



DRAFT

2019-2022

A Good Way of Working Together

The Redbridge Compact is an agreement between local organisations.

The idea is that it will help partners work together.

This is good for the partners and local people.



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Important

When a tricky word is first mentioned it will be in **bold blue** writing. When it's not explained in the text there will be a blue box giving the meaning. You can also look words up on page 19.

1. Introduction



In Redbridge we have a lot of **voluntary organisations** that work with the local **public sector**.

This makes Redbridge a great place to be born, grow, live, learn, work and age.

More information about the Redbridge Compact can be found at: <https://www.redbridge.gov.uk/about-the-council/redbridge-compact/>



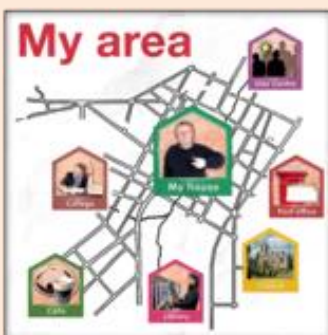
The Redbridge Compact 2019 - 2022 wants to build a strong connection between local voluntary sector organisations and the public sector.



The Compact supports **partners** and tells them what's expected of them.

The Compact is supported by law.

What does the Compact do?



- ◆ Tells partners what they can expect from each other and how they will work to sort out local problems
- ◆ Looks at what local groups do and how they can help **public bodies** get better
- ◆ Looks at how partners can work together
- ◆ Gets better results for local people
- ◆ Explains how to involve groups in what **public services** are doing
- ◆ Offers groups a stronger voice and support
- ◆ Helps public bodies with local knowledge

Voluntary organisations	Organisations or groups that are run by unpaid trustees. The organisation is usually funded by donations or grants. Most voluntary organisations use volunteers for some or all of their activities.
Public Sector / Public Bodies / Public Services	Organisations and services that are controlled by government, for example, Hospitals, Schools, Police, Fire Brigade
Partners	Local voluntary organisations and the public sector agree to work together to support the Redbridge Compact.



What do we want to achieve?



- ◆ A strong and **diverse** voluntary sector
- ◆ Good **policies**
- ◆ Better grants (money/funding) and **commissioning**
- ◆ More awareness of the voluntary sector
- ◆ Supporting volunteers so they feel valued
- ◆ Everything looked at before any changes happen
- ◆ Problems solved by working together

Policies	The rules for the organisation to make sure they treat everyone fairly
Diverse	Differences in our communities meaning some people come from other countries or have different beliefs. Some have different sexual identities or make other choices about how they live their lives
Commissioning	The process of choosing an organisation to do particular pieces of work



Like the previous Compact, this document is supported by lots of organisations.



The partners believe that working together is important.



Partners agree to always try and work within the **guidelines** where possible.



Everyone involved in the Redbridge Compact will identify someone from their organisation to support the Compact. They will be called a Compact Champion.



Their role will be to support the Compact and work with other partners to sort out any problems.

Guidelines	A plan that helps people understand the rules and how to work within them
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Important Commitments

The Redbridge Compact makes sure:



Voluntary groups have the right to **campaign** and challenge public bodies without their funding being at risk or taken away.

Campaign

A way of fighting for change



Local people and local voluntary organisations will be involved in decisions that affect them.

Public **consultations** will run for at least 12 weeks wherever possible.

Consultations

A way of asking people for their views



We will be fully accessible wherever possible.

Volunteers will be supported and used appropriately.



Partners will think about how they spend money and make payments in stages. They will not make people wait for their money.



Partners will agree to this Compact and check each other are following it.

Redbridge **Compact Champions Group** will make sure partners are following the Compact and partners will tell this group when they cannot.

Compact Champions Group

A group of people that make sure the Compact is being followed



Partners understand that mistakes will sometimes happen but agree to work together to solve the problem.



When a partner cannot work within the rules set out by the Compact, it will need to explain why it has not been possible.

2. The Voluntary Sector's Independence

Independent / Independence	Being able to make decisions without influence from other organisations
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Independence means voluntary organisations can:



- ◆ Make sure people have a voice
- ◆ Spot needs and issues
- ◆ Provide knowledge
- ◆ Add to local provision
- ◆ Lead on user involvement and community action
- ◆ Get key messages to the community
- ◆ Offer neighbourhood knowledge
- ◆ Have ideas, energy and experience



Most Voluntary groups get funding from the public sector.



Independence for Voluntary organisations means being able to speak up for their members without worrying about the money they rely on being taken away.



