



Keighley Town Council

Community Engagement Policy

APPENDICES

None

Introduction Keighley Town Council recognises the importance of community engagement in fostering an inclusive and participatory local democracy. This Community Engagement Policy outlines the principles and guidelines for effective and meaningful engagement with the residents, businesses, and stakeholders of Keighley. It aims to encourage dialogue, collaboration, and the involvement of the community in the decision-making processes.

1. Objectives

The key objectives of the Community Engagement Policy are as follows:

- a. To enhance communication between Keighley Town Council and the community it serves.
- b. To ensure that the views, ideas, and concerns of the community are actively sought, considered, and incorporated into decision-making processes.
- c. To foster transparency, trust, and accountability in the operations of Keighley Town Council.
- d. To promote diversity, inclusion, and equal participation in community engagement activities.
- e. To facilitate effective two-way communication channels to disseminate information and gather feedback.

2. Principles of Engagement

The following principles will guide community engagement efforts undertaken by Keighley Town Council:

- a. **Accessibility:** Engagement initiatives will be inclusive, accessible, and considerate of diverse needs and preferences, providing equal opportunities for participation to all members of the community.
- b. **Transparency:** Information related to council activities, decisions, and processes will be communicated openly and in a timely manner to ensure transparency and accountability.
- c. **Collaboration:** Collaboration and partnership with individuals, community groups, organisations and stakeholders will be encouraged to leverage collective knowledge and resources for the benefit of the community.

- d. Respect: All community members will be treated with respect, dignity, and fairness, irrespective of their background, beliefs, or opinions.
- e. Pro-activeness: Engagement efforts will be pro-active, seeking input at various stages of decision-making and policy development processes to maximise community involvement and influence.
- f. Feedback Loop: A feedback loop will be established to communicate the outcomes of community engagement processes, providing closure and demonstrating the impact of community input.

3. Engagement Methods and Tools

To effectively engage the community, Keighley Town Council will utilise a range of engagement methods and tools, including but not limited to:

- a. Public meetings and forums
- b. Surveys and questionnaires
- c. Focus groups and workshops
- d. Online platforms and social media
- e. Informational campaigns and newsletters
- f. Advisory groups and community committees

4. Roles and Responsibilities

- a. Keighley Town Council: The council will be responsible for actively initiating and facilitating community engagement initiatives, providing relevant information, and ensuring that community input is considered in decision-making processes.
- b. Elected Representatives: Councillors will actively engage with their constituents, act as liaisons between the community and the council, and promote community involvement in council activities.
- c. Community Members: The community is encouraged to actively participate, provide feedback, and contribute to decision-making processes, thereby shaping the policies and services provided by Keighley Town Council.

5. Evaluation and Review

Keighley Town Council will regularly evaluate and review the effectiveness of community engagement initiatives, seeking feedback from the community and making necessary adjustments to improve engagement processes. The policy itself will be periodically reviewed to ensure its alignment with evolving community needs and best practices in community engagement.

6. Implementation

This Community Engagement Policy will be implemented and communicated through various channels to ensure its awareness and understanding among all stakeholders, including council members, staff, elected representatives, and the wider community.

By adopting this Community Engagement Policy, Keighley Town Council aims to foster an engaged and empowered community that actively contributes to the decision-making processes, resulting in better outcomes for the town and its residents.

Version No	Date Adopted	Next Review Date	Amendments Made
V1.	22 June 2023	May 2027	