

Township Forum **Membership Pack**

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June 2010



Introduction

- 1 These Terms of Reference have been agreed by the Board of Wigan Borough Partnership (WBP) and by Wigan Council (the Council), following consultation with Forum members and with other members of WBP. They replace the Terms of Reference dated August 2004. The Terms of Reference are intended to provide a consistent framework within which all Forums will operate and allowing flexibility, where appropriate, for Forums to achieve the required outcomes in their township.
- 2 There are 10 Forums, one for each township within Wigan Borough. The Forums are non-political bodies that must, at all times, conduct their business without bias or prejudice. The Code of Conduct, which forms part of this Terms of Reference, will help Forum members achieve this.

Purpose and Objectives

- 3 Township Forums will help the WBP listen to and respond to the evidenced needs of local communities. They will support and contribute to the development of the Sustainable Communities Strategy and the delivery of the Local Area Agreement.
- 4 This will be achieved by building a local partnership, strengthening the relationships between individuals and organisations. The Township Forum will have a shared set of outcomes with well defined roles and clear lines of accountability for the delivery of services.
- 5 Partners will need to commit themselves to deliver agreed outcomes and be willing and able to justify their actions and decisions, both democratically and financially. There will be an openness and transparency in decision-making and a willingness to share information, even unfavourable, and to be scrutinised.
- 6 The goal is to develop a means through which key partners in an area share priorities, business planning and resource decisions to support a shared strategy and to obtain greater autonomy.

Roles and Responsibilities

- 7 Township Forums will:
 - (a) Use community engagement and consultation to identify the needs and aspirations of local communities in the Township
 - (b) Make decisions with confidence and accuracy using the Township Profile
 - (c) Ensure the needs and aspirations of local communities are being met efficiently and effectively by scrutinising and holding local services to account
 - (d) Influence the planning and delivery of local services by making decisions and recommendations at the appropriate time



- (e) Ensure the Local Area Agreement is being achieved in the Township by monitoring the performance of local services on a regular basis
- (f) Recommend the use of local budgets to purchase goods and services that will effectively and efficiently respond to the needs of local communities in the Township
- (g) Encourage the community, voluntary, area youth forums and business sectors to plan and deliver services that are responsive to local needs
- (h) Provide regular feedback to local communities about the work that is being done and the outcomes that are achieved in the Township

Governance and accountability

- 8 Wigan Council Service Directors together with the Joint Chairs, and assisted by the Township Manager, on behalf of the Township Forums, will provide twice yearly performance reports to:
- the Local Strategic Management Group (LSMG) of the WBP;
 - the relevant WBP Thematic Partnership;
 - the LSP Advisory Group; and
 - the WBP Board.

Links to Wigan Council

- 9 Wigan Council Democratic Services will provide administrative support to the Forums including the production and distribution of agendas and minutes that will be published on the internet. Township Managers and Service Directors of the Council will drive and sustain the work of the Forums in achieving their objectives. Service or Area Managers from the Council and its WBP partners will be required to attend meetings where a matter relevant to their service area is to be discussed.

Membership

- 10 Members of the Township Forum will be responsible for attending meetings of the Forum, putting into practice the Terms of Reference and compliance with the Code of Conduct at Annex A. Only those members present at the meeting will be entitled to vote. Membership of the Forums will be made up of representatives from the following:
- All councillors representing wards within the township
 - Community sector
 - Voluntary sector
 - Area Youth Forums
 - Business sector



- 11 Township Forums will be inclusive and diverse ensuring, as far as possible, that the membership of the Forum is representative of the geographical and demographic spread of the Township. The membership will be decided upon by the existing Forum membership following a nomination from the groups listed in paragraph 10 above. The only limit to the number of Members that a Forum may have is that at least 30% of the Membership of every Forum will consist of elected Members.
- 12 Members from the community, voluntary, area youth forums and business sectors will be required to represent a group that operates within the Township. In order to be eligible, the group will:
 - (a) Have a constitution or written statement of its aims and objectives
 - (b) Operate within or across the Township
 - (c) Meet regularly and keep a formal record of its meetings
 - (d) Be open and accessible to anyone in their local area but may target particular communities of interest such as, people with disabilities, minority groups, women, young people, older people, unemployed, businesses etc.
 - (e) Be in existence for at least 12 months
 - (f) Have a clear and open process for selecting their representative on the Forum
 - (g) Agree to have a regular item on their agenda for Township business
 - (h) Make appropriate arrangements to ensure as much of the community as possible are able to access notes of their meetings.
 - (i) Agree to abide by the Township Forum Terms of Reference and Code of Conduct
 - (j) Agree to abide by the Township Forum Member Role Description

Evidence of eligibility must be submitted to the Township Manager with any application for membership. The Service Director will advise the Forum whether any particular organisation meets the above eligibility criteria.

Forum Meetings

- 13 An annual cycle of meetings will be scheduled in advance by Democratic Services in agreement with the Forum of Chairs, the Council and the WBP Board.



