



COMPACT PROOFING TOOLKIT

A mechanism to aid Compact implementation

Supported by:



Haringey Compact Implementation Group
December 2010

Introduction

Compacts are written agreements that set out shared commitments and principles for effective partnership working between voluntary, community, public and private sector organisations. The latest version of the national Compact was introduced by Central Government in December 2010. Compacts also exist on a local level; with many local areas having their own agreements which reflect specific requirements for better partnership relationships based on the needs of local partners and stakeholders. [Haringey's local Compact entitled: "Working BETTER Together"](#) aims to bring about better cross sector partnership working with the objective of delivering the highest quality services for the residents of Haringey.

"Working BETTER Together" is based on six key principles which essentially challenge all partners to work together in a more effective and meaningful manner.

The principles are:

- 1. Promoting partnerships**
- 2. Improving volunteering**
- 3. Valuing the role of BME and community groups**
- 4. Recognising the role of young people**
- 5. Using resources effectively – Funding, Procurement and Premises**
- 6. Improving Liaison – Communication and Engagement**

This Compact Proofing Toolkit is a practical, condensed version of the "Working BETTER Together" agreement and is designed to assist you with implementing the Compact, by translating the principles on which it is based into reality, via undertaking practical steps checked off against a colour coded RAG system (see below); making you aware of the key points one should consider *before* and *during* the revision and or introduction of a new strategy, consultation etc which includes other partners.

For auditing purposes all completed Toolkits must be returned to the Haringey Compact Implementation Group (HCIG) who are charged with monitoring Compact implementation locally. The information provided in your completed Toolkit will help the HCIG assess how well the Compact works. It will also identify best practice, any areas of improvement for the Compact and address any other issues or challenges related to the use of the Compact. Plans are also afoot for the HCIG to forward an annual progress report on the Compact to the local body for decision-making – this is currently Haringey's Strategic Partnership. Your feedback on the toolkit is also welcome.

Although Compacts are not legally binding there is immense support for these agreements via Central Government, who have now introduced accountability and enforcement measures to support Compact compliancy among national government departments and their allied bodies. Partners should therefore take the Toolkit seriously and use it, similar to how Equality Impact Assessments are made.

Let me take this opportunity to thank you for committing to a Compact Compliant way of working.
The HCIG looks forward to receiving your completed Toolkit.

Andrew Law
Chair, Haringey Compact Implementation Group

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How and when to use the Compact Proofing Toolkit

Compact Proofing must be conducted whenever your department/organisation:

- Establishes a new cross-sector partnership
- Undertakes wide communication and/or consultation/engagement with other partners
- Develops, amends or reviews an existing project or policy or strategy which has a wider impact for the borough
- Changes its funding/commissioning and/or procurement processes that will have an impact upon the sustainability of partners



Upon completion, your organisation/department should:

- Maintain a copy for internal evaluative purposes
- Return a completed Copy to the HCIG – see the contact details for the Compact Project Officers on page 39



What does the HCIG do with completed Toolkits

- Completed toolkits are used for ongoing research and development by the HCIG. This will be used to identify Compact indicators that statutory and VCS partners appear to have problems implementing as well identifying possible barriers to complying with the Compact.
- This information will be fed into a proposed annual report which will provide Haringey's local strategic partnership i.e. the *Standing Leadership Conference* (HSP) with information necessary to develop and initiate strategies to improve partnership working within the borough.

About the Compact Proofing Checklists

There are six checklist sections to help assess whether your project, policy or strategy is in line with the principles contained in *Working BETTER Together*. These are:

1. Partnership & Joint Working
2. Volunteering
3. Valuing the Role of BME and Community Groups
4. Recognising the Role of Young People
5. Using Resources Effectively – Funding, Procurement & Premises
6. Improving Liaison – Communication and Engagement

Each checklist section enables you to assess your project, policy or strategy against a simple key based on the reporting RAG system. The indicators used in each section have been taken from the commitments detailed in the “Working BETTER Together” agreement. If you have successfully achieved a checklist indicator, briefly explain how. If not, then please explain why.

When completing the Compact Proofing Toolkit you only need to complete the checklist section(s) that are relevant to your work. However, in the Completed Checklist Summary section, you will need to explain briefly why any checklists do not apply.

Example of Checklist Key:

KEY for RAG:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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If you are uncertain about which checklist is relevant to your work, please refer to Haringey’s Compact “*Working BETTER Together*” agreement. For ease of reference, the relevant page numbers for each principle contained in *Working BETTER Together* are provided at the beginning of each checklist section in the Toolkit. Alternatively, you can contact a Compact Project Officer for assistance (details on page 34).