Public bodies must:

- ◆ Respect voluntary sector independence
- ◆ Not use their power unfairly
- ◆ Be helpful and support Voluntary sector activities, this includes campaigning
- ◆ Understand that groups have the right to manage their own organisations
- ◆ Speak up and challenge poor working practices



Voluntary organisations must:

- ◆ Understand their independence
- ◆ Keep to their mission
- ◆ Be responsible
- ◆ Explain to public bodies what they can do

3. Working Together



The Compact sees the added value in organisations working together. To help this happen it sets out these rules:



- ◆ Respect each other and treat each other fairly
- ◆ Be open and trustworthy
- ◆ Have understanding for one another
- ◆ Be inclusive and accessible
- ◆ Work together

Partners will:



Agree to Compact rules

Work together from the start, and look at how changes affect people and services



Set agendas and meeting dates together, making sure times are accessible for everyone

Make sure people feel able to share opinions



Offer training and support to each other

Understand how other partners organisations work

Listen to each other carefully, especially when there are disagreements



Make sure reasons for decisions are clear and that everybody is happy with them

Make sure there are no unfair decisions or surprises



Be open and clear when they are working in partnership with each other

Be fair and understand each partners limits

4. Social Value

Social value	The law says that public bodies must think about how the services they pay for improve life for local people.
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The law also says that partners can agree their own definition of what Social Value is to them, so that it is most relevant to local people.



Partners must think about Social Value in their work and talk to each other about it.



Staff need training so they understand it's not just about being the cheapest service.



Public bodies also need to review how social value improves local communities.

5. Community Involvement



Involve

Getting local people involved is important so that partners can make sure they do their best for the local community. The Compact supports this.

The Compact values the working together rules (**page 7**) and asks partners to:



- ◆ Understand each other's **capacity**

Capacity

The maximum amount of work an organisation can take on at any time.



Involve

- ◆ Look at working together on grants, new services and projects to involve other organisations in their work



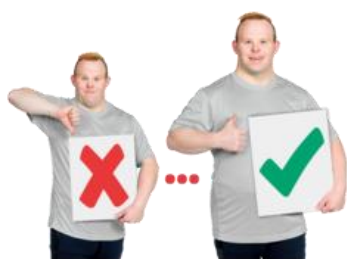
- ◆ Be positive about involvement opportunities
- ◆ Make sure members wishes and needs are understood
- ◆ Offer training to support others to be involved



- ◆ Share plans and ideas
- ◆ Think about local issues

5.1 Co-Production

Co-production	<p>Co-production is when lots of people and organisations, work as equal partners with professionals to make decisions about the future of local services. This means people who use services are included in all decisions.</p> <p>Co-production helps to make sure that everyone involved in planning or providing a service understands how important the views are of the people who use the service.</p>
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By doing this:

- ◆ Relationships, trust and communication gets better
- ◆ People feel more involved and more voices are heard
- ◆ Services are better and what local people want

5.2. Making Engagement Real (Consultation)

Consultation	A way of gathering people's views that is often used by local Councils and NHS organisations.
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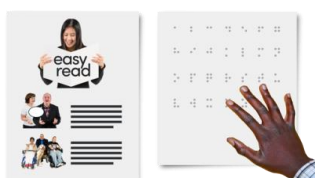
Good engagement and consultations help to find out what local people think and feel. They help people understand why decisions are made. The Compact asks partners to let people know a consultation is happening and why it is needed.



Partners should also think about the rules (**page 7**) to make sure everybody has a chance to have their say.



People should be given enough time to reply to a consultation. This should usually be 12 weeks but sometimes consultations will have to be longer or shorter. When this happens partners should explain why.



Consultations should be accessible. People should be offered information in whatever format they need.



By working together information can be shared and consultations can be improved.



People who complete consultations should be given feedback about how their views have been used. The results of a consultation should be made public.

6. Equalities



The Compact aims to improve fairness and equality, and challenge **discrimination**.

Discrimination

Acting badly towards someone because they are different from you, for example, from a different country

Partners will:



Take action to get rid of discrimination and make equality happen for everybody

Value **diversity** and support equality



Diversity

Accepting people no matter what their difference is

Support full and equal inclusion of all people



Communicate better and work with people that might not be included, for example, people with a mental illness



Use the **Social Model of Disability** so that people can be involved better

Social Model of Disability	A way of thinking about disabled people. Puts the problem on the barriers they face and not on them.
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7. Volunteering

Volunteering	When people give their time for free to help their local community.
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Volunteering can be rewarding and often opens other opportunities, like training and paid work. Volunteering is a good way to learn new skills. Many local groups couldn't run without volunteers.

