



# **Telford & Wrekin Council working with our Town and Parish Councils**

Last updated: September 2022

# Members of the Town and Parish Council Partnership Agreement

Chetwynd Aston & Woodcote  
Parish Council



Church Aston Parish Council



Dawley Hamlets Parish Council



Donnington & Muxton Parish Council



Edgmond Parish Council



Ercall Magna Parish Council

Eyton upon the Weald Moors  
Parish Meeting



Great Dawley Town Council



Hadley and Leegomery Parish Council



Hollinswood and Randlay Parish Council



Ketley Parish Council

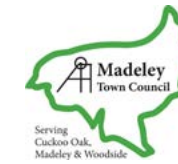
Kynnersley Parish Council



Lawley and Overdale Parish Council



Lilleshall Parish Council



Madeley Town Council



Newport (Shropshire) Town Council



Oakengates Town Council

Preston upon the Weald Moors  
Parish Meeting



Rodington Parish Council



St. Georges & Priorslee Parish Council



Stirchley and Brookside Parish Council



Telford & Wrekin Council



The Gorge Parish Council

Tibberton & Cherrington  
Parish Council



Waters Upton Parish Council  
Waters Upton Parish Council



Wellington Town Council



Wrockwardine Wood & Trench Parish Council



## Successful partnership relationships

The purpose of this agreement is to set out the ways in which we plan to continue our successful partnership enabling Telford & Wrekin Council and all 27 local Town and Parish councils to continue to work together for the mutual benefit of the Borough, its residents and visitors.

This agreement replaces the previous Parish Charter first agreed in 2012 and is intended to be a fresh approach to managing the relationship between our two tiers of local government whilst further strengthening our partnership.

Telford & Wrekin Council approved a new [Customer Strategy](#) and [Customer Contract](#) in January 2021 which set out its vision, aims, and service standards for delivering an excellent customer experience for all of its customers, which also includes all interactions with Town and Parish Councillors and Parish Clerks.

This new agreement builds upon the Customer Strategy and Contract by putting in place some additional commitments that recognise the importance of the Town and Parish Councils as representatives of residents and community groups and as major partners across the Borough of Telford & Wrekin.

## Joint commitments between Town & Parish Councils and Telford & Wrekin Council

- Treat each other fairly and with respect
- Recognise that we are all aiming to serve our local communities in the best way we can and putting their interests first, even if we do not always agree on specific decisions or actions
- Engage in open, honest and transparent communications to foster trust and co-operation between our organisations and with others
- Encourage the resolution of issues of disagreement through open, honest and respectful dialogue
- Deal with requests in a timely manner as detailed in our other policies and contracts or explain the reason for any delay
- Only make promises that can be delivered and do what we say we will
- Communicate and share news that will benefit local residents or organisations



## Intentions of Town & Parish Councils

- Attend and actively engage in scheduled meetings between the Borough Council and Town and Parish Councils, ensuring appropriate representation at every meeting
- Where appropriate, consider match funding the Borough Councils investment in projects that will benefit local residents, with any such projects being co-branded and credited to the investing organisation
- Act as the eyes and ears for their communities by pro actively reporting issues of concern in their area
- Use digital services to report requests for action or to find information whenever possible, and also encourage and support residents to do business online
- Provide updated contact information to the Borough Council for all Town and Parish Clerks and Chairs within 14 days of any changes
- Where issues of disagreement cannot be resolved through dialogue between officers, matters will be escalated through Telford & Wrekin Councils [Complaints Policy](#)
- Provide feedback of suggested areas for improvement or compliments where we have exceeded expectations through the Telford & Wrekin Councils [Feedback process](#)
- Encourage residents to take part in relevant consultations that affect them and their area
- Where appropriate help the council to share important council updates and messages through the use of local social media channels and notice boards
- Where financially viable to do so enter into partnership deals with the council to maintain or enhance local service provision



## Intentions of Telford & Wrekin Council

- Provide clear escalation routes for urgent matters or to resolve long-outstanding issues
- Where issues of disagreement cannot be resolved through dialogue between officers, matters will be escalated via the individual Town or Parish Councils complaints process
- Provide contact information and escalation routes for the services in the Borough Council that are most frequently contacted by Town and Parish Councils
- Share information about funding opportunities that are available to Town and Parish Councils that could benefit local residents
- Provide advance communication of local projects/initiatives that are of particular relevance to Town and Parish Councils where possible (this may not always be possible if it is an urgent or emergency response initiative)
- Facilitate regular meetings with key members, officers and representatives of Town and Parish Councils. These will include:
  - Quarterly meetings with SALC, the Chair of the Wrekin Area Committee of SALC, the Leader & Chief Executive of Telford & Wrekin Council, with key members, officers and representatives of Town & Parish Councils
  - Regular meetings between Town and Parish Council reps and the Cabinet Member for Co-Operative Communities, Engagement and Partnerships
  - An annual meeting to review, and if necessary, recommend amendments to this Agreement
- Work with Town and Parish Councils to facilitate a biennial conference event to include local community organisations, that recognises the positive co-operative working taking place in the Borough
- Facilitate training/awareness for individual Town and Parish Clerks and Councillors to support them to encourage their communities to take advantage of online and digital services wherever possible
- Where financially viable to do so, offer partnership deals for Town and Parish councils to help maintain or enhance local services for residents
- Recognise that some Town and Parish Councils only have the support of a Clerk for a few hours each week and there may be a delay in receiving responses
- Recognise the meeting cycles of Town and Parish Councils and be mindful of this when setting time frames for responses to consultations and for consideration of proposals



## Contacting Telford & Wrekin Council

Initial reports or requests for action of day to day issues should be logged using the Parish Councils [My Telford](http://www.telford.gov.uk/mytelford) (www.telford.gov.uk/mytelford) account either online, or using the [Downloadable app](#) for smart phones. This route is the fastest way to ensure your enquiry is directed to the right person. It also allows you to track progress of your request via your My Telford dashboard.

If you cannot find a specific form to log your request, you can use the general [Contact us](http://www.telford.gov.uk/contactus) (www.telford.gov.uk/contactus) form.

If you are unable to report an issue online, then it should be reported to the Customer Contact Centre by calling the relevant [Contact number](http://www.telford.gov.uk/usefulnumbers) (www.telford.gov.uk/usefulnumbers).