Taking Decisions

- 14 Township Forums will make decisions by reaching a consensus through discussion and debate. There might be occasions when Forum members feel that a vote would be helpful and the arrangements that should apply, should this become necessary, are outlined in Annex B.

Public Involvement

- 15 Members of the public are encouraged to raise any matters that they would like to be considered by the Forum through an appropriate member of the forum. Members of the public will be entitled to attend all Forum meetings (except when confidential or exempt information is being discussed). However, members of the public may only speak on a particular matter, to express a view or share their experience of a specific issue, with the consent of the Chair of the meeting and the support of the majority of the members present and voting, and provided that they have informed the Township Manager at least 5 working days before the meeting of the matter they intend to raise. This requirement is to enable the Township Manager to have the opportunity to invite the relevant Council officers to attend the meeting to respond to the matter intended to be raised. In addition, the matter to be raised must be relevant to the particular Township and all other appropriate remedies and recourses must have already been pursued. Speaking by members of the public will be restricted to a session at the beginning of each Forum meeting lasting a maximum of 30 minutes.
- 16 Township Forums may invite representatives of services or organisations, or other individuals, to attend and speak in relation to matters under consideration as the agenda requires. Such representatives or individuals may be requested by the Forum to take part in task and finish groups that will look at specific issues in more detail, outside of Forum meetings. Such groups will report their findings and recommendations back to the Forum for actioning, as necessary.
- 17 Forums will need to exclude the public and the media whilst confidential or exempt information is discussed. “Confidential information” shall have the meaning specified in section 100A(3) of the Local Government Act 1972 (LGA). “Exempt information” shall have the meaning specified in section 100I and Schedule 12A to the LGA.
- 18 If any person present at a Forum meeting disrupts proceedings the Chair will warn the person concerned. If the person continues to disrupt the Chair will order his/her removal from the meeting and may suspend the meeting whilst the removal is effected.
- 19 Forums will provide feedback to local communities through Township newsletters, the internet, Borough Life, the local press and other appropriate means. Media representatives may attend Forum meetings, except where confidential or exempt information is being discussed. A good working relationship with the local media is important and will be invaluable in helping Forums get their message across to local people.



Chairing Meetings

- 20 The term of office of a Joint Chair shall be two years. Township Forums will elect two Joint Chairs by a simple election process – one to be a councillor and one to be a non-councillor representative with the elections to be staggered with only one Joint Chair being elected on a rotational basis. The election of a Joint Chair should be held at the first meeting of each Forum after the annual meeting of Wigan Council each year. Every member will be eligible to stand, nominate and vote. Each Forum will decide, in advance of an election, how the Joint Chairs will share responsibility, for example by chairing alternate meetings. The arrangement made by the Forum must result in each Chair having an equal time in the Chair.
- 21 Forum Chairs will be responsible for setting agendas for Forum meetings with the assistance of the Township Manager and relevant Council Service Director. Joint Chairs will meet as a group (to be known as the Forum of Chairs) at least three times a year, to discuss progress and future development. Joint Chairs will carry out an induction for all new members of the Forum, and will seek to ensure that both they and Forum members receive any necessary training to enable them to fulfil their roles.

Township Forum Code of Conduct - Annex A

Why have a Code of Conduct?

- 1 This Code of Conduct sets some ground rules for those involved as members of the Forum and will apply whenever and wherever members are representing the Forum, or where people might reasonably assume that they are representing the Forum. It reflects other Codes of Conduct that apply to officers and councillors working in the Borough across a range of agencies and many community organisations also use a Code of Conduct. It aims to safeguard the interests of organisations and individuals who come in to contact with the Forum and the interests of Members of the Forum and complements the work of the Compact in Wigan, which describes the commitment that the voluntary, community and public sectors have made to each other about the way they work.
- 2 Members of the Forum who are councillors must also comply with Wigan Council's Members Code of Conduct.

Principles

- 3 Members of the Forum, and its associated groups, agree to work to the following ten Principles of Public Life:

Selflessness – members should serve only the public interest and should never improperly confer an advantage or disadvantage on any person.



Honesty and integrity members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.

Objectivity members should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

Accountability members should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their particular office.

Openness members should be as open as possible about their actions and those of the Forum, and should be prepared to give reasons for those actions.

Personal judgement members may take account of the views of others, including the organisation they represent, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

Respect for others members should promote equality by not discriminating against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability. They should respect the impartiality and integrity of the Council s and the WBP s employees.

Duty to uphold the law members should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.

Stewardship members should do whatever they are able to do to ensure that the Forum uses its resources prudently, and in accordance with the law.

Leadership members should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves public confidence.

Additional Requirements

4 In addition to the above Principles members should:

(a) disclose in a register within 28 days of them becoming a member of the forum:

- their membership of any organisation whose purposes include the influencing of public opinion
- any business/employment interests they may have
- any other interests they may have in issues that are likely to be considered by the Forum, and

to update their register of interests within 28 days of any change in their interests occurring.



