

DUMFRIES & GALLOWAY COMPACT

Awareness Raising Event 12 Feb 08 at the Queens Hotel, Lockerbie

Present:

Darren Burns	Community Planning, Dumfries & Galloway Council (DGC)
Jamie Ferguson	Community Learning & Development, DGC
Rosemary Flexney	Sports Driving Unlimited
Kate Hardie	Headway Dumfries & Galloway
Joyce Harkness	Dumfries & Galloway Federation of CVS
Colin Holmes	Community & Support Services. DGC
Sally-Ann Hoyne	Capability Scotland
Sharon Ledger	Annan Initiative
Ian Macgregor	Princess Royal Trust for Carers
Cecil Marshall	Eastriggs Community Council
Alister Mitchell	Community Police
Kate Nutt	Annandale & Eskdale Council of Voluntary Service
Lorna Porteous	British Red Cross
Brian Patterson	Volunteer Action Dumfries & Galloway
Beryl Pretty	Annandale & Eskdale Family Support Service
John Scoular	Annan & District Day Centre
Lindsay Sim	Princess Royal Trust for Carers
Rhona McCarton	CLiP ICT
Susan Trafford	Age Concern Scotland
Verena Wilson	Ecclefechan Day Centre

General Comments on Compact content

- Will there be/will this lead to duplication
- Why if - not set in stone - do we have a glossy document
- re organisations set up - where they will be able to engage
- We need to consider all 7 shared principles (p 7) not just 4 today
- The Compact is valuable; we need to know & understand more about collective vol sector representation and individual group issues
- Think “voluntary & community” still means “amateur” – prefer term Third Sector (4)
- Compact benefits need to be more obvious to vol orgs – not just about funding/money
- Compact needs to fit with local priorities
- Need a consistent approach across both stat & vol sector

Compact Commitments

- To fulfil obligations voluntary sector needs a voice
- Need coherence in voluntary sector at local level to avoid duplication

Partnership Working & Joint Undertakings

- Need buy-in to principles of Compact and partnership working
- Agree we will achieve more by working together
- Are partnership working principles in the Compact different from Community Planning principles? If so why?
- Community planning structures - are they robust enough to help local delivery (partnership public & voluntary sector) & be able to evidence and monitor this
- How does the Compact impact on partnership working?
- Different cultures - need to understand where public sector / vol sector orgs have different cultures and find a consensus of how we can work in partnership
- Partnerships aren't easy - complicated
- Partnership working needs worked at; it's a 2 way process / commitment
- How will public sector "*ensure vol sector is given opportunity to participate in policy development in relation to their areas of interest & responsibility*" – vol sector has spread of interest – we need to know who's out there to engage properly
- How will vol sector "*represent the views of our local members & service users*" – i.e. who will do this & have they the capacity
- We need info to "*promote an understanding of the value of voluntary sector activity*" – this needs work
- No NHS representation here today - NHS commitment questioned
- Public sector / council and vol sector officers can agree a strategy / way forward but *elected members may not endorse* – this is a loophole.
- Where is elected members accountability in this
- Neighbourhood planning - working at a local community level
- We can achieve more by partnership working – vol sector can be responsive & "fill the gap" in stat agency service delivery
- Stat agencies realise that we can't do everything – we need the vol sector – but we need to understand more about who and what that is
- Need to map what vol orgs are out there delivering services
- Vol sector is large & diverse – can be a problem getting info/a collective voice

Recognition

- We need to raise awareness of public sector stat responsibilities/constraints – target this to what is needed/wanted – an education process re the parameters that stat agencies work within
- Use broadcast to raise awareness also NHS internet (both to promote understanding
- Need more understanding the value of vol sector activity, and –
- What has worked?
- Knowledge and perception / understanding of vol orgs
- Vol sector needs recognition
- Public sector needs to recognise voluntary sector organisation as community planning partners
- Need equality and respect from public sector to the voluntary sector
- There is a difference between big national orgs and small local orgs
- Small orgs sometimes feel they're "bottom of the list"
- How do campaigning orgs fit?

