



Compact with the Voluntary Sector in Perth and Kinross



PERTH & KINROSS
COMMUNITY PLANNING PARTNERSHIP
COMPACT WITH THE VOLUNTARY SECTOR

INTRODUCTION

A COMPACT is an agreement or concordat between two or more parties. It is a simple statement of broad principles which underpins partnership working and provides the basis for further developing approaches for joint working.

A COMPACT generally covers the main points of the agreement between the partners and their shared objectives and aspirations. Its purpose is to strengthen the relationship between the partners and increase their understanding of how the public and voluntary sector work.

COMPACTS can help build effective local relationships between local authorities, other public sector bodies and the voluntary sector, and therefore the communities in Perth and Kinross.

There is already a strong ethos of partnership working across organisations in Perth and Kinross to address key strategic and service delivery issues and it is hoped that having a COMPACT will strengthen and further develop this ethos.

The development of a COMPACT has been supported and endorsed by the Community Planning Partnership with the aim to provide a framework for working in partnership when delivering high quality services for local people and communities.

THE SIGNATORIES* TO THE COMPACT ARE;

Perth & Kinross Council

NHS Tayside - Perth & Kinross Community Health Partnership

Perth & Kinross Association of Voluntary Services

Tayside Fire and Rescue

Perth College

Tayside Police

*Within the document the signatories will be referred to as Community Planning Partnership

COMPACT AIMS AND OBJECTIVES

- Improve communication, common understanding, collaboration, trust and respect between the voluntary sector and public sector organisations across Perth & Kinross
- Set a framework for effective consultation, representation and partnership working including agreeing definitions, shared values and joint and distinct undertakings.
- Set out the principles for developing working relationships between the voluntary and the statutory sector.

All Partners recognise the value of:

- the COMPACT being central to our efforts in making sure that the needs of the diverse communities that constitute Perth & Kinross are valued and met
- sharing the common objective of working for the benefit of the communities of Perth & Kinross through the provision and delivery of high quality, accessible services.
- the diverse and unique roles of the voluntary sector and public services in delivering these services
- voluntary action undertaken by individuals and organisations as being fundamental to the development of a democratic and socially inclusive society.
- the essential and significant contribution that each sector can make towards improving the quality of social, economic and environmental well being in Perth & Kinross
- the diversity within the voluntary sector in relation to size, resources, membership and different working practices, and the strength this brings

All Partners agree to:

- listen to each other and respond constructively
- respect the knowledge, skills, experience and ability held in each sector
- increase community involvement and participation through supporting volunteering activity.
- identify, develop and promote good practice.
- work together with accountability, honesty, leadership, integrity, objectivity and transparency.
- represent information fairly and respect confidentiality where required
- work within an ethos that encourages the resolution of conflict with an agreed process for breakdowns in negotiation
- work towards relationships in which all partners are equally important
- work together to gather information that demonstrates the impact of the COMPACT on the social, economic and environmental well being of Perth & Kinross, and to disseminate this information annually.

The voluntary sector in partnership with the public sector, agree to:

- Work to agreed quality standards, covering a wide range of agreed activities within agreed governance and accountability arrangements
- Make best use of support services available through the infrastructures of partner organisations.
- Acknowledge and respect the responsibilities and constraints placed on the public sector, either through legislation or central or local government directives and performance indicators.
- Recognise the democratic responsibility of all partners to balance the needs of everyone in Perth and Kinross in working within available resources

The statutory sector in partnership with the voluntary sector, agree to:

- Whenever possible develop long term policy about support and investment in voluntary sector activity.
- Acknowledge and support the independence of the local voluntary sector to determine and manage its own directions, policies and philosophies.
- Acknowledge the expertise of the voluntary sector to contribute to policy development, representing the views of their stakeholders, irrespective of any funding relationship that may exist.
- Recognise the breadth of knowledge and ideas within the voluntary sector and to value and utilise these resources when developing policy, strategy and service delivery.