- (b) treat confidential information received through the Forum as private and not disclose it to anyone else without permission. They will not use any information they receive through the Forum for personal, political or commercial gain (or detriment to others), or for the gain or detriment to any member of their family or person, body or group with whom they have a close association and will not pass it on to others who might use it in this way.
- (c) comply with any approved formal process to be used when making comments to the media. The Township Manager for each Forum area should be approached for advice before Forum Members make comments to the media.
- (d) declare any conflicts of interest they have in the business of a Forum meeting, including:
 - (i) any personal interest that they, or the organisation they represent, may have in any matter that is discussed by the Forum. Personal interests are those that might reasonably be regarded as affecting a member, any member of his/her family or any person, body or group with whom they have a close association to a greater extent than the majority of other inhabitants of the township affected by the decision.
 - (ii) If the member, or the organisation they represent, has a prejudicial interest in a matter that is discussed by the Forum, he/she may only take part in the debate on the issue, with the consent of the Chair of the meeting (subject to the same conditions that may have been applied to members of the public speaking on the issue), but should take no part in the voting thereon. Prejudicial interests are those interests where a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the members judgement of the public interest.

Breaking the code of conduct

- 5 Any complaints or allegations concerning possible breaches of this Code of Conduct should be made, using a complaints form available from the Township Manager, to the Joint Chairs of the Forum. If the complaint remains unresolved, or if the complaint relates to the Chairs of the Forum, it will be referred to a panel of 3 drawn from the Forum of Chairs. Any appeal against their decision will be dealt with by the Chair of the Board of Wigan Borough Partnership.
- 6 The sanctions that may be imposed by the Joint Chairs of the Forum, panel of 3 drawn from the Forum of Chairs or Chair of the Board of Wigan Borough Partnership, as the case may be, for breach of the code of conduct include:
 - (a) directing that the member receive appropriate training or guidance
 - (b) censuring the member
 - (c) suspending the member s membership of the Forum for up to three months
 - (d) recommending to the Forum that his/her membership of the Forum be revoked.



Township Forum Voting Arrangements - Annex B

Majority View

- 1 Where a consensus cannot be reached through debate, the majority decision will be taken by a vote by show of hands. Any Member may request that his/her vote be recorded in the minutes.

Eligibility

- 2 All Members in attendance at the meeting will be eligible to vote. Absent members are not entitled to vote by proxy.

Casting Vote

- 3 There will be no casting vote if a vote is tied, the discussion on the issue concerned will continue or be held again at a future meeting.

Quorum

- 4 A meeting will be quorate if 40% of the voting membership or six voting members (whichever is the greater) are present.



2 Township Forum Membership eligibility and registration form

To be read in conjunction with the Township Forum Member
Role Description

Township Forum eligibility and criteria for the community, voluntary and business sector

Groups/organisations applying for membership of a forum, should,

- Have a constitution or written statement of its aims and objectives
- Operate within or across the township. (Borough wide groups representing communities of interest and demographic groups will need to evidence the strength and regularity of their involvement within the township for which they have applied)
- Be open and accessible to anyone in their local are
- Meet regularly and keep a formal record of their meetings
- Be in existence for at least 12 months
- Have a clear and open process for selecting their representative on the Township Forum
- Agree to have a regular item on the agenda for Township Forum business
- Make appropriate arrangements to ensure as much of the community as possible are able to access notes of the meetings
- Agree to abide by the Township Forum's Terms of Reference and Code of Conduct
- Agree to abide by the Township Forum Member Role Description



2 Township Forum Membership eligibility and registration form

Township Forum registration form for the community, voluntary and business sector

Section one - Tell us about your organisation

Township:

Organisation name:

Address (for correspondence)

Postcode:

Key person to contact:

Position in organisation:

Email address:

Telephone number:

Fax number:

Web address:

Section two - What do you do in your local community?

Describe the purpose of your group:

Does your group have a written statement setting this out? Please enclose a copy when you return your registration form, if this is practical.)

This group has been in existence for?
(y/m) :

How often does your group meet?



2 Township Forum Membership eligibility and registration form

Township Forum registration form for the community, voluntary and business sector

Section two continued - What do you do in your local community?

Do you keep a record of you meetings?
yes or no:

How many members does your group have:

Is your work aimed at particular groups of
people? (eg. young people, people with
disabilities) if so, which group do you work
with?

Describe the neighbourhood or locality within
which your group operates:

Please describe how your group works with
other groups or organisations locally and attach
any information that you feel will support your
application:

Please list you key achievements to date:

1.

2.

3.

What are your future plans?



2 Township Forum Membership eligibility and registration form



Township Forum registration form for the community, voluntary and business sector

By signing this form, your group agrees to accept the requirements of the Township Forum s Terms of Reference and Code of Conduct

Evidence is required of the process by which your representative of the forum has been selected (eg. a copy of the relevant minutes)?

Community membership of each Township Forum will be reviewed annually in the April to June cycle.

Signature of Chair
of the Group:

Date of meeting at which
the application was approved:

Name and contact details, including email address, of the group s named representative (Only one representative can attend the forum meeting at any time?)

