

Agenda Item 15 - Oct Meeting

Communication with residents and volunteers

Town and Parish councils are often judged on their ability to communicate with residents and volunteers. Approachability is another key factor. Councils can often appear detached from the community.

The mailing list will come into effect this month and social media communication is planned. Non-council members are, of course, heavily involved in project groups.

In order to further improve the council's interaction with residents, and particularly with volunteers who assist the council, the following potential solutions are available:

- Regular councillor training (as suggested by our training and development policy)
- Pro-active community involvement such as surgeries.

Proposal: That the following issues should be considered:

- a) Regular councillor training in communication and interaction with volunteers. For instance [The Art of Communication: Navigating tough decisions](#) Offered by NALC 26th Nov 2025 on-line.
- b) Amendment of Training and Development Policy 3.1.1 to specifically identify this aspect of training and to require it every 2 years.
- c) Councillor surgeries

Phil Burgess

Clerk to East Dean and Friston