it to have an interest in matters relating to the economic, social and environmental well-being of its area.

### PROVISION OF INFORMATION TO THE COMMUNITY AND OPPORTUNITIES FOR COMMUNITY INVOLVEMENT

Glastonbury Town Council recognises that members of the community may wish to engage with it at different levels and in a variety of ways, from the occasional email or letter with a suggestion on how a service could be improved, to attendance at meetings etc. The Council will therefore use many ways to actively seek the views of its residents and involve them in its work:

| **Website:** The Town Council website <http://www.glastonbury.gov.uk> a community resource which publishes information about the Council. Town Council agendas, minutes and other documents will be regularly posted on this website for residents' information. <https://www.glastonbury.uk> is a source of information on the many activities and organisations which flourish in Glastonbury. Enquirers are invited to contact the Town Council via the website, or email [office@glastonbury.gov.uk](mailto:office@glastonbury.gov.uk)

| **Direct Access:** The Town Council will display a list of all Town Councillors (contact details together with other important information on all of its notice boards. This medium will also be used to directly advertise other important events e.g. notices relating to the annual audit of accounts; vacancies, elections and forthcoming meetings etc.

| **Co-option:** With a few exceptions, (including Full Council, Planning, Property & Assets, Finance and General Purposes and Staffing), Glastonbury Town Council encourages the involvement of the community in the work of the Council through co-option. Any standing committee or working party of the council is empowered to co-opt interested members of the community onto any standing committee or working party. This includes Promoting Glastonbury, Frost Fayre, Bloom and Youth Committees.

| **Meetings:** Notice of all Council meetings is given on the parish notice boards and on the website. Residents are encouraged to attend Full Council and Committee Meetings and time is set aside at all meetings for public participation at all these meetings. Parishioners are also actively encouraged to attend the Annual Town Meeting, which is advertised as above.

| **Surveys:** Glastonbury Town Council will undertake surveys and other related forms of information gathering from time to time to ascertain the community's views on particular issues.

| **Specific Projects:** From time to time Glastonbury Town Council will undertake specific projects for the benefit of the community (e.g. Herbies Field tree and hedge planting, Town clean up etc.) The normal method for undertaking these is via working parties set up under an existing committee. Co-option (see above) is used to ensure that the community is fully represented and involved in these projects.

## **OPPORTUNITIES FOR FORMAL REPRESENTATIONS TO THE COUNCIL**

Representations to Glastonbury Town Council will normally be considered at the next meeting of the relevant council committee. If, however, they require the provision of information only, then the clerk will provide it in accordance with the council's publication scheme. The Town Council has a Code of Practice for handling complaints, which is available from the Clerk, published on the website and reviewed regularly. The publication of agendas on the Town Council's notice boards and website gives parishioners the opportunity to make representation to the council before agenda items are discussed. All formal representations received are responded to in writing.

## **INVOLVEMENT IN PARTNERSHIPS**

Glastonbury Town Council is committed to partnership working where it is clear that it will be of benefit to the town or to fulfil its statutory requirements. For example the Council is represented on the Mendip Health and Wellbeing Panel, Glastonbury Tribunal, Strode College Theatre Board to name a few.

## **ROLE OF COUNCIL MEMBERS AND OFFICERS IN CONSULTATION AND COMMUNITY ENGAGEMENT**

Elected members are powerful advocates for their community and their leadership role enables them to have a major input into the consultation and engagement process.

Glastonbury Councillors are very accessible:

- | Their contact details are published on the notice boards, on the website in the annual report to parishioners and occasionally in the local news.

- | They are available to talk to residents during the public sessions prior to many of the many committees prior to each Full Council and at the Annual Parish Meeting.

- | In a private capacity, they belong to many other local clubs, societies and organisations, where they may, if they so wish promote the work of the Town Council and be available to parishioners.

Officers of the Council will endeavour to answer and address any concerns or queries raised by members of the public. They will also support and guide residents through the appropriate procedures for engaging with the council and councillors.

*Adopted – June 2019*

*To be reviewed annually at the Annual meeting of the town Council*