CODES OF PRACTICE CONTAINED WITHIN THE PERTH & KINROSS COMPACT

A Code of Practice is an agreed set of rules according to which the organisations within the COMPACT are expected to behave. The following have been agreed as the Codes of Practice that will be contained within the Perth & Kinross COMPACT.

1. CODE OF PRACTICE ON INFORMATION AND COMMUNICATION

AIM

Raise awareness of information held by each sector through building knowledge and understanding between partners covering all aspects of communication.

SHARED PRINCIPLES

All partners recognise the value of accessible information and communications to:

- Support and empower communities to take collective action about issues that affect them and influence policy decisions about how services are delivered.
- Inform users and beneficiaries of the range of services available and enable them to exercise choice.

- Avoid duplication of effort and maximise resources by sharing information between different departments, projects, organisations and sectors.
- Promote access to and use of new technologies for all.

The voluntary sector in partnership with the statutory sector, agree to:

- Encourage volunteers, members, trustees and employees to participate in training to raise skills in information management, public relations, communication and new technologies.
- Support infrastructure organisations and networks which raise the profile of the community's needs and interests
- Work collectively and contribute to sector wide newsletters, networks, email groups and websites to maximise information exchange.
- Work to recognise standards to implement quality throughout information and communication work.

The statutory sector in partnership with the voluntary sector, agree to:

- Raise the profile, internally and externally, about resources such as funding, equipment and advice that are available to support the Community and Voluntary sector.
- Improve skills and build the capacity of officers in relation to good practice information and communications.
- Provide contact details for people who have a specific role to liaise with and support the Community and Voluntary sector, with an explanation of services offered.

- Provide access to information describing their organisational structure, priorities and strategic plans and provide a clear explanation of their decision-making processes.
- Improve access to minutes of public meetings, reports and other public documents addressing barriers for excluded communities.

2. CODE OF PRACTICE ON COMMUNITY ENGAGEMENT

AIM

To work towards the development of a Perth & Kinross Community Engagement Strategy which will be committed to by the Perth & Kinross Community Planning Partnership and contains shared standards and values.

SHARED STANDARDS AND VALUES COMMITTED TO BY ALL PARTNERS

A. PLANNING AND RESOURCES

Clarity of Purpose

Before beginning any engagement activity, we will be clear about why it is happening, what we want to achieve, which engagement activity we will use, who we are seeking to engage with. How the information gathered through the engagement activity will be used and what the benefit of being involved will be. The National Standards of Community Engagement will be used in any engagement activity.

Evidence Base

We will use all available research, knowledge and community intelligence to help us plan engagement activities. We will not carry out engagement activities if the information we need is already available.

Timing

We will allow sufficient time to design and carry out engagement activities that are inclusive and encourage participation from all relevant stakeholders. We will also allow sufficient time to ensure that the results of engagement activities can shape our policies, plans and services and that we can 'test back' with communities what they have told us. When timing for activity is set for us by another, for example, national government, we will clearly communicate this to participants.

Resources

We will plan engagement activity carefully in the light of what that activity seeks to achieve and in the context of available resources and will communicate any constraints clearly and timeously.

We will recognise the need to resource practical support that helps people to be involved.

B. COMMUNICATION AND PARTNERSHIP WORKING

Communication

We will always be open, honest, and accountable when sharing information and responding to contributions from all participants. All communication will be jargon-free and relevant to the intended audience. We will seek to use a wide range of methods to maximise the opportunity for communication between communities and partners. We will clearly communicate how participants can seek redress if they are unsatisfied with the process. We will also communicate between partners to create joined-up engagement activities and avoid duplication of effort.

Partnership

We will work in partnership with other organisations when and where they have additional or greater expertise, knowledge or experience about engaging with specific communities, with particular recognition of the knowledge and expertise of the Community and Voluntary sector. The independence of the Community and Voluntary sector will be respected and recognised in all partnership working.

Quality

We will work to ensure that staff responsible have the skills and capacity to achieve high quality engagement. Equally, we will work to ensure that communities have the opportunity to develop their skills and capacity to engage, if they wish.