Thank you for completing this registration form. Please return it to the freepost address:

FREEPOST RRYH-AKZK-YYRE
Wigan and Leigh Community Safety Team/Partnership
First Floor
Unity House
Westwood Park Drive
WIGAN
WN3 4HE



Organisation

Township Forum

Role

Member of Township Forum

Township Forum

A Township Forum is a non-political local strategic group that is made up of community leaders who share a common goal and determination to improve the quality of life and wellbeing of local communities in the Township area.

A community leader is a ward councillor or a representative from a community or voluntary group and business sector.

Duties and responsibilities of a Township Forum Member

Prompt and regular attendance at all 6 Township Forum meetings per year including the majority of training and development opportunities that will be made available to you.

Act as a role model encouraging and supporting members of the Forum to put into practice and comply with the Terms of Reference and Code of Conduct at every meeting.

Develop a two-way dialogue between the Township Forum and your constituency, community or voluntary group and business sector about the work taking place in the Township area, the money being spent and the outcomes that are achieved.

Ask, listen and tell your constituency, community or voluntary group and business sector about the quality of life and wellbeing in your Township area and the decisions that are being made by the Township Forum.

Encourage and support your constituency, community or voluntary group and business sector to provide and deliver services that are responsive to local needs, including help to secure funding.

Be dependable and prepared for all Township Forum meetings by reading and evaluating all of the information that is sent to you before or after any meetings.

Help to facilitate at least 1 task and finish group per year by volunteering to participate, chair and record the agreed actions in the templates provided.

Play an active role in holding members of the Township Forum to account when they do not comply with the Terms of Reference and Code of Conduct.

Act as a team player by sharing the responsibility and taking ownership of any decisions that are not fully supported by you but are made in the best interests of the whole Township area.



Qualifications and requirements of a Township Forum Member (Also see separate eligibility and registration form)

No formal qualifications required.

An energy and appetite for improving the quality of life and wellbeing of local people in your local area.

You must be a nominated representative of a community group, private or voluntary organisation that is based within the Township area. An individual cannot be a member of the Forum.

Courage and determination to make innovative and creative decisions that will contribute to a local understanding of best practice and what works.

You must be inclusive and represent the needs of the whole Township not just your self, your own constituency or your community group.

An understanding of the wider community and the causes of poor quality of life and wellbeing rather than the symptoms.

Confidence to make sense of complex information and to ask questions when you do not understand.

Listening and interpersonal skills to make shared decisions that are evidence-led and based on the needs of the wider community.

Leadership skills and a team player to solve local problems and organise the delivery of projects in the timeframes required.

You must respect confidentiality and be able to make constructive comments in a non-threatening manner.

Training and development opportunities for a Township Forum Member

The work of the Township Forum and how it makes decisions and spends its money on improving the quality of life and wellbeing of local communities

The community leadership role and responsibilities of elected members, the community, private and voluntary sector

The work of the Wigan Borough Partnership and its partners including Wigan Council, Police, Primary Care Trust, Wigan & Leigh Housing, Wigan Leisure and Cultural Trust Council

An agreed personalised training and development programme will be available to all members of the Forum. Please note some of the training and development opportunities will be accredited.



Approximate annual commitment required by a Township Forum Member

12 hours to participate in all 6 Township Forum meetings per year.

6 hours to read the information before and after Township Forums per year.

12 hours to participate in at least 1 task and finish group per year.

6 hours to share information between the Township Forum and your constituency, community, private and voluntary sector group and vice versa.

12 hours to participate in an agreed personalised training and development programme.

Benefits of being a Township Forum Member

An opportunity to work with like minded people who like you want to improve the quality of life and wellbeing of the Township area where you live and work.

An opportunity to share your time and energy with people who will value and respect what you do and the positive contribution that you will make.

An opportunity to volunteer with Wigan Council and the Wigan Borough Partnership with the ability to influence the spending of budgets and the improvement of local services in the Township area.

An opportunity to learn new skills, refine existing ones and to gain a number of formal qualifications that will enhance your education, training and employment aspirations in the future.

Additional Information

The Terms of Reference and the Code of Conduct are available from your Township Manager or on line at www.wigan.gov.uk/wiganlife.com

Contact Information

Township Manager.



Organisation

Township Forum

Role

Joint Chair of Township Forum

Township Forum

A Township Forum is a non-political local strategic group that is made up of community leaders who share a common goal and determination to improve the quality of life and wellbeing of local communities in the Township area.

A community leader is a ward councillor or a representative from a community, private and voluntary group.

Duties and responsibilities of a Joint Chair of the Township Forum

Agree the agenda for meetings in partnership with the Co-joint Chair, Township Manager and Service Director appointed to the Forum.

Co-Joint Chairs to agree to share the Chairing of Forum meetings in accordance with Terms of Reference.

Act as lead role model encouraging and supporting members of the Forum to put into practice and comply with the Terms of Reference and Code of Conduct at every meeting and taking the appropriate action when they don't.

Be responsible to Forum members for maintaining an appropriate balance between ensuring inclusivity and the need to move business forward.

Deal with any complaints that might arise between Forum Members in accordance with the Township Forums Complaint Procedure.

