

REDCAR & CLEVELAND COMPACT

Working Together in Partnership

A Shared Commitment to Building a Better Borough:

A **Compact** way of working in Redcar & Cleveland

Our Shared Vision

We want Redcar and Cleveland to be:

- a great place for people to live
- a great place to visit, shop and have fun
- and a clean green place to work and invest & learn

by working together in Partnership we will deliver these outcomes

Working Together in Partnership

- To improve our relationships for mutual advantage and community gain.
 - To establish a framework to do things together that makes a difference for local people.
 - To identify gaps and duplication to ensure resources are better used to deliver outcomes and innovation and best practice is shared and all are better informed.
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A Living Document

- An agreement about the way we work together between local public bodies and voluntary organisations and community groups.
 - The Compact is a way of working that respects, values and recognizes each other's contribution.
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Our Shared Values

- Trust and confidence
 - Mutual understanding and respect
 - Openness and transparency
 - Accountability and integrity
 - Leadership and common purpose
 - Listening and good communication
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An Agreement and a Commitment

- To make it clear what we can expect from each other.
 - To agree how we will behave and work together to build positive relationships and effective engagement.
 - To help us all to understand how it applies to us and how we can meet our commitments at individual, organisational and partnership levels.
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Our Joint Beliefs and Principles

- There is added value in working in partnership towards common aims and objectives.
- An independent and diverse voluntary and community sector is fundamental to the well-being of society.
- Public partners, the voluntary and community sector (third sector), have distinct but complementary roles.
- Meaningful consultation builds relationships, improves policy development and enhances the design and delivery of services and programmes.
- Common to all partners is the need for integrity, objectivity, accountability, openness, honesty and leadership.
- Third sector organisations are entitled to campaign within the law in order to advance their aims.
- Funding can be an important element of the relationship between public partners and the third sector.
- All partners acknowledge the importance of promoting community cohesion and equality of opportunity for all regardless of race, age, disability, gender, sexual orientation or religion and or belief.

Who is our Compact for?

It is for all the public sector bodies and all voluntary organisations and community groups whether funded or not

REDCAR
& CLEVELAND
PARTNERSHIP

What's in it for us?

Public Bodies

Boosting service quality, inspection ratings, relationships, partnership effectiveness, involvement in achieving top local priorities in order to invest and deliver the outcomes that are relevant to local people.

Third Sector

Having enabling and supportive local public bodies that value the difference you make with communities and that recognise your knowledge and expertise, and understand how you work.

What should we expect from our Compact?

- Public bodies and the third sector to work together easier, quicker and better.
 - Continuous significant relationship improvement.
 - Our Compact is relevant to all levels of engagement.
 - Our Compact is to deliver wins.
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A Compact way of working together in partnership

Our Compact helps us get it right together rather than wrong alone.

It means when local public bodies are developing an idea, project, policy or consultation proposal that together we have a framework and agreed codes of practice to work to for better outcomes.

Our Compact Codes

Our 5 codes have been agreed so that we have a shared understanding of our relationships in practice.

Funding and Commissioning

Volunteering

Consultation and Engagement

Equalities and Diversity

Community Groups & Neighbourhoods

A Compact way of working..?

Yes - Our 2 local Just the Ticket conferences have informed public sector partners of the priorities of local disabled citizens. We have avoided consultation fatigue by working with all public bodies to join up the dots and deliver cross cutting outcomes that have begun to break down the barriers that marginalise disabled people. Through the Redcar and Cleveland Partnership, third sector partners have coordinated this pan disability and pan public partnership approach and have helped to move beyond mere consultation to real engagement.

No – Recently in a local workplace, staff were left feeling vulnerable and unprepared when their contract manager arrived with an inspection team. Staff had no prior warning of this and were angry and offended at the lack of consultation and engagement by Management and the obvious lack of value of the management team in the staff by failing to communicate such a significant event to them.

What if things go wrong?

We need to develop and agree ways to seek remedies and have clear information about mediation to resolve disputes.

