

HALEWOOD TOWN COUNCIL

COMMUNITY ENGAGEMENT POLICY

Background

Halewood Town Council is an open and transparent council which values the opinions of the community which it serves. It has in the past, and will continue to do so in the future, listen to the needs and concerns of our community, and will do everything within its power and financial constraints, to make Halewood a better place to live, work, visit or do business.

The Halewood Community

Halewood Town Council is keen to reach all groups and individuals who live, work or do business in the Township. It has historical links with local Church Groups, Community and Voluntary and Residents Associations, all working hard for the good of Halewood, to ensure that as wide a cross section as possible of the community can have access to the Council, its Members, and its staff.

This policy sets out some of the ways in which it aspires to achieve these goals.

Provision of Information to the Community

Halewood Town Council communicates and engages with residents in a variety of ways. These include:

- A council website www.halewoodtowncouncil.gov.uk that provides regular information links to many other useful services.
- Through Social Media Platforms: Twitter @halewoodtc and Facebook <https://www.facebook.com/halewoodTC>
- The Community Projects Team and the Annual Calendar of Events.
- An Annual Report, which is delivered annually to every home in the Township. This booklet is not just an information guide to Town Council services, but also highlights contributions from the many organisations working within Halewood.

- The bi-monthly contribution of a one-page Town Council Newsletter in the local free newspaper, “The Halewood Focus”.
- The publishing of agenda for all Council meetings, both on-line and on various notice boards around the Township.
- The Town Council’s leadership of the Annual Town Assembly Meeting (also known as the *Annual Parish Meeting*), with its public question time.
- The annual External Audit offers the opportunity for questions to be asked about the latest Statement of Accounts, and Balance Sheet. A synopsis of the financial accounts is published within the Annual Report.
- Regular engagement with residents via links to Town Council and other community consultations.

Opportunities for Community Involvement

Halewood Town Council offers opportunities for community involvement. These include the following methods:

- The Town Council have a public forum session at every Council meeting, where the electorate can raise issues “Appertaining to the Township”. Electors can pre-register to speak before the Council with the Town Clerk, or if the Chairperson decrees that time allows, permit a member of the public to raise an issue without prior notice.
- The Town Council also has a track record in gauging public opinion via consultation exercises either directly or in partnership with others.
- The community can also register their views via the Town Council website which incorporates surveys and can be completed on-line, or via direct messaging to the social media platforms.

Two-Way Communications; Residents to the Council & Vice Versa

- As noted, there are many opportunities exist for the public to make formal representations to the Town Council. Issues received in writing, providing they are received before the deadline for closure of the agenda, are included as a stated item on the next agenda.

- It is a target that correspondence received from a member of the public is at least acknowledged within four working days.
- In any public consultation exercise or survey, the Town Council will publish the evaluation results.

Involvement in Partnerships

- Halewood Town Council has representation on many outside bodies of the council, most of which are agreed at its Annual Meeting. This includes the Lancashire Association of Local Councils, The Merseyside Association of Local Councils, Liverpool Airport Committee and the Co-operative Councils Innovation Network
- The Town Clerk and other Council Staff formally represent the Town Council at other local forums including the Annual Halewood Culturefest.
- Additionally, there is Elected Members representation on a number of Halewood based community and voluntary organisations that serve our community.

Role of Council Members and Officers

- As an open and transparent Town Council, both Elected Members and Council Officers seek to offer a high-quality professional service to all whom they serve.
- Members regularly interact with their community in a number of roles, including that of Elected Member for the principal authority as well where appropriate. Both Members and officers are keen to maintain relevant Codes of Conduct in their business and see the community as “customers” rather than an electorate.

Linked Policies

- Staff Appraisal Policy

Last Review Date	November 2025
Next Review Date	May 2027
Review Cycle	2-yearly