

# One Wrexham Charter of Belonging

## Background to the Charter

Community cohesion lies at the heart of a safe community. It is delivered by creating strong community networks, based on the principle of equality, trust and respect for local diversity, and nurturing a sense of belonging and confidence in local people. As part of the ongoing work to achieve community cohesion, the Council is inviting its key partners to publicly affirm their commitment to the principles contained within the “One Wrexham” Charter.

## What is the ‘One Wrexham ‘ Charter?

It is a simple certificate setting out a statement of values and commitment. It will provide an opportunity for local schools, colleges, businesses, support organisations, voluntary and community groups, residents associations, play groups and faith communities to join public bodies and agencies to make a positive statement against the unfair treatment of anyone whilst acknowledging their own role in making Wrexham a welcoming and safe place for everyone.

## How will the Charter be publicised?

The Council is developing a publicity plan to make sure everyone in Wrexham knows about the Charter and that recognition and respect for diversity are fundamental principles for organisations that want to make a positive difference to the future of Wrexham County Borough. The publicity plan includes:

- Posters and press articles
- Launch event for signatories to which you will be invited
- Large public event to launch One Wrexham – we will send you details of this

## How can organisations sign up to the Charter?

Interested parties can simply “sign up” provided they meet simple criteria and make a commitment to delivering the aims of the Charter– these are detailed on the application form.

Once you have completed and returned the pledge form your organisations details will be added to our database and will send you information about One Wrexham and the One Wrexham Charter Network.

There are three separate application forms which set out slightly different requirements for each sector - one for the community and voluntary sector, one for public bodies and one for the business and private sector. This ensures a proportionate response for each sector and reflects the varying legal responsibilities, expectations and available resources of each sector.

Commitment to the Charter lasts for two years after which you will be invited to reapply and reaffirm your commitment, celebrate progress and any achievements you have made through the Charter.

Each year you will be asked to report on your progress and achievements. This is also an opportunity for each organisation signed up to the Charter to raise any concerns, ideas and suggestions they may have.

Wrexham County Borough Council will publish an annual report on achievements and outcomes of the One Wrexham.

#### How will the Charter help promote Community Cohesion?

It will provide an opportunity to develop a shared understanding of the importance of diversity with partner agencies and with the public. It will also help us to establish a base from which to deliver other planned cohesion activities e.g. an anti race hate campaign.

One of the aims of the Charter is to raise awareness of the diverse nature of the people of Wrexham aiming to promote a sense of belonging and shared values. The Charter helps to promote a sense of working together to remove unfairness and promote respect and equality for people regardless of their race, gender, age, sexual orientation, religion or belief or if they have a disability.

#### Are there any specific responsibilities for organisations adopting the Charter?

In signing up to the One Wrexham Charter your organisation is making a commitment to improve the quality of life for the diverse communities of Wrexham and to playing your role in delivering a cohesive Wrexham.

As a member of the One Wrexham Charter you will be expected to:

- share good practice with via the One Wrexham Charter Network
- make progress in promoting equality and addressing diversity
- review your organisational ways of working including looking at your policies and practices
- ensure your services are as accessible and inclusive as possible
- support staff and people working within your organisation or group to develop skills and understanding of diversity to promote inclusion and promote equality
- challenge discrimination and unfair practices
- display the On Wrexham Charter and promote awareness of its aims

## One Wrexham Charter Network

Once you have signed up to the Charter you will automatically become part of the One Wrexham Charter Network.

Wrexham County Borough Council will retain your details on our data base and will periodically send you out information and updates. You will also be invited to attend meetings and events to keep you in touch with what else is happening as part of "One Wrexham" and share your experiences with other organisations signed up to the Charter.

Through the One Wrexham Charter Network there will be access to support and advice to help you develop your approach to equality further and information. For example AVOW will provide specialist support to the community and voluntary sector, and Wrexham County Borough Council will support the One Wrexham Network by arranging learning and networking events and meetings.

### What happens if someone complains?

Complaints can be made in writing, via email, in person or via the telephone directly to the organisation they are complaining about or to Wrexham County Borough Council. (Contact the Equality Manager, Celia Gibson 01978 292808)

The following guidelines cover all complaints made in relation to the One Wrexham Charter.

### **Where a complaint is made directly to an organisation that has adopted the One Wrexham Charter:**

The recipient organisation will deal with the complaint in accordance with its own policy. Where there is no formal policy in place the following guidelines provide a framework for handling the complaint:

- Acknowledge receipt of their complaint by writing to the complainant within 7 days
- Investigate the complaint fully
- Aim to send a full response to the complainant within 14 days
- Keep the complainant informed of progress especially if there is any likely delay in sending a full reply
- Advise Wrexham County Borough Council's Equality Manager of the complaint and supply a copy of the complaint and your reply within 21 days

Complaints and customer feedback will be used to inform continual improvement within the organisation

**Where a complaint is made to Wrexham County Borough Council about an organisation that has adopted the One Wrexham Charter:**

The Council will liaise with the organisation the complaint concerns to resolve the issue.

Where a complaint is upheld Wrexham County Borough Council reserve the right not to renew the One Wrexham Charter award for that organisation. However, every effort will be made to use the complaint to improve services and the way they are delivered.



**‘ONE WREXHAM’  
THE CHARTER OF BELONGING TO WREXHAM  
PLEDGE FORM**

On behalf of the organisation named below I pledge our support for One Wrexham and the values outlined in the Charter. I understand that this form does not constitute a legally binding document but rather, it is a pledge of our ongoing commitment to promoting equalities and respect for diversity. I confirm that we are happy for this commitment to be made public and for our organisations name to be used in One Wrexham publicity material.

**Our commitment:**

- We will reaffirm what we have in common and what unites us: a wish to live in peace and security together, to have a decent standard of living and a fair share of resources, to have equal chances in life and enjoy good health;
- We will celebrate all that is good about Wrexham County Borough, the richness of its Welsh heritage, cultural traditions, beliefs, distinctive neighbourhoods, and the energy, character and diversity of its people;
- We recognise and support the equal rights of everyone in Wrexham County Borough;
- We reject any form of prejudice, bigotry, blame-casting or violence, and;
- At all times, in all that we do, we will work to build bridges of understanding, friendship, neighbourliness and mutual respect between all those people who belong to Wrexham County Borough.

Name of organisation .....

Name of signatory .....

Designation of signatory .....

Address .....

..... Post code .....

Telephone number .....

Name and telephone number of contact for correspondence [if different from above] .....

***Thank you for completing this form***

**Please return this form to:**

Gill Grainger  
Community Cohesion Co-ordinator  
Wrexham County Borough Council  
Lambpit Street  
Wrexham  
LL11 1AR

For further information on One Wrexham please contact Gill Grainger on:

01978 292535, or

[www.gillian.grainger@wrexham.gov.uk](mailto:www.gillian.grainger@wrexham.gov.uk)

