

## Shropshire Hills AONB Partnership Membership Accord



### **The AONB Partnership, through the AONB Team, undertakes to:**

- keep partners informed of the work of the Partnership, and of how money is spent.
- seek to foster relationships and common understanding with partners through personal contact as well as through written communication and organised meetings.
- ensure that there is a need and clear purpose for meetings, and ensure that good organisation prevents people being inconvenienced.
- prepare for meetings with agendas and supporting information to make the best use of everyone's time, and circulate these at least a week in advance for formal meetings.
- promptly circulate appropriate and accurate minutes or notes of meetings.
- outline as clearly as possible what we hope to achieve through particular areas of work, and seek to meet the realistic expectations which others have of us.
- acknowledge the support that people give, either through their professional or personal time, or through their knowledge, skills and efforts.
- provide appropriate support, recognition and training to volunteers who work for us or on our behalf.
- make grant claims to funders according to the timescales and conditions they require.
- offer training to Partnership members on the background to AONBs.

### **The Partnership in addition undertakes to meet the following customer care quality standards:**

- Staff will be courteous and helpful. Where we are unable to assist anyone making enquiries or to offer a grant, we will explain why and seek to suggest alternative sources of assistance.
- We will take account of the abilities of people we deal with, and adapt our services as reasonably practicable to allow for this.
- We will respond to telephone, letter, email or fax enquiries within ten days.
- We will assess and pay grants as quickly as possible. Any forms will be clear and as simple as possible. Grant conditions will be as simple as required.
- We will pay invoices promptly and give priority to following up enquiries from creditors.

### **Members of the Partnership undertake to:**

- promote the conservation and enhancement of the natural beauty of the AONB and champion the vision set out in the AONB Management Plan;
- contribute knowledge, expertise and experience to the work of the Partnership;
- support and play a full and active part in the work of the Partnership in fulfilling its roles and responsibilities as set out in the Terms of Reference;
- assist the Partnership in achieving an independent and apolitical profile in the performance of its functions;
- attend Partnership meetings whenever possible and, if no longer able to attend meetings on a regular basis, to step down from the Partnership or to seek another representative from their organisation.
- read and consider Partnership papers in advance of meetings;
- recognise the validity of other members' views and accept joint responsibility for the decisions of the Partnership once made;

### **Organisations belonging to the Partnership undertake in addition, to:**

- keep the Partnership informed of their work relevant to the AONB.
- be prepared to adjust their activities and work with others to improve co-ordination of activity in the AONB.
- report back to their organisation on the work of the Partnership, and bring to the Partnership or AONB Team appropriate and relevant updates and information.