Remember- This is a self assessment toolkit designed to enhance and support your project or policy, helping you to build in Compact Compliant good practice from the beginning.

Your organisation details

Please provide details of your organisation and the project, policy or strategy you are Compact proofing:

Contact Headings:	Details:
Organisation name	
Directorate/Department (if applicable)	
Project or policy title	
Purpose of project or policy	
Name of Main contact	
Position in organisation	
Contact telephone	
Email address	
Signature	
Date	

What information/process is being Compact proofed: Please tick one answer below:

A new project, policy or strategy?

An amendment to an existing project, policy or strategy?

Your Compact Proofing Checklist Summary

Please indicate which Checklists will apply to your project, policy or strategy. If any Checklists do not apply, please state briefly why.

No:	Compact Proofing Checklist	Completed? Y/N	Comment - If No, why?
1.	Partnership & Joint Working		
2.	Volunteering		
3.	BME Representation		
4.	Recognising the Role of Young People		
5.	Using Resources Effectively		
6.	Improving Liaison		

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Compact Proofing Checklist

Principle 1: Partnership & Joint Working

There are many different kinds of partnerships. *Working Better Together* sets out some general principles for joint working which will underpin and support your specific arrangements.

Use the Partnership & Joint Working checklist to strengthen the way your partnership works and build a Compact way of working into future planning.

This principle also has strong links to the Haringey's Strategic Partnership [Community Engagement Framework](#), and in particular, its principle to 'Work in partnership to join up our engagement activities'.

**An explanation of Principle 1 can
be found on**

Pages 8 – 10

**of the Haringey Compact *Working Better
Together***

Compact Proofing Checklist

Principle 1: Partnership & Joint Working

KEY for RAG:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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Alongside each indicator please mark in the relevant colour coded box whether you have met or not met the indicator or whether it is not applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
1. Where partners represent others, you must ensure that partnership representation is appropriate and inclusive, respectful and of mutual benefit					
2. Partners have the necessary authority to be able to influence and contribute to decision making					
3. Where possible partners have access to appropriate support to enable them to meaningfully engage					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
4. Partners report back to their organisation and stakeholders					
5. All agreed actions must include joint goals, objectives, outcomes and performance targets					
6. Any potential barriers to involvement must be identified and addressed at the planning stage					
7. Partnerships must have a clear remit, agreement, and/or constitution with review and evaluation built in					
8. Partnership agreements are supported by a code of conduct based on respect, responsibility and transparency					
9. Best practice is promoted and shared amongst Haringey partnerships to enable more effective joint working practices to develop					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
10. Advance notice is given of any policy development to allow for all partners to engage/comment					

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Compact Proofing Checklist

Principle 2: Volunteering

Volunteering is vital to all sectors from volunteer workers, advisers and trustees in the voluntary & community sector, through to counsellors, Community Police Officers, and day centre helpers in the public sector. A high standard of volunteering experience means that volunteers should be treated fairly, respectfully and their contribution recognised.

Use the Volunteering checklist to promote volunteering, improve support for volunteers and develop good practice.

**An explanation of Principle 2
can be found on**

pages 11 – 13

**of Haringey's *Compact Working
Better Together***

Compact Proofing Checklist

Principle 2: Volunteering

KEY:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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Alongside each indicator please mark in the relevant colour coded box whether you have met or not met the indicator or whether it is not applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
1. A Volunteering Policy outlining good practice has been/is being developed					
2. The Volunteer Policy is included as part of staff recruitment/induction					
3. CRB checks and all other relevant checks are undertaken for all volunteers working with children and/or vulnerable adults					
4. Volunteer support is included in staff job descriptions and work programmes					
5. Systems are in place to accurately record and monitor volunteer contributions					
6. Volunteers are given reasonable reimbursement of expenses to include travel and refreshments					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
7. Volunteering resources are identified within all funding bids					
8. Volunteering is actively promoted through a variety of channels					
9. Volunteer policies are flexible and allow for the innovative engagement of young people in volunteering					
10. Employee volunteering is recognised as a valued activity and supported					
11. All volunteers receive appropriate induction, regular supervision and, where appropriate, are given opportunities to attend relevant training					

Compact Proofing Checklist

Principle 3: Valuing the role of BME and Community Groups

Haringey has a strong and vibrant BME voluntary and community sector (including faith groups). These organisations provide an invaluable contribution to the community working for race and equality and providing specialised services for large numbers of the community often “missed” by the mainstream.