Prompt and regular attendance at all 6 Township Forum meetings per year including the majority of training and development opportunities that will be made available to you. In addition to attending meetings of the Joint Chairs from all 10 Township Forums and any locally agreed meetings being the Joint Chairs, Township Manager and/or Service Director of the Township Forum for which you are Joint Chair.

Develop a two-way dialogue between the Township Forum and your constituency, community, private and voluntary sector group about the work taking place in the Township area, the money being spent and the outcomes that are achieved.

Ask, listen and tell your constituency, community, private and voluntary sector group about the quality of life and wellbeing in your Township area and the decisions that are being made by the Township Forum.



Encourage and support your constituency, community, private and voluntary sector group to provide and deliver services that are responsive to local needs, including help to secure funding.

Be dependable and prepared for all Township Forum meetings by reading and evaluating all of the information that is sent to you before or after any meetings.

Help to facilitate at least 1 task and finish group per year by volunteering to participate, chair and record the agreed actions in the templates provided.

Play an active role in holding members of the Township Forum to account when they do not comply with the Terms of Reference and Code of Conduct.

Act as a team player by sharing the responsibility and taking ownership of any decisions that are not fully supported by you but are made in the best interests of the whole Township area.

Qualifications and requirements for Joint Chair of a Township Forum

No formal qualifications required.

An energy and appetite for improving the quality of life and wellbeing of local people in your local area.

You must be a nominated representative of a community group, private or voluntary organisation that is based within the Township area. An individual cannot be a member of the Forum.

Courage and determination to make innovative and creative decisions that will contribute to a local understanding of best practice and what works.

You must be able or willing to learn how to Chair a meeting without biases, to control debates while not stifling them, ensure meetings are inclusive and represent the needs of the whole Township not just yourself, your own constituency or your community group.

An understanding of the wider community and the causes of poor quality of life and wellbeing rather than the symptoms.

Confidence to make sense of complex information and to ask questions when you do not understand.

Listening and interpersonal skills to allow and enable shared decisions that are evidence-led and based on the needs of the wider community.

Leadership skills and a team player to solve local problems and organise the delivery of projects in the timeframes required.

You must respect confidentiality and be able to make constructive comments in a non-threatening manner.



Training and development opportunities for Joint Chair of a Township Forum

The work of the Township Forum and how it makes decisions and spends its money on improving the quality of life and wellbeing of local communities

The community leadership role and responsibilities of elected members, the community, private and voluntary sector

The work of the Wigan Borough Partnership and its partners including Wigan Council, Police, Primary Care Trust, Wigan & Leigh Housing, Wigan Leisure and Cultural Trust Council

An agreed personalised training and development programme will be available to all members of the Forum. Please note some of the training and development opportunities will be accredited.

Approximate annual commitment required by a Township Forum Member

12 hours to participate in all 6 Township Forum meetings per year.

8 hours to participate in all 4 Forum of Chairs meetings per year

6 hours for pre-Forum meetings with the Township Manager and Service Director per year.

10 hours to read the information before and after Township Forums and Joint Chairs meetings per year.

12 hours to participate in at least 1 task and finish group per year.

6 hours to share information between the Township Forum and your constituency, community, private and voluntary sector group and vice versa.

12 hours to participate in an agreed personalised training and development programme.

Benefits of being a Joint Chair of a Township Forum Member

An opportunity to work with like minded people who like you want to improve the quality of life and wellbeing of the Township area where you live and work.

An opportunity to share your time and energy with people who will value and respect what you do and the positive contribution that you will make.

An opportunity to volunteer with Wigan Council and the Wigan Borough Partnership with the ability to influence the spending of budgets and the improvement of local services in the Township area.

An opportunity to learn new skills, refine existing ones and to gain a number of formal qualifications that will enhance your education, training and employment aspirations in the future.



4 Joint Chair of the Township Forum Role Description

Additional Information

The Terms of Reference and the Code of Conduct are available from your Township Manager or on line at www.wigan.gov.uk/wiganlife.com, along with the Complaints Procedure.

Joint Chair s are supported in their work by the Township Manager and Service Director appointed to each Township area.

Contact Information

Township Manager.



5 Township Forum (Joint Chair) representative on LSP Board Role Description

Organisation

Board of the Local Strategic Partnership

Role

Representative on the Board of the Local Strategic Partnership - representing the Township Forum Chairs group (and the Township Forums generally).

LSP Board

The Board is a key part of the whole Local Strategic Partnership. The Board is responsible for ensuring that we have effective partnership working at all levels across the Borough.

The Board represents all aspects of life and work in the Borough. It is an inclusive and open group.

