



**PATCHWAY TOWN COUNCIL**  
Callicroft House, Patchway, Bristol, BS34 5DQ  
[www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

### **Communications Policy**

The aim of the Communications Policy is to improve communication between the Town Council and the residents of Patchway, including Charlton Hayes, in order to increase awareness of local issues and council involvement, encourage public participation and receive feedback.

#### **Methods of Communication:**

The following tools of publicity/announcement/provision of awareness are available for use by the Town Council:

1. Town Council Website which is updated at least weekly: [www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)
2. The use of eight Town Council noticeboards.
3. Creation of a new Town Council newsletter.
4. Agendas for all meetings are published on the Town Council website.
5. The Annual Report is published on the Town Council's website.
6. Annual Town Assembly for residents of the town is held every year.
7. All documents available under the Freedom of Information Act can be accessed via the Town Council website or by email to the Town Clerk at [clerk@patchwaytowncouncil.gov.uk](mailto:clerk@patchwaytowncouncil.gov.uk)
8. Dates of all council meetings publicised on the Town Council website and noticeboards.
9. In line with Standing Order 71, members of the Public and Press are invited to attend all council and committee meetings and generally there is a public participation session at the start of each meeting.
10. Draft Minutes of all Council or Committee meetings will be published on the Patchway Town Council Website at least 5 working days after the meeting.
11. Financial Audit notices placed on Town Council website and noticeboards.
12. Financial Audit documentation placed on Town Council website.
13. Financial reports included with minute documentation on the Town Council website.
14. Active Facebook page.

#### **Reception of Feedback:**

1. Feedback from the public is always welcome and can be accepted via methods listed below:
2. Town Council website 'Contact Us' online mechanism
3. Email
4. Telephone
5. Letter
6. Verbal feedback through Councillors

The contact details of all Councillors are available from [www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

#### **Handling of Feedback:**

The Clerk to assess all feedback and either take issues to the Council for further investigation or action or deal with direct.

Adopted: 21<sup>st</sup> May 2024.  
Review: May 2025.



**PATCHWAY TOWN COUNCIL**  
Callicroft House, Patchway, Bristol, BS34 5DQ  
[www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

**Reviewing and Assessing Effectiveness of the Strategy:**

This policy will be reviewed and updated annually; its effectiveness will be assessed by Councillors and Council staff and amendments/improvements would be recommended if opportunities are identified.

From time to time this consultation strategy can itself be subject to publicity, feedback, review, in order that public opinion on its effectiveness and how it may be improved can be sought.