

# LOOE TOWN COUNCIL

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## Community Engagement Policy

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Adopted by Council:  
21st April 2026

Next review: 30th April 2027

## **1. The objectives of this policy are to:**

- 1.1. Encourage effective local community engagement;
- 1.2. Ensure that embedded throughout the Council there is a clear understanding of the need to engage with communities about decisions that affect them;
- 1.3. Enable the aspirations/comments/suggestions etc obtained from community engagement to have an impact on decision-making and the way in which services are being delivered;
- 1.4. Identify how the Council can enhance its profile by improving engagement with the wider community (with specific reference to hard to reach groups).

## **2. The Council's Commitment to Community Engagement**

- 2.1. Looe Town Council is committed to providing a voice for the people of Looe so their views can be represented and will engage with the local community in a proactive and meaningful way.

## **3. Community Engagement – An Overview**

- 3.1. Community engagement means giving local people a voice and involving them in decisions which affect them and their community. This may include individuals, voluntary and community organisations as well as other public sector bodies.
- 3.2. Community engagement provides an opportunity for local people to talk to the Council about their aspirations and/or needs in their community and neighbourhood. It allows the Council to consult with and inform people about what services it provides, how its priorities and policies are determined and how well it is performing.
- 3.3. Consultation forms an integral part of community engagement. Without Consultation, addressing a particular need is not a data-driven process as there is no way of establishing what is required to address the problem. There are a wide range of consultation methods such as surveys, questionnaires and neighbourhood meetings.

## **4. Looe Town Council and Community Engagement**

The Council currently facilitates community engagement in the following ways:

- Public Participation item on the agenda for each Full Council meeting. This provides an opportunity for local residents to make representations to the Council or ask questions about items on the agenda.
- Publishing contact details of all Council members on the website, and on a display within the Town Council office.
- Council representation on outside organisations.
- Contributing to community newsletters such as Looe Community News and sharing link on website and social media.
- Ensuring that agendas and minutes of Council and Committee meetings are available on the website or in hard copy on request.
- Publishing information about the precept calculation and plans for the coming year.
- Working with Looe Youth Council to ensure the voices of Looe's young people are heard and their concerns are acted upon.
- Uploading the Annual Report onto the website.
- The use of surveys to seek public opinion.

- Informing members of the public of their Local Members in order that they can be represented at a local level.
- Press Releases provided to local newspapers and other media outlets to keep the general public informed of community events, Town Council projects and other matters as necessary.
- Posting of local news and events on the Council's Facebook page, including publishing each Council meeting as an 'event'.
- The Town Council selects a Member as its representative on the South East Cornwall Community Area Partnership.
- The Town Council offices are open for the public enquiries.

## **5. Communication**

Looe Town Council is committed to improving community engagement by:

- 5.1. Building on regular communication methods by, for example, introducing a regular email newsletter programme.
- 5.2. Amplifying notices about Council meetings to drive public participation, including widespread publicity for the Annual Parish Assembly.
- 5.3. Continuing all the above activities and improving relationships with community groups including developing measures to harness the views and opinions of people and groups who are sometimes missed out of community engagement activities.
- 5.4. Ensuring that any information published is clear, concise and widely available. This includes facilities for making information available in appropriate formats for people with visual impairments, learning disabilities, poor literacy or for those who require language translation.
- 5.5. Identifying and embracing opportunities to work with community groups.
- 5.6. Participating in local networks to share best practice of community engagement activities in other areas.
- 5.7. Publicising the positive results that have been achieved from working relationships between the Council and other community groups in order to encourage new relationships/partnerships to be formed.
- 5.8. Ensuring that appropriate evaluation is carried out following consultation exercises to ensure that lessons learned are carried forward.
- 5.9. Reviewing the Communications Strategy regularly.

## **6. Review**

This policy will be reviewed regularly and amended as necessary to reflect best practice.