Use the BME and Community Groups checklist to ensure local BME voluntary and community organisations are enabled to grow and strengthen long-term and to develop good practice.

An explanation of Principle 3 can be found on

pages 14 – 16

of Haringey’s *Compact Working Better Together*

Compact Proofing Checklist

Principle 3: Valuing the role of BME Voluntary and Community Groups

KEY:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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Alongside each indicator please mark in the relevant colour coded box whether you have Met or Not Met the indicator or whether it is Not Applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
1. Principles that effectively achieve race equality, promote good race relations and eliminate racial discrimination are developed and promoted in all policy/projects					
2. Specific barriers to BME groups becoming involved are identified and addressed in order to overcome them					
3. BME groups with expertise in a particular issue are included in the development and delivery of a project or a policy from the beginning					
4. BME groups ensure that they represent the interests of their community fairly and honestly when asked to speak on its behalf					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
5. BME community members are positively encouraged to carry out leadership roles within partnerships					
6. Partners recognise and respect the independence of BME groups and their right to challenge policy and practice as part of achieving race equality					

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Compact Proofing Checklist

Principle 4: Recognising the Role of Young People

Haringey's young people deserve the best opportunities and chances in life to succeed – and the borough's public, voluntary and community organisations have a key role to play. It is also important to ensure that young people have a say about services and that these services are tailored to their needs.

Use the Recognising the Role of Young People checklist to ensure a sound investment in the young people of Haringey.

An explanation of Principle 4 can be found on

pages 17 – 19

of Haringey's Compact *Working Better Together*

Compact Proofing Checklist

Principle 4: Recognising the Role of Young People

KEY:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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Alongside each indicator please mark in the relevant colour coded box whether you have Met or Not Met the indicator or whether it is Not Applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
1. Partners draw on statutory, voluntary and community sector expertise in youth work when developing projects or policies that involve and affect young people					
2. Where appropriate, involve children and young people in the development and evaluation of projects/policies					
3. Include or consider the role of young people when including any volunteering aspect to your project					
4. Ensure that literature for young people is available in accessible formats and a variety of languages					

Compact Proofing Checklist

Principle 5: Using Resources Effectively

Funding – whether through contracts or grant aid – is an important part of the relationship between the public and voluntary and community sectors. It is essential to *Working Better Together* that funding relationships are managed in an open, transparent and supportive way.

Premises are also identified as a major priority in *Working Better Together*, and maintaining buildings is an important step in improving the functionality and sustainability of community space.

Use the Funding & Procurement checklist and the Premises checklist to strengthen processes and build more effective, understanding relationships.

An explanation of Principle 5 can be found on:

pages 20 – 31

of Haringey's Compact *Working Better Together*

Compact Proofing Checklist

Principle 5: Using Resources effectively

KEY:	R	Met – Compact Compliant	A	Not Met – Not Compact Compliant	G	N/A – Does not apply
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Alongside each indicator please mark whether you have Met or Not Met the indicator or whether it is Not Applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
Funding, Procurement & Contract Management					
1. When developing funding or contract opportunities, care is taken to identify any existing opportunities that are managed by other departments or partners, and that the potential for aligning or pooling opportunities is explored					
2. Information on funding or contract opportunities is advertised widely, promotes fair access and encourages applications from a diverse range of organisations					
3. The eligibility criteria to apply for funding or contract opportunities is clearly explained in plain English					
4. Clear written guidance on completing the application and the scoring of applications is provided in plain English					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
5. Information asked for and provided on application forms is purposeful and directly related to deciding who will receive funding or be awarded the contract					
6. Proposed action by applicants meets the specific criteria set out in the funding or tender programme					
7. The application process is proportionate to the amount of funding available or the size of the contract					
8. An appropriate contact(s) is identified on the application form and guidance is available throughout the application process					
9. It is recognised by funders/commissioners that a proportionate amount of overheads (core costs) can be included in project or service costs					
10. Organisations are informed of funding or contract decisions and given feedback on decisions by the agreed deadline stated in the application process					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
11. Where applicable, both sectors discuss and contribute to the terms and conditions or contract of delivery, with conditions being agreed and formally documented in good time					
12. Effective processes are in place for the control, accountability and audit of finances and funded projects					
13. Opportunities for more flexible funding arrangements are discussed and, where appropriate, adopted (i.e. multi-year funding)					
14. A schedule for monitoring is set and clearly documented and, whenever appropriate, payments are made in advance of expenditure					
15. Potential risks are discussed upfront and responsibility for managing these risks is placed with the sector best able to deal with them					
16. The monitoring and evaluation framework is consistent and helps to maintain high standards of governance, openness and transparency					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
17. The monitoring and evaluation framework is clear and specific in assessing the measurable outputs and outcomes of the agreement					
18. Monitoring and evaluation is proportionate to the amount of funding received					
19. If agreed delivery is delayed or prevented by circumstances beyond reasonable control, it is recognised that there is not a breach of agreement					
20. Reasonable notice (a minimum of three months) is given for the end of grants and contracts and to any proposed changes to existing arrangements					
Premises – Managing Buildings and Leases					
1. Where appropriate, all parties have been involved in negotiating the terms of the lease ahead of the contract start date					
2. Clear guidelines are set for identifying risks together with who will be responsible for managing them					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
3. Rent and review terms have been agreed at the beginning by all partners involved					
4. There is a shared understanding of the terms of the lease particularly where there are specific responsibilities for managing the building, including sub-letting					
5. Responsibility for the following is clear and understood by all: <ul style="list-style-type: none"> • Upkeep of the building • Health and safety • Ensuring necessary licences and inspections are in place 					
6. There are appropriate premises management skills in place, or if there is a need, appropriate training has been identified					
7. The lease holder is properly constituted and has sufficient knowledge of financial and legal obligations					
8. Maintenance is carried out in line with good management practice					
9. All buildings comply with DDA regulations and ensure best possible access for residents					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
10. Where appropriate, organisations place information about premises for hire or rent on their websites and relevant printed material					
11. Where appropriate, organisations consult and/or inform their stakeholders on any changes to the use of community buildings					