Accessibility

We will support a variety of engagement activities to reflect the diversity of our communities. We will be flexible and responsive to the ways that the community wants to engage with us. We will recognise the need to make engagement both formal and informal at different times and for different people and purposes. We will provide practical support to help overcome barriers to engagement that some individuals and communities may face, particularly

vulnerable and seldom heard groups in order that they are represented in all community engagement activity and not just single issue activity.

C. FEEDBACK AND LEARNING

Feedback

We will provide feedback to the community about the engagement activities we carry out and will explain how the community's input contributed to the decision-making process. We will explain how and when we will provide feedback to the community at the same time as we carry out the community engagement exercise. We will also make the feedback as widely available as possible.

Monitoring and Review

In partnership with stakeholders, we will monitor and review the engagement activities we carry out to ensure that all sections of the community have the opportunity to engage should they choose to, particularly those whose voices that are often not heard, and change our practices accordingly. We will learn from our own practice.

3. CODE OF PRACTICE ON WORKING IN PARTNERSHIP

AIM

To ensure that Partners work well together by acknowledging the strengths that each member brings to the Partnership and to raise awareness and build knowledge and understanding between sectors about working in partnership.

SHARED PRINCIPLES

Is based on an understanding of representation, accountability and methods of participation appropriate to, and clearly defined by, each sector.

Provides a mechanism which enables partners to listen to, learn about and value different ways of working.

Identifies joint objectives whilst recognising the operational autonomy of all partners.

Creates strategies that deliver better services and incorporate cross sector knowledge and skills.

Develops and disseminates organisational codes of practice on the roles of representatives, members and officers.

The voluntary sector, in partnership with the statutory sector, agrees to:

Improve mechanisms within the Community and Voluntary sector that support participation, representation and accountability.

Work collectively to identify its common and minority interests, priorities, strengths, potential resources and needs.

Encourage volunteers, members, trustees and employees to participate in training to improve understanding of how the statutory sector operates.

Provide information, support and training to help representatives and partners clarify when they speak which methods were used to collect views and whether they are based on consultation and/or accumulated experience and knowledge.

The statutory sector, in partnership with the voluntary sector, agrees to:

Respect the legitimacy of representatives to speak on behalf of their sector.

Encourage officers and members to participate in training to improve understanding of how the Community and Voluntary sector operates.

Acknowledge the contribution of the Community and Voluntary sector in decision-making about policy and service development as appropriate.

Recognise that the Community and Voluntary sector needs to be appropriately represented on strategic partnerships.

Provide information, support and training to help representatives and partners clarify when they speak which methods were used to collect views and whether they are based on consultation and/or accumulated experience and knowledge.

4. CODE OF PRACTICE ON VOLUNTEERING

There is an expressed commitment to the involvement of volunteers, and recognition by all Partners that volunteering is a two-way process, which benefits volunteers and organisations. All Partners recognise that volunteers play a strategic role in helping their organisations meet the needs of local communities.

AIM

- To enable and support more people across Perth & Kinross to get involved in voluntary activity, strengthening local communities and networks.
- To enable and support organisations which rely on volunteers to flourish and develop.
- To expand the public perception of volunteering by improving the profile, status and range of voluntary activity across Perth & Kinross.
- To address and overcome the barriers which make it more difficult for some people to become involved in volunteering.
- To promote good practice in working with volunteers by setting standards for this area of work which all partners subscribe to.
- To give a clear strong message to volunteers that they are valued and vital to the economic and social well being of the communities in Perth and Kinross.

All Partners:

- will commit appropriate resources to working with volunteers, such as money, management, staff time and materials.
- are open to involving volunteers who reflect the diversity of the local community, in accordance with the organisations stated aims, and operational procedures.
- will develop appropriate roles for volunteers in line with its aims and objectives, and which are of value to the volunteers and create an environment where they can develop.

- are committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.
- will take a considered approach to taking up references and official checks, which are consistent and equitable for all volunteers, bearing in mind the nature of the work.
- will put into action clear procedures for introducing new volunteers to the organisation, its work, policies, practices and relevant personnel.
- are aware of the need to give volunteers recognition.
- are committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering
- will take into account, the varying support needs of the volunteer.