- Recognition means vol orgs can take a challenging/lobbying role
- Recognising what each stat/vol orgs contribute
- We need to develop a “business” like relationship
- Voluntary sector often seen as cheap option for service delivery
- If vol sector delivers a service funded by council / NHS vol sector needs recognition as delivering the service and not just statutory body as funding it -credit where credit is due
- What does the Compact mean at a local level?
- Local knowledge and people are key
- How do local managers make it work?
- How are public agencies held accountable to Compact principles?
- Vol sector should understand the policy “policy framework” but -
- We’re not “policy insiders” – need this translated –
- We need to know what the local and national policies are
- The vol sector has a responsibility to understand the policy framework relevant to their organisation & how that fits into the SOA
- Community councillors expected to do what elected members should be doing
- Continuity in public sector departments
- One copy of Compact not enough for organisations

Consultation

- Variety of views of consultation / different perceptions - NHS consultations
- Compact Principle are good but what about outcomes
- What does transparency in decision making mean?
 - Governance
 - Accountability
- Consultation needs to be effective – not just a tick box exercise – sufficient time
- Could we use stat agency resources to e.g. simplify consultations/provide exec summaries?
- Could stat agencies help with a database of vol orgs?
- How do we achieve grass roots consultation? – will need resources
- Is consultation the right word to use if there is a partnership? - its about involvement
- Partnership – should assess/score vol sector funding applications (not just council)
- Page 8 public sector commitment “where ever possible (consultation) but vol sector “we will”
- Compact champions needs to be someone who understands what partnership means and is a “champion” – need to believe in the Compact - not just an add on” to their job

Representation

- Who represents the vol sector & how do they do it – need better communication
- Who represents the voluntary sector? Voluntary sector need to address this/ how would it work
- Paid staff representing the vol sector – is this right?

Resources

- Council costs and key partners cost for venues - no charge / In Kind if working together in partnership
- Need common stat agency decisions re donating premises/office space
- Standardisation of costs for council buildings & buildings insurance
- Resources - area committee funding is de-centralised but different in each of the 4 areas –
- *How do we get a level playing field?* - an equal basis
- Need more debate on Full Cost Recovery
- Has to be a realistic understanding of the funder partner as to what the vol org can deliver for the funding received
- We could pool resources for better value
- Transition - if managed continuity will occur

Compact Monitoring & Information Pack

1. Compact champions

- Have a network champions e.g. Fed of Village Halls
- There is a role for someone in each local area – as a compact champion / to encourage/ promote partnership working
- Map voluntary sector – could link to 3SF too
- Fear this would take away funding for vol sector but could be external funding for info gathering
- Training / meeting of Compact champions to ensure promotion of compact is consistent
- Capacity issue for smaller groups
- Champions could report back on how the Compact works for them, e.g. meaningfully engaged; what has that contributed/resulted in

2. Compact Implementation & Monitoring

- Raising awareness - take copies of Compact to meetings attended
- Orgs need more copies of Compact to take to meetings
- Logo for Compact – if signed up group can use the logos
- What is the point of completing a Record Form? How will info be collated?
- Keep a copy of the Form before sending off
- What will happen to Record Form (what is the outcome) – use this feedback to develop future versions of the Compact.
- Expect feedback when a Record Form is sent to Compact contacts (Joyce Harkness/Sheila Armstrong)
- Record Form not easy to complete – better if experience rated
- Record Form – needs a bit of narrative to put in context – e.g. *“what aspect of the Compact has been breached/broken”*
- Need a Record Form for both stat & vol orgs (currently only 1-way)
- Record Form needs a section for Adult Services
- Record Form needs to focus on outcomes and Compact objectives;
- Record Form needs to highlight this isn't about staff/individual behaviour
- If the Form is about a vol org, how will they be held accountable? – no system –
- What are the consequences of breaking the Compact

- Need a process/system
- Accountability what happens if partner / agency not working to the Compact
- How do we know this will happen/ what is audit process?
- Could AECVS members sign up to the Compact “by association”
- Revise the “why sign up to the Compact” info – need to sell the whole Compact benefit to vol & stat agencies – “the gain”
- Send out the revised flyer to promote the Compact
- Use the Record Form annually/or as required to sample Compact experiences both stat & vol
- Could use quantitative scoring on Form for Compact review (e.g. how engaged did you feel on a score of 1-10)
- Map consultation input – has vol sector influenced policy development through more effective consultation via Compact principles
- Joint undertakings p7 - 5th bullet, measure/review - work/time involved to do this will be considerable - is it practical / realistic for voluntary sector funding / capacity is an issue
- Implementation of Compact/understanding will take time
- Key to success of Compact is mapping the voluntary sector what is out there what is being done / services being delivered
- How do other Local Authority areas monitor their Compacts?

Recommendations

1. Write up of the Event to be circulated to all present/A&E 3SF/LRP
2. Compact Implementation Group to give us Feedback on our thoughts
3. Gather more detailed information on the voluntary sector
4. Review the Compact info leaflet – make it “sell” Compact benefits to vol orgs
5. Have a robust monitoring process for the Compact