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Compact Proofing Checklist

Principle 6: Improving Liaison

Effective communication is a vital element of *Working Better Together* as it facilitates mutual understanding between delivery partners and the better delivery of better services which meet the needs of service users.

Effective community consultation and engagement is another vital element of *Working Better Together* as it ensures mutual understanding between service users and service deliverers; paving the way to services which better meet the needs of service users.

Use the Improving Liaison checklist to strengthen the way you share information, gather feedback and build a Compact way of working into future planning.

This principle also has strong links to the Haringey Strategic Partnership [Community Engagement Framework](#), and in particular, its principles which emphasise that partners:

- Engage where it will make a difference
- Be clear about what we are asking
- Be inclusive and aim to engage with all communities
- Communicate the results of engagement activities

An explanation of Principle 6 can be found on:

pages 32 - 37

of Haringey's *Compact Working Better Together*

Compact Proofing Checklist

Principle 6: Improving Liaison

KEY:		Met – Compact Compliant		Not Met – Not Compact Compliant		N/A – Does not apply
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Alongside each indicator please mark in the relevant colour coded box whether you have Met or Not Met the indicator or whether it is Not Applicable:

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
Communication					
1. Information is shared and co-ordinated using established networks and umbrella organisations					
2. Relevant contact details are included with any communication					
3. Information is made available on request in a variety of formats, inc. Braille, Large print, Audiotape, and community languages. To include paper and electronic versions					
4. Consideration has been given to the target audience and their preferred format preference					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
5. Communication via e- mail includes summaries and not large attachments					
6. Information on key events, initiatives or developments are given in advance					
7. Key individuals are clearly identified who are responsible for updating information regularly					
8. Documents and information are written in plain English and a glossary of terms is included (where necessary)					
9. Where appropriate opportunity is given for feedback					
10. Where appropriate feedback is given promptly, giving clear explanations where suggestions can or cannot be accommodated					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
Community Consultation & Engagement					
1. It is clearly explained what people are being engaged and consulted about					
2. It is clearly described who is being engaged and consulted					
3. The way engagement and consultation is taking place is clearly described					
4. Enough information is provided to enable people to take part					
5. Plain English is used when communicating plans; and interpretation and translation is provided as necessary					
6. All engagement and consultation actively engages communities who will be affected by, or have an interest in, the issue					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
7. Existing communication networks are used to promote and increase levels of participation					
8. Existing good practice and other guidance relating to engagement and consultation (such as the Community Engagement Framework) are followed					
9. Groups or individuals affected by, or interested in the issue, are involved in the planning of engagement and consultation at the beginning					
10. Any potential barriers to involvement are identified and addressed at the planning stage					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
<p>11. Where possible, partnership work with second-tier Voluntary and Community Sector organisations will be undertaken to increase participation of under-represented groups</p>					
<p>12. Appropriate resources are allocated to support robust and proportionate engagement and consultation</p>					
<p>13. The scope and timescale of engagement and consultation must be reasonable and clearly documented. [Note: for formal written</p>					
<p>14. Where possible, co-ordination and delivery of engagement and consultation activity will take place in partnership with other organisations in the borough</p>					