For further information please contact:

LSP Support Team
Chief Executive's Department
Redcar & Cleveland Borough Council
1st Floor
Town Hall
Eston
TS6 9AR
Tel: 01642 444018 Email: partnership_lsp@redcar-cleveland.gov.uk

Jargon Buster

Accountability

Means by which individuals and organisations report their actions and are answerable to others for what they have done.

BME

Black and Minority Ethnic voluntary and community organisations and groups. This is the preferred term of BME groups – although it is best used in full. These groups are often insufficiently involved in the Local Compact process.

Community Cohesion

Community Cohesion is what the Government calls promoting greater knowledge, respect and contact between various cultures, and establishing a greater sense of citizenship. Further information can be found at <http://www.homeoffice.gov.uk/comrace/cohesion>

Community Group

A group of people with a common cause, often neighbourhood-based but may focus on a single issue for campaigning or self-help. Community groups are likely to be small, local, informal, unfunded and volunteer-run rather than employing staff. The blanket term for these groups is the community sector, which forms by far the largest part of the voluntary and community sector and whose involvement in Local Compacts is crucial to making these work.

Compact-proofing and branding

A process is called Compact-proofing that checks that a draft policy paper or a document to be published complies with the Compact (or Local Compact) and makes meaningful references to it. Where a publication is even more associated with a Compact (e.g. it may be an initiative that has emerged out of the Compact) then it may be appropriate to brand it with the official Compact logo.

Compact way of working

"A Compact way of working should be the normal way of doing the business," - Former Charities Minister Fiona Mactaggart. The Compact means more than just a written agreement laying down what we expect each other to do. It is about building relations that change how partners behave, engage and work together. Programmes that are jointly designed (e.g. futurebuilders) or partnership boards that demonstrate that all are treated equally show a commitment to getting it right together for mutual advantage. That is a Compact way of working.

Diversity

This can refer to the huge variety of organisations in the sector arising from their scale, location and what they do or to society generally in relation to people having different social and cultural backgrounds, languages and beliefs, etc.

Governance

The systems and processes for how an organisation is run, including how it conducts its business. Local Compacts include a standard sector commitment to good governance and also support the governance of partnership boards.

Local Strategic Partnership

The top partnership body – often known as the LSP or the town name partnership – that now exists in just about every area but which is a must for neighbourhood renewal areas. It brings together key partners from the public voluntary and community sectors including faith groups. It is responsible for producing the Community Strategy and should provide leadership for Local Compact development.

Procurement

Acquisition of goods and services from third party suppliers under legally binding contractual terms. Such acquisitions are for the direct benefit of the contracting authority, necessary for the delivery of the services it provides or the running of its own business. Most Procurement from the voluntary and community sector is for the delivery of services nationally and locally and is procured from government.

Quality standards

A set of statements about the quality of a service that can be verified and measured as part of monitoring and evaluation processes.

Resources

Time, people, money, premises, equipment, etc.

Sector

Within the context of Compact documents, “sector” on its own always refers to the voluntary and community sector (although in general usage it is more widely applied, as in private sector, statutory or public sector).

Stakeholder

Person or group that has a vested interest in, and is potentially able to influence, the work of an organisation or the delivery of a service.

Statutory Bodies

Organisations created by Acts of Parliament which define their powers and duties.

Undertaking

Commitments or promises that each side makes to the other, or jointly, in a Compact, that are implemented by the signatories and when breached can be remedied through compliance mechanisms.

Voluntary Organisations

Voluntary Organisations exist for their self-defined purpose and are not set up by law. They are independent and range from large service providers and registered charities to small groups and clubs that may not be formally constituted, and which between them cover the entire range of activities and policy areas. They include faith groups, black and minority ethnic, refugee and asylum seeking groups, and tenants and residents associations. They may or may not use volunteers.

Voluntary and Community Sector

The voluntary and community sector is the collective name for all the voluntary and community organisations. This term was mutually agreed following extensive consultation on the draft national Compact and replaces other terms such as just the voluntary sector (which excludes the majority) or third sector (which some see as suggesting third rate) or Non-Profit Sector (which obscures the right to make a surplus on contracts) or part of the Independent Sector (which is confusing).