5. CODE OF PRACTICE ON FUNDING AND COMMISSIONING

AIM

To improve communication and understanding of each others roles and responsibilities, and generate trust between sectors in all aspects of funding and commissioning

SHARED PRINCIPLES

All partners recognise the value of funding and commissioning in order to:

- Encourage community activity and promote social inclusion.
- Identify innovative ways of meeting existing needs.
- Provide services, facilities and projects that most effectively meet needs and reach targeted communities in accordance with Perth and Kinross Single Outcome Agreement.
- Improve the sustainability of the Community and Voluntary sector by long term investment wherever possible and whenever practicable.
- Develop an environment for a thriving Community and Voluntary sector

All partners recognise that where there is an unavoidable impact on funding due to budgetary constraints they will agree to communicate openly and transparently with each other.

All partners agree to:

- Support local commissioning and procurement, recognising the added value of providers who bring local knowledge and / or expertise
- Support national commissioning and procurement arrangements, recognising the importance to commission for services from a range of local and regional providers to encourage diversity thus offering choices to service users which is in accordance with the personalisation agenda.

- Share good practice in relation to commissioning and embed this in all joint agreements
- Support as broad involvement as possible in the design of funding streams and commissioning policies as well as in the delivery of services and projects.

The voluntary sector, in partnership with the statutory sector, agree to:

- Recognise that there are priorities attached to, and constraints placed upon statutory sector funding and commissioning particularly at times of recession.
- Meet agreed reporting and monitoring obligations as set out by individual contractual arrangements.
- Make the best use of information, support and training in relation to provider's fundraising opportunities.
- Provide quality services and focus on outcomes in accordance to the Single Outcome Agreement and other strategically relevant guidance.
- Consider the most effective approach to service or care delivery such as preventing duplication by amalgamation or coordination of services.

The statutory sector, in partnership with the voluntary sector, agree to:

- Have in place funding and commissioning strategies and practices that are transparent, accountable, consistent and proportionate and relate to local needs.
- Publicise funding and commissioning opportunities and to agree routes to do so.
- Develop commissioning policies which support the third sector in public service design and delivery, which involve the sector at all stages, which allows sufficient time to bid, and which encourages partnership working in accordance with Perth and Kinross Procurement Procedures and the principles of good practice. (see Appendix 1 - 8 principles of Good Commissioning)

- Co-ordinate information on funding programmes.
- Implement proportionate monitoring and evaluation and promote joint commissioning whenever possible.
- Explain the aims, priorities and contractual elements of funding programmes in plain English; use accessible, transparent processes; and provide a timetable and a contact for information and advice.
- Encourage and facilitate capacity building and funding applications or tenders from organisations working with targeted communities or service users in line with the Perth and Kinross Single Outcome Agreement.
- Reflect the principles of Best Value in funding and commissioning contracting practices and policies (See Appendix 1).
- Commit to longer term (3 years or more) funding wherever possible and whenever practicable.
- Respect the Community and Voluntary sector's independence, its unique place in advocating on behalf of service users and the right of organisations to carry out their aims and objectives.
- Give as much warning as possible, usually six months or more, about any changes to the level of funding in grants/contractual arrangements.
- Assess the results of particular funding and contracting practices over time to review the impact of commissioning processes and share learning with other commissioners and providers around good practice.

6. CODE OF PRACTICE ON MONITORING AND EVALUATION OF SERVICE DELIVERY

AIM

To improve the quality of services delivered to local people by ensuring there are effective monitoring and evaluation processes in place.

To ensure processes are clearly defined appropriate to the size and type of organisation, and that the information gathered is openly available.

