



“Working BETTER Together” Compact Proofing Toolkit

*Aiding Community and Voluntary organisations to use the
Compact agreement*

Supported by:





Contents

Introduction

Brief history of the Compact.....	4
Purpose of the Compact	4
Why your group should be Compact compliant?	5
Purpose of this document.....	5
When should the toolkit be used?	6
What happens to completed toolkits?	6

How Compact-aware is my organisation?.....7

Compact compliancy and my organisation

Promoting Partnerships	8
Improving Volunteering.....	9
Valuing the Role of BME and Community Groups	10
Recognising the Role of Young People.....	11
Using Resources Effectivley	12
Improving Liason.....	13

The resolution process

What to do next.....

Contacts

Resources



Moving Forward Together!
by
"Working 'BETTER Together"

Brief history of the Compact

Key desirables for your organisation are likely to include the increased ability to represent your target group and/or to deliver quality public services on their behalf; in addition to improving your organisations working relationship with statutory bodies and funders, and increasing its ability to successfully tender for public services and funding.

In 2004, Haringey's Strategic Partnership (HSP), *consisting of statutory, private, resident and Voluntary and Community Sector (VCS) representatives*, initiated the development of *Haringey's local Compact*, entitled '*Working BETTER Together*' which will help your organisation achieve the above.

The Compact challenges partners to work more effectively and fairly with one another and the community they serve. This means better communication and liaison, better and fairer use of resources and the increased involvement of grass-roots organisations in policy and service development; The Compact is a tool for improving working relationships between Haringey's

Purpose of the Compact

The Haringey Compact is a documented working agreement that Haringey's statutory sector has committed itself to. This agreement provides a framework which fosters an effective and fair partnership between statutory and VCS organisations with regard to consultation, joint decision-making and delivering services jointly to the local community; It is built on principles that:

- Strengthen partnership work, particularly in relation to practical and effective liaison and consultation between the sectors and their user groups
- Improve, value and encourage volunteering
- Recognise the value that BME and groups bring while empowering them in their role
- Recognise the value of young people's value and use them in decision making and policy development
- Encourage the fair and effective use of resources
- Raise your operational and delivery standards

Why your group needs to be Compact compliant?

Compact compliance benefits your organisation in the following ways:

- It positions your organisation to successfully tender for services and to work in partnership with statutory organisations in delivering public services
- Supports your organisation to continuously improve the quality and standard of its service delivery
- Puts your organisation in a position where it is better able to provide services in line with national guidelines, legislation and what is recognised as best practice

Purpose of this document

This document is based on the **Haringey Compact¹** and its associated toolkit². For a full appreciation of the Compact refer to these documents. The purpose of this booklet is to provide:

1. **An overview of the obligations** of VCS and statutory sector organisations relating to each of the Compact principles. It gives you a summary of what you should be aware of and the practices that promote effective partnership work between the VCS and statutory partners
2. **An assessment tool** which will allow the Haringey Compact Implementation Group (HCIG) to assess and further support Compact Compliance in the borough
3. **A Compact compliance checklist** which your organisation should use to assess how and where it is Compact compliant
4. **An overview of the Compact resolution process** highlighting the process your organisation should follow if you suspect that a statutory partner has contravened the Compact in the process of:
 - i. Consultation
 - ii. Joint service delivery, including funding services
 - iii. Funding applications for services put out to tender by a statutory partner (regardless of success)

¹ www.havcoharingey.org.uk/images/uploads/Working_Better_together_Haringey_Compact_Agreement.pdf

² www.havcoharingey.org.uk/images/uploads/Compact_Proofing_Toolkit.pdf

When should the toolkit be used?

Your organisation will benefit from completing and returning the checklists within this booklet ideally two-three times a year. This should coincide with any of the following activities:

- i. When starting a piece of collaborative work with a statutory sector partner/s; particularly where your organisation is part of a decision making panel, board or group.
- ii. When responding to a service tendered by a statutory partner
- iii. When a service is about to be implemented or created by your organisation
- iv. When a process is about to be implemented; e.g. a policy
- v. Following any consultation or decision making initiative with your user group
- vi. As part of a routine which contributes to the continuous improvement of your organisation
- vii. As part of routine process which assesses your organisations Compact compliancy

What happens to completed toolkits?

Completed toolkits are used for ongoing research and development by the HCIG. This will be used to identify Compact indicators that VCS organisations in Haringey appear to have problems implementing as well identifying possible barriers to complying with the Compact. This will provide HCIG with the information necessary to develop and initiate strategies to improve Compact mainstreaming within Haringey.

