

<b>Citizen Newsletter</b>	<b>15<sup>th</sup> August 2017</b>
<b>Council Meeting For Information</b>	

<b>Linkage to Council Strategy (2015-19)</b>	
<b>Strategic Theme</b>	Leader and Champion
<b>Outcome</b>	Improve Communication with Citizens
<b>Lead Officer</b>	Director of Performance
<b>Cost: (If applicable)</b>	

## **1.0 Purpose of Report**

- 1.1 To update Members on publication plans for the second edition of Council's newsletter.

## **2.0 Background**

- 2.1 Council agreed in October 2016 to 'produce two news sheets annually to be distributed to each household in the Borough.' The first edition of the newsletter was distributed in Spring 2017 to households across the Borough. The 8-page newsletter included:

- A welcome message from the Mayor
- Contact details for Council offices
- Information on social media accounts and website address
- Information on Causeway Coast and Glens LDP
- Community Planning
- Portrush regeneration
- Grant funding programmes
- Recycling
- Events
- Portstewart Diversity Park
- Bin collection assistance
- Council members' profile pictures and contact details

- 2.2 An email address was included in the first edition to encourage recipients to provide feedback on the newsletter. In addition, to positive feedback from individuals on the content of the newsletter there were also comments from citizens and Members relating to the publication of events information and, as a result, more details on a range of events across the Council's area will be included in the next edition.

### **3.0 Edition 2**

The newsletter is collated with the following aims and objectives in mind:

- Communicate Council's key messages
- Provide information and inform citizens about Council's work
- Deliver regular updates on Council's front-line services
- Consult and engage with citizens on current and new initiatives
- Encourage feedback from our citizens
- Promote Council's services and events across the Borough.

3.1 Edition 2 will be distributed to all households across the Borough in October 2017. A draft of Edition 2 will be presented to Committee in September 2017.

3.2 The following topics will be included in the next edition along with others provided by Council departments. In addition, Members are invited to suggest headings for other topics which may also be included.

- Events Listing
- Service areas within Council - contact details and details of services provided
- Information on services Council does not provide and details of where these services can be accessed e.g. Roads, LPS, Transport.
- Information on Rates
- Content related to each District Electoral Area particularly in relation to Events

Members are requested to email [citizensnewsletter@causewaycoastandglens.gov.uk](mailto:citizensnewsletter@causewaycoastandglens.gov.uk) with other suggested topics for inclusion by Friday 25<sup>th</sup> August at latest.

### **4.0 Review**

4.1 A report will be brought to Committee in early 2018 to provide Members with a review of the first two editions of the newsletter and options for the development of the newsletter.

### **5.0 Recommendation**

It is recommended that Members note the content of the report.