To ensure that all delivered services stand up to scrutiny under Following the Public Pound Guidance

SHARED VALUES

The service quality of care and support as well as the safety of the service user for whom the service has been commissioned is paramount

The services are delivered in accordance with the service specified in the terms of the contract

The services are delivered to service users to meet their assessed needs and which affords them every protection from abuse or threat of abuse

Services should be in line with relevant strategic objectives

All Partners recognise the value of monitoring and evaluation to:

- Measure service quality using both quantitative and qualitative methods.
- Ensure effective and efficient use of resources, including public funds, through the production of information.
- Make information collected available to individuals and communities.
- Inform individuals and communities as to how this information will be used.

- Measure and map the work of all sectors in relation to improving the social, economic and environmental well being of Perth and Kinross in accordance with the Single Outcome Agreement and other relevant strategic priorities.
- Acknowledge the valuable contribution of unpaid work and volunteering.

The voluntary sector, in partnership with the statutory sector, agrees to:

- Encourage volunteers, members, trustees and employees to participate in training to understand why monitoring and evaluation is undertaken and how to implement it effectively.
- Work to a quality standard regarding the ways in which organisations can carry out their own monitoring and evaluation.
- Work collectively to share quality assurance systems and conduct peer reviews
- Provide evidence of value for money

The statutory sector in partnership with the voluntary sector agree to:

- Co-ordinate monitoring and evaluation requirements across different funding regimes, whenever possible, reducing the need for Community and Voluntary sector organisations to duplicate monitoring returns.
- Agree to make available the results of monitoring and evaluation in relation to their own work and partnership work with the Community and Voluntary sector.
- Acknowledge, and give explicit guidance about, the cost implications of monitoring, evaluation and quality assurance systems.
- Recognise the need for monitoring and evaluation to be appropriate to the size of the organisation and service funded.

Our Equalities Statement

We are committed to promoting equality of opportunity for people and communities to ensure they have access to services and can play a part in all aspects of community life, regardless of income, economic or social circumstances, age, disability, gender, race, religion/belief and sexual orientation.

FOR FURTHER INFORMATION REGARDING THE COMPACT:

Any issues should initially be raised via the internal channels of the individual organisation it concerns:

Perth & Kinross Community Health
Partnership
Management Offices
Taymount Terrace
PERTH
Telephone: 01738 473995

Tayside Police
Western Division HQ
Barrack Street
PERTH
PH1 5SF
Telephone: 0300 111 2222

Perth and Kinross Council
2 High Street
PERTH
PH1 5PH
Telephone: 01738 475046

Tayside Fire & Rescue HQ
Blackness Road
DUNDEE
DD1 5P
Telephone: 01382 322222

Voluntary Action Perthshire
The Gateway
North Methven Street
PERTH
PH1 5PP
Telephone: 01738 452237

Perth College UHI
Crieff Road
PERTH
PH1 2NX
Telephone: 0845 270 11 77

GLOSSARY

Compact An agreement.

Community Any group of people, living or working together, who identify with a common concern, interest, issue or place.

Commissioning The process by which organisations decide how to spend their money or get the best possible services for local people. It involves anticipating future needs and expectations rather than reacting to present demand.

Consultation The process by which the opinion of others, for example, the Community and Voluntary sector, is sought. This is carried out in an organised and equitable way within defined parameters and may also involve testing the impact of decisions that have already been taken.

Contract Legally binding agreements between (in this context) a government body and a third sector organisation to provide services on behalf of the public body. A contract will specify the services to be provided and what the contractor is to be paid for providing them. It will also include provisions, in greater or lesser detail, setting out the legal obligations which each of the parties accepts in order to fulfil the purposes of the contract

Diversity In the context of the Compact this term refers to the range of views, groups and approaches within the Community and Voluntary sector and among residents of Perth & Kinross

Full Cost Recovery Full costs are the direct costs of your project or service plus a relevant portion of organisational overheads (central administrative costs). FCR is the process of costing activities to include the appropriate share of overhead or indirect costs, as well as the direct costs of delivering a service.

Governance The legal exercise of authority and control of an organisation.

Good Practice Refers to the quality of an organisation's policies and procedures used in the delivery of its service to the community. These high standards refer to employment practice, rights of service users, confidentiality, accountability, equal opportunities etc. What is

considered good practice may change over time reflecting consensus within, and between, sectors as well as changes in the law.