Volunteer

Someone performing a service without payment (except expenses) or coercion

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Summary Code of Practice on Volunteering

Introduction:

The Redcar & Cleveland Compact is a set of principles within which the public, voluntary and community sectors agree to work.

Key Principles:

- Volunteering must be the result of a free choice by the volunteer.
- Volunteering must be open to everyone & cost neutral.
- Volunteers must receive training & recognition to make their contribution worthwhile.
- Volunteers should be publicly recognised.

Public sector partners undertake to:

- Check all proposed legislation and regulations for potential impacts on volunteering.
- Work to eliminate current barriers, including funding barriers to volunteering.
- Increase awareness of the value of volunteering and promote opportunities to volunteer.
- Encourage better practice in recruiting and managing volunteers
- Gather better data on volunteering.

The voluntary and community sector undertakes to:

- Improve the management and recruitment of volunteers.
 - Give better training and support to volunteers.
 - Help volunteers find appropriate roles.
 - Give thanks and recognition to their volunteers.
 - Promote the benefits of volunteering.
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Summary Code of Practice on Community Groups & Neighbourhoods

Introduction:

The Redcar & Cleveland Compact is a set of principles within which the public, voluntary and community sectors agree to work. Community Groups and Neighbourhoods include emerging unconstituted and locally based groups.

Key Principles:

- Community groups have a particular perspective that can be different and distinct from the wider voluntary sector.
- Consultation with community groups will be more effective if there is more time for response, easily accessible information, and financial support to enable more people to participate.
- Community Groups, through their work in supporting individuals and communities at neighbourhood level, help to build social capital, foster community cohesion and enhance local democracy.
- Community groups should be resourced to play a bigger part in service planning and delivery.

Public sector partners undertake to:

- Give community groups better access to information.
- Take account of the sector's need in policy and service development and delivery.
- Help community groups to access funds and encourage community ownership of assets.
- Involve groups in building community sector infrastructure.

- Encourage the involvement of community groups in developing local community strategies.
- Be aware of the impact of new regulation on community groups and try to keep it in proportion.
- Encourage greater use of community facilities by community groups.

The community sector undertakes to:

- Monitor and evaluate its own resources
- Encourage partnership working and involve the local community wherever possible.
- Be open about the interests of the community they speak for. (both communities of place and communities of interest)
- Channel information to and from the community to improve communication and to build social capital.

The wider voluntary sector undertakes to:

- Enable a diversity of community groups to be heard and supported
 - Consult and engage with the community sector and try not to speak for it
 - Break down the barriers to community sector involvement in planning and policy development
 - Be open about the different interests within the wider sector and about potential conflicts of interest
 - Involve community groups in organisational management and planning
 - Encourage community group members to take on leadership roles
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Summary Code of Practice on Consultation and Engagement

Introduction:

The Redcar & Cleveland Compact is a set of principles within which the public, voluntary and community sectors agree to work.

Key Principles:

- Planning and consultation should start early, right from the policy design stage and there should be clarity about what areas are open to change, and any potential impact on individuals and communities.
- Information should reach those most affected and we should all work to reach and engage with these communities.
- Written materials should be clear, concise and written in plain English and be available through a variety of formats and languages.
- Maximum participation should be encouraged through accessible and varied consultation methods, and recognised by all partners as an ongoing process.
- Consultations should be announced in advance to maximise opportunities for responding and to allow sufficient time allowed for responses.
- All feedback should be analysed and communicated to all involved and promoted widely.

Public sector partners undertake to:

- Talk with and involve the voluntary and community sector as soon as planning begins.
- Produce clear and concise consultation documents.
- Give enough time for communities to respond (generally a minimum of 12 weeks) and in line with any statutory requirements.
- Ensure the diverse needs and interests of all are taken into account.
- Review all feedback and take the results into account in future planning.
- Be open with communities about the findings and the reasons for decision.
- Coordinate consultation activities to avoid duplication and consultation fatigue.