The Board's key roles include leadership, governance, strategic planning and inclusiveness:

- Overall performance of the Sustainable Community Strategy and Local Area Agreement
- Leadership of Wigan Borough Partnership's values, vision and strategy
- Effective communication and networking between all elements of the LSP
- Improving Wigan as a place for people to live and work

Duties and responsibilities of a Township Forum Chair representative at LSP Board

Help to make the link between the activities of partnerships and local Townships. Develop two-way dialogue between LSP Board and the Township Forum Chairs group about work taking place in Townships

Oversee preparation / review of Sustainable Community Strategy and Local Area Agreement. Help develop the vision and involve others in setting the vision for the Borough

Take an active partnership and leadership role within communities to help promote the principles of Community Cohesion

Help link local Boroughwide issues and action into regional and national priorities

Prompt and regular attendance at LSP Board meetings together with participation in other sub groups and workshops as required

Be fully prepared for all Board meetings

Help to facilitate task groups with Township Forum colleagues to help develop LSP links in local areas.



5 Township Forum (Joint Chair) representative on LSP Board Role Description

Act as a team player by sharing responsibility and ownership for decisions that may not be fully supported by you but are made in the best interests of the whole Borough by the LSP Board.

Qualifications and requirements for a representative at the LSP Board

You must be a current Chairperson of a Township Forum with a commitment to partnership working

An energy and appetite for improving the quality of life and wellbeing of local people across the Borough.

Commitment to make innovative and creative decisions that contribute to a local understanding of best practice and what works.

No formal qualifications required – but you must have an understanding of the wider community and causes of poor quality of life and wellbeing

Confidence to tackle complex information and to ask questions when you do not understand.

Listening and interpersonal skills to make shared decisions that are based on evidence and the needs of the wider community.

You must respect confidentiality and be able to make constructive comments in a non-threatening manner.

Training and development opportunities for LSP Board representatives

The community leadership role and responsibilities of elected members, the community, private and voluntary sector

The work of the Wigan Borough Partnership and its partners including Wigan Council, Police, Primary Care Trust, Wigan & Leigh Housing, Wigan Leisure and Cultural Trust Council

An induction package and ongoing advice will be available to all LSP Board representatives

Estimated Annual Commitment

18 hours to participate in all 6 LSP Board meetings per year.

20 hours to read the information before and after LSP Board and related sessions per year.

12 hours to participate in relevant task and finish groups per year.

6 hours to share information between LSP Board and Township Forum joint chairs both as a group and individually as appropriate



5 Township Forum (Joint Chair) representative on LSP Board Role Description

Benefits of being a representative at the LSP Board

An opportunity to work with senior leaders from key organisations – working together to improve quality of life and wellbeing in Borough

Opportunity to share your time and energy with people who will value and respect what you do and the positive contribution that you make.

Opportunity to represent needs and interests of all Township Forums to key strategic organisations and partnerships

Opportunity to influence the spending of budgets and the improvement of local services across the whole Borough

Opportunity to learn new skills, refine existing ones and to gain a number of formal qualifications that will enhance your education, training and employment aspirations in the future.

Additional Information

Terms of Reference for the LSP Board and the whole of Wigan Borough Partnership are available online at www.wiganlife.com

Contact Information

LSP Coordinator.



Making a complaint

If you want to make a complaint about a member of the Township Forum who you believe has breached the code of conduct, you can do so on the form available from the Township Manager.

You should do this within 10 days of the issue arising.

The Complaint Procedure

Who will deal with my complaint?

The Township Manager will read the form.

If the complaint is against another member of the Township Forum, the Township Manager will forward a copy of the complaint to both Joint Chairs for them to investigate and make a decision on.

If the complaint is against a Joint Chair, the Township Manager will forward the Complaint Form for investigation and a decision to be made by a panel of 3 people drawn from the Forum of Joint Chairs.

How will the complaint be dealt with?

- You and the person(s) complained about will receive a letter within 4 working days of receiving the complaint. This letter will acknowledge that the Township Manager has received the complaint, it will summarise the complaint and advise all parties who will be investigating the complaint.
- The complaint will usually be dealt with in 15 working days of receipt. However, if it is a complex issue it may take longer to investigate. All parties will be kept informed. All parties will be advised in writing of the outcome of the complaint.

If you are unhappy with the way the complaint has been dealt with:

- You should write to the Township Manager within 28 days of the date of the letter advising you of the outcome of the complaint. You should give specific details as to why you are unhappy about the way your complaint has been dealt with. Please mark the envelope in the top front right hand side **Complaint - To be opened by the addressee only** and address it the Township Manager by name.



-
- Within 4 working days of receiving an appeal letter the Township Manager will write to all parties involved in the complaint advising them that an appeal has been lodged, a summary of the appeal and who will be dealing with the it:
 - If the complaint was originally dealt with by the Joint Chairs of the Township Forum, the Township Manager will send your letter along with a copy of your original Complaint Form for investigation and a decision to be made by a Panel of 3 people drawn from the Forum of Joint Chairs.
 - If you are appealing against a decision made by a panel of 3 people drawn from the Forum of Joint Chairs, the Township Manager will send your letter along with a copy of your original Complaint Form for investigation and a decision to be made by the Chair of Wigan Borough Partnership.
 - The appeal will usually be dealt within 28 working days of receipt. However, if it is a complex issue it may take longer to investigate but all parties will be kept informed. All parties will be advised in writing of the outcome of the appeal.
 - The decision of the Chair of Wigan Borough Partnership is final.