Infrastructure Organisations In this context, these are local organisations which exist to provide information and support to Community and Voluntary sector organisations of all sizes e.g. Voluntary Action Perthshire

Monitoring and Evaluation The systematic collection and recording of information (monitoring) and interpretation of that information (evaluation) to help an organisation assess how well it is delivering its service.

Partnership A number of organisations who agree to work together for a common aim or compatible objectives. For example: to deliver an activity or share information. Partnerships can be formal or informal and may involve sharing resources and responsibilities. Members of (or representatives elected to) partnerships agree to work together in a co-operative way to achieve partnership aims.

Performance Indicators Targets set at the start of a piece of work and measured at regular intervals. These are quantifiable outputs by which the success of an organisation's work can be measured.

Procurement The acquisition of goods and/or services at the best possible total cost of ownership, in the right quantity and quality, at the right time, from the right source for the direct benefit or use of organisations, individuals and generally via a contract.

Representatives People who are appointed, or elected, to put forward the views of a wider constituency. Representatives should consult with and feed back to this constituency to ensure their views are put forward.

Service Level Agreement (SLA) A document, similar to a contract, relating to funding arrangements between the statutory sector and an organisation in the Community and Voluntary sector. The SLA sets out the exact service the organisation will provide in return for a set amount of funding.

Stakeholders The agencies and people who have a key interest or stake in an organisation. For example: service users, volunteers, funders, trustees, members and supporters.

Statutory Sector Organisations created through Acts of Parliament whose functions are determined by law, for example: City Council, NHS, Police Service, Fire and Ambulance Service.

Strategic Partnerships A range of formal city wide partnerships, with representation from the Voluntary, statutory and business sectors, who provide a strategic direction to the development of services within Perth & Kinross e.g. Community Planning Partnership

Social Inclusion A process aiming to ensure that all residents across Perth & Kinross have equal access to services across the area, for example from health, education, transport and leisure. This process aims to reduce exclusion due to disability, age, poverty, prejudice or educational ability.

Sustainable Development In this context this refers to the development of an organisation in a way that is stable over the long term with regard to issues such as continuity of funding, personnel, premises and governance.

Community and Voluntary sector Non-governmental organisations that are value driven and which principally reinvest their surpluses to further social, environmental or cultural objectives. It includes voluntary and community organisations, non-educational charities, social enterprises, cooperatives and mutuals and housing associations.

Users and Beneficiaries The people who benefit from using a service provided by an organisation. May also be called clients, customers, consumers or recipients.

Appendix 1

(I&DEA, Improvement and Development Agency, National Programme for Third sector Commissioning)

'Better public outcomes for individuals and communities, which yields efficiency gains and community benefits, through smarter, more effective and innovative commissioning, and optimal involvement of the Community and Voluntary sector in public service design, improvement, delivery and holding the public sector to account is the vision of the National Programme for Voluntary Sector Commissioning'. In order to achieve this vision the following 'Principles of Good Commissioning' should be considered:

8 Principles of Good Commissioning':

1. Understanding the needs of users and other communities by ensuring that, alongside other stakeholders, you engage with the voluntary sector organisations, as advocates, to access their specialist knowledge;
2. Consulting potential provider organisations, including those from the voluntary sector and their local expertise, well in advance of commissioning new services, working with them to set priority outcomes for that service;
3. Putting outcomes for users at the heart of the strategic planning process;
4. Mapping the fullest practical range of providers with a view to understanding the contribution they could make to delivering those outcomes;
5. Considering investing in the capacity of the provider base, particularly those working with hard-to-reach groups;
6. Ensuring contracting processes are transparent and fair, facilitating the involvement of the broadest range of suppliers, including considering sub-contracting and consortia building, where appropriate;
7. Ensuring long-term contracts and risk sharing, wherever appropriate, as ways of achieving efficiency and effectiveness; and
8. Seeking feedback from service users, communities and providers in order to review the effectiveness of the commissioning process in meeting local needs.