How COMPACT aware is my organisation?

Being acquainted with the Compact is not enough; what is important is an understanding of how it benefits your organisation and that it is implemented.

This checklist will allow the HCIG to better gauge and support Compact compliance within the borough.

Question	Met?			Explanation
	Yes	No	N/A	
Are your trustees aware of the Compact?				
Do your trustees understand the Compact?				
Has your organisation signed up to the Haringey Compact?				
Does your organisation have a person or Compact Champion who fully understands the Compact and who is engaged with mainstreaming it?				
Has your organisation taken part in any form of Compact related training?				

How Compact compliant is my organisation in Promoting Partnerships?

Working in partnership is not always easy. Strengthening the relationship between the VCS and Statutory partners, enabling them to ‘Work BETTER together’ is at the heart of the Compact. This makes sense considering that both sectors share many aspirations. Active engagement with one another and mutual respect, which includes respecting the important and unique role each plays within borough, in addition to expertise, independence and structure, are vital. For this to happen your organisation must be aware of - and also implement - practices that promote and support effective partnership work.

Indicator	Met?			Explanation
	Yes	No	N/A	
Inclusiveness and representation <ul style="list-style-type: none"> ➤ Does your organisation actively engage with the Borough’s decision-making structures that have been set up to foster partnership work between the sectors? ➤ Does your organisation report to and update the sector and user group/s it represents with information relating to the partnership work you engage with the statutory sector 				
Preparedness for joint working <ul style="list-style-type: none"> ➤ Does your organisation engage in training or organisational development which supports partnership work with statutory partners? 				
Information and awareness <ul style="list-style-type: none"> ➤ Does your organisation actively keep abreast of important information regarding statutory partners which relates to or impacts on partnership work? 				

How Compact compliant is my organisation in Improving Volunteering?

The Compact recognises the value of and supports volunteering. It has always been, and will continue to play a vital role when it comes to meeting local needs. As with many other VCS organisations, the likelihood is that many of your organisation's activities are carried out and supported by the time and effort freely given by volunteers. Additionally, statutory sector partners increasingly find themselves working with volunteers, from counsellors and community police officers to hospital 'friends,' prison visitors, day centre helpers, youth activity helpers and mentors. Without voluntary work, much of the partnership work between the sectors would cease to exist, meaning that crucial needs within the borough would go unmet. How your organisation operates in relation to the support of volunteering is therefore very important.

Indicator	Met?			Explanation
	Yes	No	N/A	
Supporting Volunteering <ul style="list-style-type: none"> ➤ Does a policy for volunteering exist? ➤ Are volunteering opportunities effectively promoted? ➤ How do volunteers benefit from their contributions? 				
Developing Good Practice <ul style="list-style-type: none"> ➤ Are volunteers effectively inducted? ➤ Are volunteer expenses covered? ➤ Are volunteers provided with training and development opportunities? ➤ Are volunteers effectively managed and supervised? ➤ Is voluntary work recorded? 				
Protecting Volunteers and Those they work with <ul style="list-style-type: none"> ➤ Are volunteers briefed with regard to health and safety issues and precautions? ➤ Are volunteers CRB checked? ➤ Are volunteers insured on the grounds of health and safety? 				

How Compact compliant is my organisation in Valuing the Role of BME and Community Groups?

BME (including faith) and VCS groups play a crucial role in the provision of specialised services for groups, identities and communities that are often marginalised, underrepresented, overlooked and discriminated against; in addition to representing and advocating on their behalf. Nearly 50% of Haringey's population belong to BME groups. Accordingly, the Compact requires that your organisation engages in practices that are supportive of BME groups.

Indicator	Met?			Explanation
	Yes	No	N/A	
Partnership Working With BME Groups <ul style="list-style-type: none"> ➤ Does/has your organisation make use of mentoring and training opportunities including support and training for trustees? ➤ Does/has your organisation engage with other VCOs? 				
Engaging with and responding to the needs of service users by providing culturally sensitive services <ul style="list-style-type: none"> ➤ Does your organisation effectively identify and present the needs of BME and fait groups? ➤ Does your organisation have a policy which supports the needs of BME groups? ➤ Does your organisation provide literature available in different languages and where possible interpreters that are used to communicate with minority ethnic groups when necessary? ➤ Does your ensure user groups are effectively consulted in relation to policy making? 				