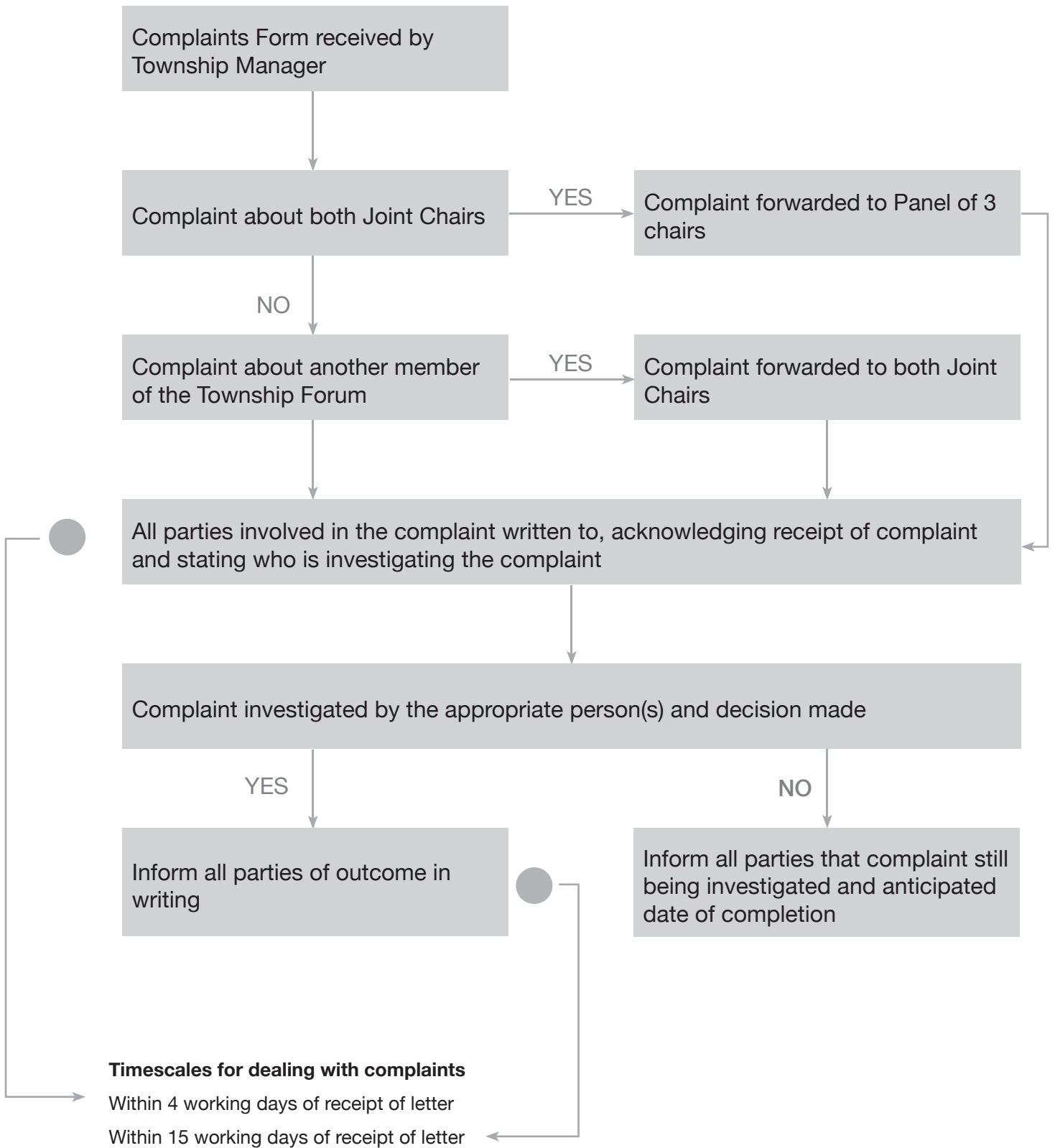
Review of complaints

A record of all complaints will be kept and a summary of the outcomes will be sent to Wigan Borough Partnership board and all Township Forums each year.

Complaint decisions:

All complaint decisions are an internal matter for the Township Forum and the Board of Wigan Borough Partnership and shall not be released to the press.

Complaints procedure



Unhappy with the way the complaint has been dealt with

Write to the Township manager giving specific reasons as to why you are unhappy with the way the complaint has been dealt with within 28 days of the date of the outcome decision letter.

Letter received within 28 days of date of outcome decision letter

YES

Complaint previously investigated by Panel of 3 Joint Chairs

NO

Write to complainant & advise outside time period and therefore process

YES

Forward copy of Complainant Form to Chair of Wigan Borough Partnership to investigate

NO

Forward copy of Complainant Form and appeal letter for investigation by Panel of Joint Chairs

All Parties advised of appeal and summary of reason for appeal

Complainant investigated by the appropriate person(s) and decision made

YES

Inform complainant of outcome in writing

NO

Inform complainant that complaint still being investigated and anticipated date of completion

Inform complainant of outcome in writing (as soon as possible)

Timescales for dealing with complaints

Within 4 working days of receipt of letter

Within 28 working days of receipt of letter

Personal Details

Your name:

Your address:

Your telephone number:

Name(s) of person(s) you are making a
complaint about

Complaint Details

In the space below give the specific details of your complaint, including dates, location(s), along with name(s) and contact details of any witness(es). Continue on a separate sheet if need be.



