

# Getting Things Right for Residents in Telford & Wrekin

**Fliss Mercer**

**Director: Communities, Customer & Commercial Services**

**APSE Performance Network**

**2 December 2021**

Protect  
Care and Invest  
to create a  
better borough



# Overview

- Community support @ Telford & Wrekin
- Case studies
- External feedback
- Lessons learnt
- Questions



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# Community Support @ Telford & Wrekin

- Unitary authority in Shropshire
- Challenges – inequalities, finance
- Co-operative Council
- Decade of investment in community groups & volunteering – sustainability
- Covid:
  - ✓ Co-operative foundation = rapid response
  - ✓ Doing what was right for residents
  - ✓ Look for legacy
  - ✓ Not just recover – reform and reset



Protect  
Care and Invest  
to create a  
better borough



# Food Glorious Food

- Lunch deliveries – April 2020
- **1000s of lunches delivered & increase in claimants**
- Breakfast boxes – June 2020
- **6,000 breakfasts per week**
- ***“Food is much more than nutrition...it is also a vital means of ensuring well-being and happiness. Thank you again for your huge contribution for our school and its community”***
- Legacy – 3-year agreement/holiday clubs



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL



# Big Winter Coat Project

- December 2020 – February 2021
  - Delivered with local community trust & network of volunteers
- **>600 children benefited**
- **Families connected to longer-term support**
- ***“They are thrilled. Most parents have commented with things like...They even asked for style and colour choice...I didn’t think it would be so good.”***
- Legacy – 3-year agreement – year round clothing and uniform project



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# Laptops for Learning & Kindle Kindness

- Kindle Kindness – April 2020
- Laptops for learners – from July 2020:
  - 2 Phases – initially Year 6 only
- Co-operative funding:
  - Match funding – schools, Town & Parish Councils
  - Crowdfunding & donated devices
- **262 Kindles, 726 laptops**
- ***“The Kindles will help [our residents] maintain contact with their friends and family which is so important” (Care Home Owner)***
- Legacy – digital inclusion project loan scheme



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# Councillors Pride Fund

- ✓ Long-running fund
- ✓ Ward members able to allocate funding to projects that make a difference locally – from £50
- ✓ Now £5k per member
- ✓ **Last 2 years:**
  - 400 community projects delivered
  - 100% of funding allocated
  - High % match funding
- ✓ **From trees to community fridges**
- ✓ Legacy – groups signposted to other funding



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# External feedback



Protect  
Care and Invest  
to create a  
better borough





# Unexpected bonus...APSE Council of the Year 2021



Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# Lessons Learnt

- ✓ You need your community more than they need you
- ✓ Small amounts of money can be transformational
- ✓ 'Find a way, accept it won't be perfect'
- ✓ Fewer checks and balances, more trust
- ✓ Don't ask too much, beware burnout
- ✓ You can never over-thank





# Questions?



Protect  
Care and Invest  
to create a  
better borough