How Compact compliant is my organisation in Recognising the Role of Young People?

Nearly a quarter of a million young people reside in Haringey. Like the rest of the population they deserve the best opportunities and chances in life to succeed.

Haringey's VCS plays a key role here through the provision of services that meet their needs. Compact compliancy helps ensure young people have a say about local services, and that those services targeted at them are developed to meet their needs.

Indicator	Met?			Explanation
	Yes	No	N/A	
Engagement and Consultation with Young People <ul style="list-style-type: none"> ➤ Does your organisation ensure that young people are effectively engaged with regard to policy and decision making which affects them? ➤ Is the literature produced by your organisation accessible to young people? 				
Understanding Young People's Agenda <ul style="list-style-type: none"> ➤ When developing services that involve or affect young people do you draw upon local expertise in youth work 				

How Compact compliant is my organisation in Using Resources Effectively?

Being able to use resources effectively and efficiently is becoming more and more important. Your organisations' ability to demonstrate its capacity to effectively manage resources will increasingly determine its potential to receive funding whether through contracts or grant aid. Besides this, competent handling of resources positively impacts on your organisations service delivery capacity, overall operational capacity, and ultimately the user groups on whose behalf it provides services for.

Indicator	Met?			Explanation
	Yes	No	N/A	
Funding <ul style="list-style-type: none"> ➤ When applying for funding is your organisation explicit about the nature of its core costs and how they have been allocated? ➤ Does your organisation maximise income by seeking it from a variety of sources? ➤ Do systems exist for effective monitoring, managing and accounting of all funding and resources? 				
Planning, Management and Monitoring Resources <ul style="list-style-type: none"> ➤ Are your staff and volunteers appropriately trained? ➤ Does your organisation ensure that it provides services that target identified needs? ➤ Does your organisation have quality assurance accreditations/awards? ➤ Are resources, such as community buildings maximised? ➤ What systems for effective planning and management of risk do you have? ➤ Does your organisation receive support from business support agencies or appropriate second tier agencies? 				

How Compact compliant is my organisation in Improving Liaison?

Good communication is at the heart of all efficient working relationships and partnerships. Your organisations ability to effectively initiate, reciprocate and sustain meaningful, clear and transparent communications with user groups and statutory partners is essential. For instance, your organisations' ability to secure funding, engage in consultation and to provide feedback all hinge upon this.

Accordingly, the Compact requires your organisation to take on board practices that are conducive to effective liaison with statutory partners and user groups.

Indicator	Met?			Explanation
	Yes	No	N/A	
Consultation <ul style="list-style-type: none"> ➤ Do you regularly engage in consultation exercises with statutory partners? 				
Community Engagement <ul style="list-style-type: none"> ➤ Do you consult your users when designing projects and services for them? ➤ Do you encourage users of your services to provide feedback? ➤ Is consultation with user groups carried given adequate time frames? ➤ Do you use a range of communication methods when consulting with user groups? ➤ Do you evaluate your communication activities or methods? 				
Information Management <ul style="list-style-type: none"> ➤ Does your organisation have a communications policy? ➤ Are accurate records of communications with users and statutory partners filed? 				

The Compact Resolution Process

Even the best relationships have their ups and downs. The resolution process is a set of procedures that is followed if your organisation 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 using 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)

A peer-to-peer Compact Resolution Group will convene to examine and discuss the case in order to decide if a breach of The Compact Principles has occurred and put forward recommendations.

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 that you found the experience useful.

Please send a hard copy of your completed (and signed) assessments to Darren Thomas or Jennifer Layne (contact details on page 15). Your completed Toolkit will then be assessed by the HCIG. Feedback on the Compact Compliance of your organisation will be provided.

In the meantime, the HCIG would 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.

Has the toolkit supported and benefited your process?

What would make the Compact Lite Toolkit more useful?

Thank you.

Contact details

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

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USEFUL RESOURCES:

The Compact: www.

havcoharingey.org.uk/images/uploads/Working_Better_together_Haringey_Compact_Agreement.pdf

The HCIG

www.havcoharingey.org.uk/index.php?/partnerships/haringey_strategic_partnership

Voice4Change

www.voice4change-england.co.uk

Commission for the Compact

<http://www.thecompact.org.uk>

Haringey Local Compact

http://www.haringey.gov.uk/index/community_and_leisure/voluntary_sector/local_compact.htm