Office use only

Date received by TM:

Date copy sent to Joint Chairs:

Date referred to Panel of Chairs:

Date referred to Chair of WPB:

Date decision made:

Date of Appealed decision:

Final Decision:

Township managers

Darren Barton - 01942 486 774
Wigan South & Orrell, Billinge, Winstanley

Andrew Sharrock - 01942 486 648
Leigh, Golborne & Lowton

Malcolm Coe - 01942 486 643
Hindley, Abram & Ashton, Bryn,
Atherton & Tyldesley, Astley

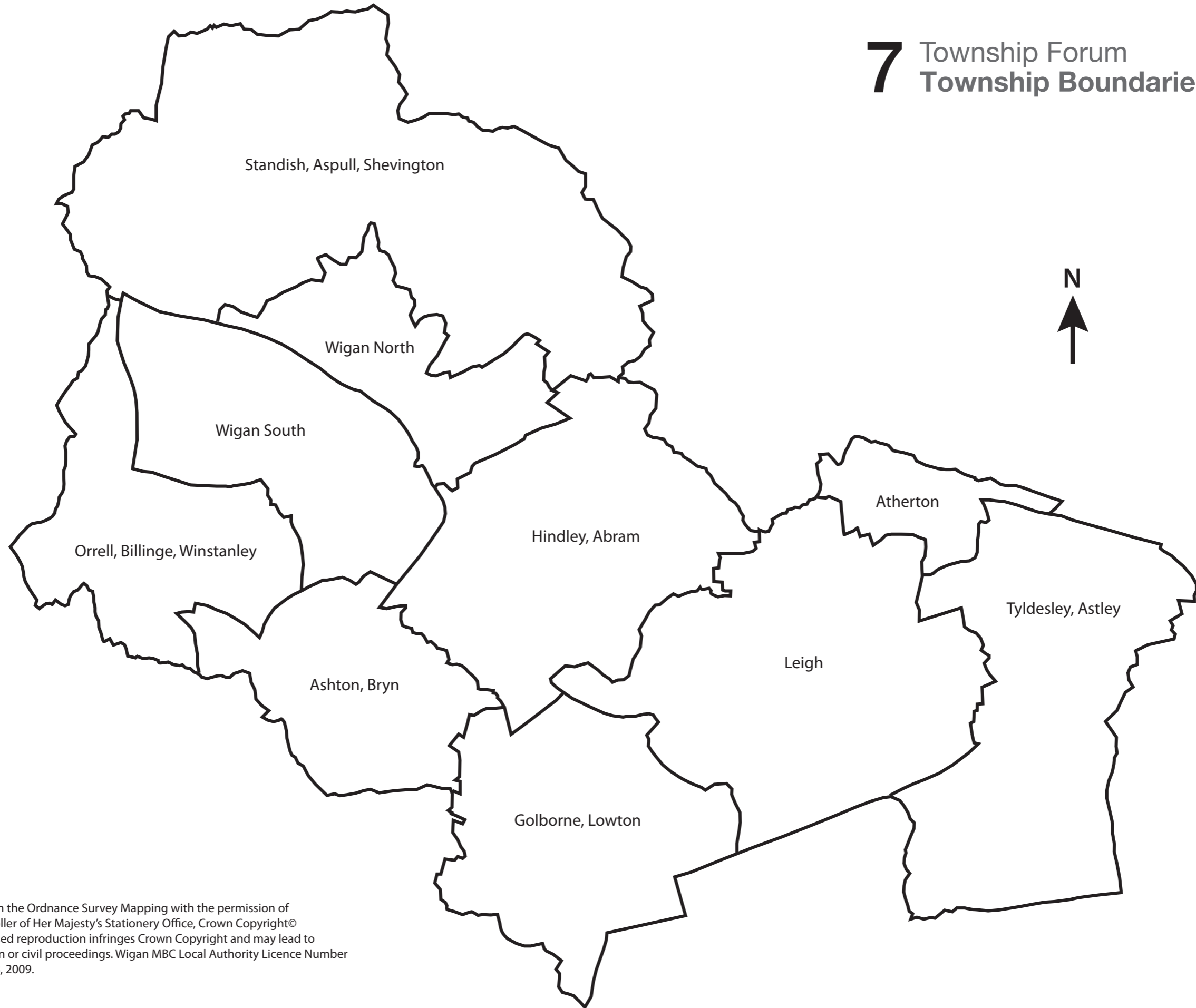
Elaine Wystawnoha - 01942 486 764
Wigan North & Standish, Aspull, Shevington

Please return your form to:

Community Engagement Team, Neighbourhood Division, Environmental Services Department
Unity House, Westwood Park Drive, Wigan, WN3 4HE



7 Township Forum Township Boundaries



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100019578, 2009.