When working with volunteers, partners must follow these rules:



- ◆ Work to remove any **barriers** to volunteering so that people from different backgrounds can become volunteers if they want to

Barriers	Something that stops people getting involved
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- ◆ Make sure your organisation has good rules in place to support your volunteer
- ◆ Do not use volunteers as a way of saving money or instead of paid jobs
- ◆ Pay for volunteers to have a **DBS** check

DBS	Disclosure and Barring Service. Used to be called Criminal Records Bureau (CRB)
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Support



- ◆ Find, manage, train and support volunteers to a high standard
- ◆ Have someone responsible to support volunteers within the organisation
- ◆ Include volunteers in their insurance and policies
- ◆ Make sure people are repaid for any travel or meal costs while they are volunteering
- ◆ Think about volunteers when making important decisions

8. Funding (Money)



Funding support must be fair for voluntary organisations who need to be able to concentrate on the people they represent and not worry about whether they have enough money to complete their work each year.

At times when there is less money available due to government cuts it is important to work together to find ways forward.

This should include:



- ◆ Timing: funding should be agreed as early as possible
- ◆ Checks to show that the funding is being used properly and not wasted
- ◆ Good support and communication on both sides to decide what is important together
- ◆ Monitoring is also an important part of funding so that people know public money is being spent well

The Voluntary Organisation must:



- ◆ Follow the contract and give information (such as reports) on time
- ◆ Make sure they spend the funding in the right way



- ◆ Work towards a **quality standard** such as PQASSO

Quality standard	A way of measuring how good your service is
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- ◆ Run the organisation well and have good managers
- ◆ Promote equality and diversity
- ◆ Work with other organisations to find answers to local problems



- ◆ Spend funding wisely and make sure all costs are covered in funding applications

- ◆ Make joint funding applications and share the money

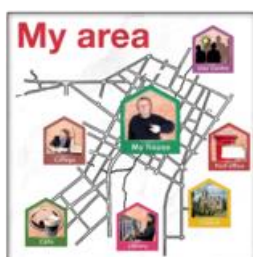


- ◆ Look for other ways to fund projects and services so they can carry on
- ◆ Speak up when they are having money difficulties

The Funder must:



- ◆ Tell as many people as possible about funding opportunities
- ◆ Offer longer terms of funding where possible and pay people on time
- ◆ Make sure everybody is clear about what is expected before the contract begins
- ◆ Make sure agreements, contracts and monitoring is fair
- ◆ Make monitoring processes better wherever possible
- ◆ Agree a timetable of actions when there are problems



Small, new groups are often very good at understanding local need, knowing what will work and are often trusted by local people. Funders should offer funding opportunities to these types of groups.



Some unfunded groups get support in different ways, for example, low rent, use of equipment and training. This should be offered fairly. This includes making everyone aware of who gets what and telling groups what is on offer.

8.1. Monitoring

Monitoring/monitor	Checking/to check
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Monitoring is used to keep the funder and the public happy about how public money is being spent.



Although monitoring is important, it must also be suitable, and not put too much pressure on voluntary groups.

9. Sorting Out Problems



All organisations have the right to raise concerns.

This can be done alone, with other groups or through an organisation acting on their behalf.



When things go wrong, they should be put right as soon as possible and in a fair way without blaming one another.

The Compact has a 2-stage process for sorting out problems:

Stage 1 - within 2 weeks

To avoid problem getting worse

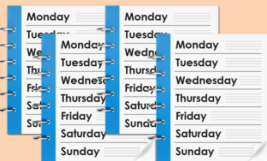


- ♦ Talk about the problem with those involved. If needed, meet with senior people, for example, Managers.

- ♦ If the problem cannot be sorted go to Stage 2.

Stage 2 – within 4 weeks

Goes to Champions Group



- ♦ Compact Champions Group will set the timetable for both sides to give a statement and meet with them or a panel to sort the problem out.

- ♦ An independent advisor can be there if needed

Contact Details

For more information please contact:



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Download a copy from:

 <http://www.redbridgecvs.net/what-we-do/networks/compact>

For a printed copy:




Redbridge CVS

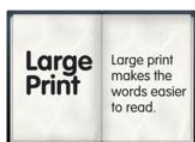
(Redbridge Council for Voluntary Service)

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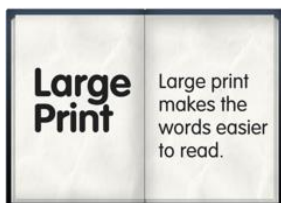
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Word List

Word	Meaning
Barriers	Something that stops people getting involved
Campaign	A way of fighting for change
Capacity	The maximum amount of work an organisation can take on at any time
Commissioning	The process of choosing an organisation to do particular pieces of work
Compact Champions Group	A group of people that make sure the Compact is being followed
Consultations	A way of asking people for their views
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Diversity	Accepting people no matter what their difference is
Guidelines	A plan that helps people understand the rules and how to work within them
Independent / Independence	Being able to make decisions without influence from other organisations
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Diverse	Differences in our communities meaning some people come from other countries or have different beliefs. Some have different sexual identities or make other choices about how they live their lives
Social Value	The law says that public bodies must think about how the services they pay for improve life for local people.
Quality Standard	A way of measuring how good your service is