The voluntary and community sector undertakes to:

- Work together to ensure effective responses to consultation.
 - Consult and engage with their stakeholders directly whenever possible.
 - Provide clear and objective information to partners.
 - Ensure the diverse views of all communities are reflected in responses.
 - Encourage their organisations and groups to provide their own responses.
 - Publicise the results of consultation as widely as possible.
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Summary Code of Practice on Equality and Diversity

Introduction:

The Redcar & Cleveland Compact is a set of principles within which the public, voluntary and community sectors agree to work.

Key Principles:

- Equality and diversity should be embedded in all our work and difference respected and routinely anticipated.
- We recognise the many barriers that people experience and will work to eliminate these in order to promote cohesion and inclusion for all including seldom heard communities.
- We will take account of the impact of our work and its outcomes to lessen the barriers and underrepresentation experienced by: rural and social isolation; service users and carers; disability; gender and sexuality; religion, faith and belief; young people; older people; black and minority ethnic communities; asylum seekers & refugees; gypsies and travellers and socially and financially excluded people.
- We will inform our work valuing people as 'experts by experience' in their own lives and we will celebrate diversity.

Public sector partners undertake to:

- Ensure that any review of policies, planning and developments includes evidence from, and the active involvement of, all communities to ensure that no particular group is disadvantaged by existing practice.
- Review Equality and Diversity Policies as required and in the light of impact assessments.
- Increase the accessibility of services for all.
- Develop learning and development support for all through joint initiatives and shared training opportunities.

The voluntary and community sector undertakes to:

- Ensure that any review of policies, planning and delivery includes evidence to ensure that no particular group is disadvantaged by existing practice.
 - Develop and adopt an Equality and Diversity Policy or statement, as appropriate.
 - Maximise communication and access as appropriate to the size of the organisation.
 - Share training opportunities.
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Summary Code of Practice on Funding & Commissioning

Introduction:

The Redcar & Cleveland Compact is a set of principles within which the public, voluntary and community sectors agree to work.

Key Principles:

- Focus on outcomes – the achievement of outcomes should be used as a key indicator of the success of funding.
- Simplicity and proportionality – processes are as simple as possible and in proportion to the amount of money involved.
- The procedure should be as consistent & simple as possible and partners should ensure the process is as accessible as possible to ensure delivery.
- Timeliness – allowing time for planning, decision making and action so they have real effect.
- Transparency and accountability to allow for awareness of and informed decisions making about commissioning and funding opportunities and spending priorities.
- Discussion and dialogue to build trust and overcome problems before they impact on the delivery of outcomes.
- Empathy – understanding each other's needs and requirements should help avoid problems and help achieve outcomes.

Public sector partners undertake to:

- Provide whenever possible an opportunity for the voluntary and community sector to contribute to commissioning priorities and service design.

- Ask for information on application forms that is relevant to deciding who will receive funding or be awarded the contract.
- Discuss risks up-front and place responsibility with the public sector body or voluntary and community organisation best able to manage them.
- Respect the independence of the voluntary and community sector.
- Recognise it is legitimate for voluntary and community organisations to include the relevant element of overhead costs in their estimates for providing a particular service.
- Make payments in advance of expenditure to minimise risks and enhance sustainability.
- Implement longer term funding arrangements when these represent good value for money in achieving outcomes. Be proportionate in monitoring requirements and to focus on outcomes.
- Consider joining-up or standardising monitoring requirements; and be clear and give enough notice of the end of grants or contracts.
- Include community benefits (social clause) in service specifications and tender and funding evaluation criteria where these are relevant and will add value.

The voluntary and community sector undertakes to:

- Respect confidentiality and to be clear about whom they represent, where they get and how they came to those views when consulted on service design.
- Make sure that they are eligible when seeking resources.
- Have clear lines of accountability in single organisation delivery and joint delivery initiatives.
- Agree terms of delivery at the outset and be aware of the risks for which they are responsible.
- Have good systems in place to manage finances and funded projects and account for them in order that they are honest and transparent in reporting.
- Plan ahead for different situations to reduce any potential negative impact on both beneficiaries and the organisation if funding ends.