# Getting Things Right for Residents in Telford & Wrekin

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**APSE Performance Network** 

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## Overview

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





# 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







### **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 wellbeing and happiness. Thank you again for your huge contribution for our school and its community'
- Legacy 3-year agreement/holiday clubs











# 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







# 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









## 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



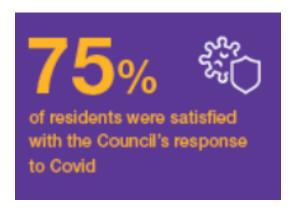








### External feedback









"There has been impressive delivery by the council (during Covid), both independently and with and through others, and it is making a difference" LGA Response and Recovery Peer Review



"Telford and Wrekin fights for Telford and Wrekin' is a strong theme that came across during the course of our work, particularly from partner organisations." 91% i
of residents agreed that they
felt well informed by the
Council about the support
available during Covid

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







## **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 <u>never</u> over-thank



MARGARET J. WHEATLEY











# Questions?









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