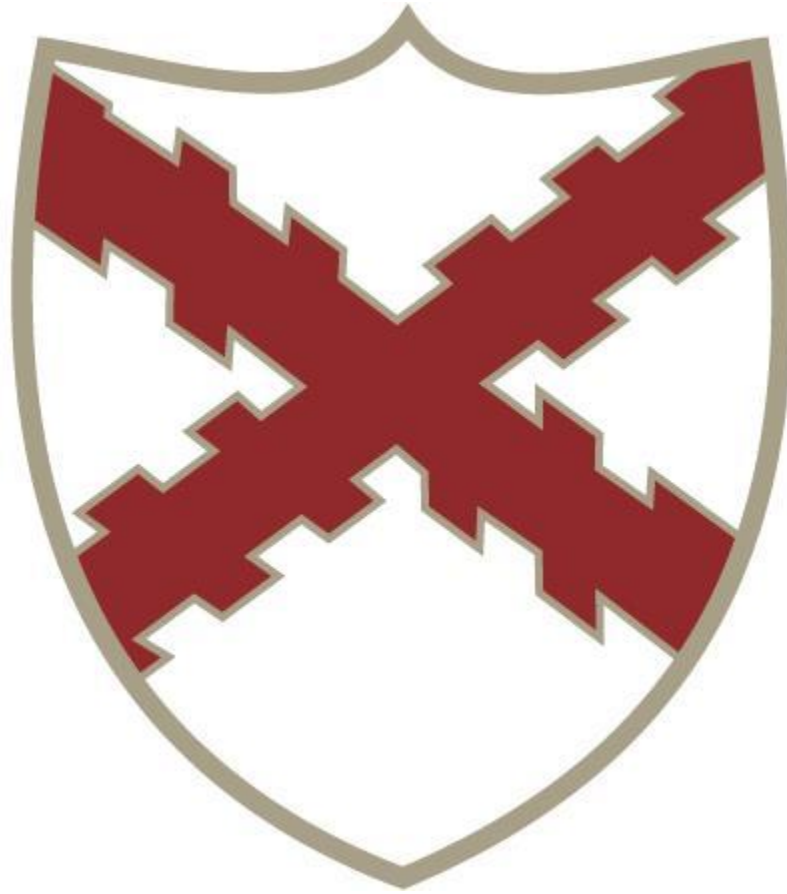


ST. AUSTELL TOWN COUNCIL



COMMUNITY ENGAGEMENT POLICY

Responsible Officer:
Date approved:
Date of review:

Town Clerk
1st June 2026
April 2029

1. Introduction

St. Austell Town Council is committed to encouraging residents to participate actively in decisions that affect them and the wider community. Active engagement ensures that Town 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 Town 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 Town Council ensures information is accessible to all residents through multiple channels:

- Town Council Office: Opening hours Monday – Friday 9am-5pm. Staff are available to assist residents at the office, Stable Block, Pondhu House, Penwinnick Road, St. Austell, Cornwall. PL25 5DP.
- Council Website: www.staustell-tc.gov.uk provides updates, agendas, and minutes in line with the Local Government Act 1972.

- St. Austell Library: Opening hours Monday – Friday 9am-5pm and 10am-1.00pm Saturday where staff can signpost customers to Town Council and other services
- Social Media: Facebook and Instagram are used to inform residents of Council activities, consultations and local events.
- Noticeboards: The Council noticeboards provide event information, meeting dates, agendas and community notices.
- Newsletter: The Mayor contributes to the quarterly newsletter distributed to all households in St. Austell.

Accessibility Considerations: Upon request the Town Council will provide information in other formats, including for those with disabilities to ensure full inclusivity.

4. Opportunities for Community Involvement

Residents have multiple avenues to participate and influence Town 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.
- 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
- Attendance at events and open theme days at the Library

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, St. Austell Library, social media, noticeboards, and other appropriate channels including specific events.
- The Town Council has a Youth Council which meets monthly and feeds back views of young people in the Town Council area.

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.