

## Engagement Report

The post of Engagement Officer continues to be combined with that of Secretary, making a single point of contact for our residents and for bodies sending us information. As Secretary, I receive communications from numerous Council services and other bodies and, as highlighted in the Secretary's report, continue to post the relevant information on appropriate social media sites as well as on emails for residents who wish to be contacted using that medium, rather than using social media. Relevant notices including, for example, statutory notices of online consultations for major planning proposals are also posted on the Community Council noticeboard in Ratho. Community Council minutes are also posted, after approval, on our noticeboard in Ratho.

Noticeboards in Ratho Station and Newbridge are managed locally by Newbridge and Ratho Station Community Association.

As has been reported in past years, I am a member of the various local Facebook Groups rather than setting up a separate Community Council one, to reinforce that we are part of these communities. There are now 8 Facebook groups (mostly private groups) managed by local residents in our different communities and posts are made on these so that residents receive information pertaining to their local area. I endeavour to answer questions posted on these within 24 hours.

Our Twitter account is not particularly well-used by residents, and the limitations on the size of posts does not provide sufficient space for the many CEC publications and information bulletins we receive, but we maintain a small presence on Twitter and pass on relevant information.

For the year to March 2022 there were:

- 159 posts on Facebook Groups
- 84 Twitter tweets and retweets
- 39 emails to residents on our mailing list, covering items of relevance to our area.

The website, from Google Analytics, continues to show it is used principally for accessing Community Council minutes.

Unfortunately, because of restrictions, we have been able to hold only 1 public monthly meeting and none to meet residents formally and hear their views on relevant/topical issues. Our monthly Community Council meetings have continued on Microsoft Teams and residents are welcome to attend, though in practice very few do so. As always, the most important aspect of the role will continue to be to listen and respond to our residents to find out their problems and ideas, and liaise with City Council officials and councillors to seek early resolutions.

Kate Watt  
May 2022