Indicator	R	A	G	Fully explain the evidence of meeting this indicator. If you have not met the indicator how will this be remedied? If it does not apply, explain why	Comments by Haringey Compact Implementation Group
15. Feedback from engagement and consultation will be accurately communicated back to participants using existing networks in good time and in a variety of formats					
16. Feedback from community engagement and consultation must be published together with any decisions that have been taken as a result					
17. It must be made clear whether a response to the engagement and consultation is based on the views of an individual or on behalf of a group					
18. Continually improving the quality of community engagement and consultation (by learning from experience and building on good practice for the future) must be demonstrated					

The Compact Resolution Process

Even the best relationships have their ups and downs. The resolution process is a set of procedures that are followed if your organisation/department feels that the Compact and its associated codes have not been followed by a statutory partner with the aim of resolving the issue.

Stage One

Formal (to take no longer than 15 working days)

If informal attempts to resolve a disagreement between parties fail, the aggrieved organisation will contact the Haringey Compact Implementation Group – HCIG to commence a resolution process

HCIG will contact both parties and will use Compact principles and negotiation to resolve the issues. If the parties remain in disagreement:

Stage Two will be instigated:



Stage Two - Appeal

Formal (appeal stage to take no longer than 25 working days to complete)

Following an unsuccessful attempt by the HCIG to resolve the issue a peer-to-peer Compact Resolution Group will convene to discuss the case in order to put forward recommendations to bring about a resolution.

This group will be multi-agency.

For more information about the process please visit the Compact webpage on HAVCO's website: www.havcoharingey.org.uk

What To Do Next?

Congratulations on completing the Compact Proofing Toolkit. We hope you found the experience useful.

Please send a hard copy of your completed (and signed) toolkit to Darren Thomas or Jennifer Layne (contact details on page 39). Your completed Toolkit will then be assessed by the HCIG. Feedback on the Compact Compliance of your project, policy or strategy will be given.

In the meantime, the HCIG would very much appreciate your feedback on the toolkit in order to improve its effectiveness. We would like to hear about the things that were good and not so good about it. Please use the space below – or additional pages – to feedback.

Were there any barriers or difficulties in applying the identified Compact principles? If so, please specify

How have you tried to overcome these barriers and difficulties?

How has the Compact supported and benefited your process?

What would make the Compact Toolkit more useful?

Thank you.

Compact Proofing Toolkit

Glossary of terms

Acronym	A word formed from the initial letters or groups of letters of words in a set phrase or series of words
Capacity Building	Activities which raise the ability of an organisation to better deliver services or improve structure
Consortia	Groups of organisations who combine resources for a common aim
Consultation	The aim of consultation is to inform the planning of more effective policies and services by listening to, and acting on, the views and needs of service users and stakeholders
Core Funding	Funding for the main costs incurred in running an organisation or a service, including management, premises, administration, training, research and information technology
CRB	Criminal Records Bureau
DDA	The Disability Discrimination Act (DDA) combats the discrimination of disabled people in the areas of employment, access to goods, facilities, services and education
Evaluation	A systematic collection of information used to reflect on how far an organisation or service is meeting its aims
Full Cost Recovery	Recovering the direct costs of a project or service plus a relevant proportion of all other costs i.e. premises, utilities, management, administration

Jargon	The specialised technical language of a particular subject, service or sector
Match Funding	A term used to express a grant of money that must be 'matched' along with another grant, or, where applicable, records of volunteering
Monitoring	Collecting factual information about an organisation or service whilst it is being delivered
Objectives	The practical steps taken to ensure an organisation or service meets its aims
Outcomes	The changes, benefits or learning achieved by an organisation or service
Partnership	A group who agree to work together for a common aim, sharing resources or responsibilities
Second Tier VCS	Umbrella organisations which support groups in the work they do by providing information, advice, training, partnership etc
Service User	An individual who uses or benefits from the services an organisation provides
Stakeholder	A person or group who has a vested interest in the work of an organisation or a particular service
Sustainability	The ability to continue services/benefits after major assistance ends
Third Sector	The voluntary & community sector including social enterprises
VCS	Voluntary & Community sector

Contact Details

For further information regarding Haringey's Compact, or to contact the Haringey Compact Implementation Group (HCIG), please contact:

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