

GROUP 2 - WORKSHOP 1

Partnership and joint working

- clear language, less jargon! general issue for public and voluntary sector
- transparency is important
- different routes need to be used for communication- not everyone has computers (especially non-working people)
- ask people if happy with the partnership working
how? - need to be clear about what you are going to do to make it real
make it easier to feedback
- recognise different routes for different groups

Consultation

- recognise different timescales for different organisations
- mixed awareness of the National Standards
- questionnaires, focus groups, service users, scheduled meetings
- apathy sometimes from the wider public
- who does Voluntary Sector feedback to?
- links to other organisations
- evidence for funding
- use feedback to make changes within organisation
- strength in numbers, unified voice to have influence
- complementary voluntary and community sectors
- representativeness of community organisations is a problem if only small number participate
- gaps in the groups that you have. Recognise that you need to have special arrangements to get others involved.
- assessment forms - use right mechanism. Give choice for feedback.
- negative/threat issues get the best result! (Like closing a school or post office)
- go to where your target audience is - ie to get young people to go to schools
- Community Councils are unsung heroes!

Representation

- networking is important to get cross sector discussion geographic and service specific
- 3SF gives you a good opportunity
- elected basis of Community Councils means they are different. But principles of joint working (Compact) can still apply.
- information flow is important to ensure everyone has same opportunity

- everyone has a responsibility to engage not just public sector
- voluntary organisations take responsibility for feeding information to others
- communication most important thing
- use and develop existing structures not create new ones
- volunteering needs developed. Recognise finite number of people, time, regulations, skills, resources – active people often participate in several organisations.
- ensure there are opportunities to participate, location, venue, timing e.g. travel expenses. Got better in recent years. Carers not so positive advances (all dependents, not just children). Ensure there are no language barriers.
- targeting new representatives -especially young people. Need to fit in with people's aspirations and availability.
- Cultural change – will take a long time to make a difference.
- Regulations put people off. High costs and risks to organisations now that there didn't used to be.
- Promote benefits of wider representation so that people know it's good to be involved.
- Confidence and capacity building needs to be done at every stage in the process

Resources

- apathy in
- links with the Council essential as they are the biggest funder – so funding reductions, direction and leadership problems have an impact
- vol sector recognition that demand exceeds money available
- responsibility to attend and participate in discussions
- complexity of application process needs to be reduced
- integration of funding streams helpful - less time spent chasing funding
- form filling still too much!
- help with form filling - better promotion of CVS services. Roadshow awareness.
- external funding alert from CVSs
- voluntary organisations themselves do specialist training in getting funding
- important that **all** public sector bodies support Dumfries and Galloway voluntary sector bodies - not just Council. All use the voluntary sector groups so should all support them financially.
- duplication of services - complementary services. No need to develop public sector service if voluntary sector already doing this. Cost efficiency.
- value for money is key
- recession means finance tighter. Sponsorship/external funding reduction means long term planning needs to recognise that.
- Use MPs, MSPs and Councillors to lobby D&G cause. Lobbying on regional level. Campaigning support from all local partners.

GROUP 1 - WORKSHOP 2

Compact Champions

- promotion and awareness is important
- anyone can be a Compact Champion
- can put it on your AGM or other meetings agenda item to get organisation's approval
- both personal "champion" role and organisation champion role
- spread the good news everywhere you go!
- ask people about it - public sector bodies especially
- "Compact" not a good name?
- thistle is not good image? jaggy and scary – or is it? Scottish and strong!
- "Champion" -be realistic about appropriateness of role
- ensure there is effective cascade through organisations
- Joint Management Team(all the senior Directors in NHS, Council, Police, Fire and Rescue Service and Scottish Enterprise) members first set of public sector champions
- request to build it in to Appraisal Schemes to check that JMT are fulfilling their role
- instruction throughout organisations that have signed up the Compact
- there is a place for committed evangelists!

Recording experience - using the Record Form

- use it for positive feedback too. Examples of good practice shared.
- a simple record of the issue - no need to include all details
- Police and FRS listed as category next time? Make sure it can be used for public sector to fill in for voluntary sector engagement
- no need to fill in every section
- other areas also have 'Compact' in place so use their expertise

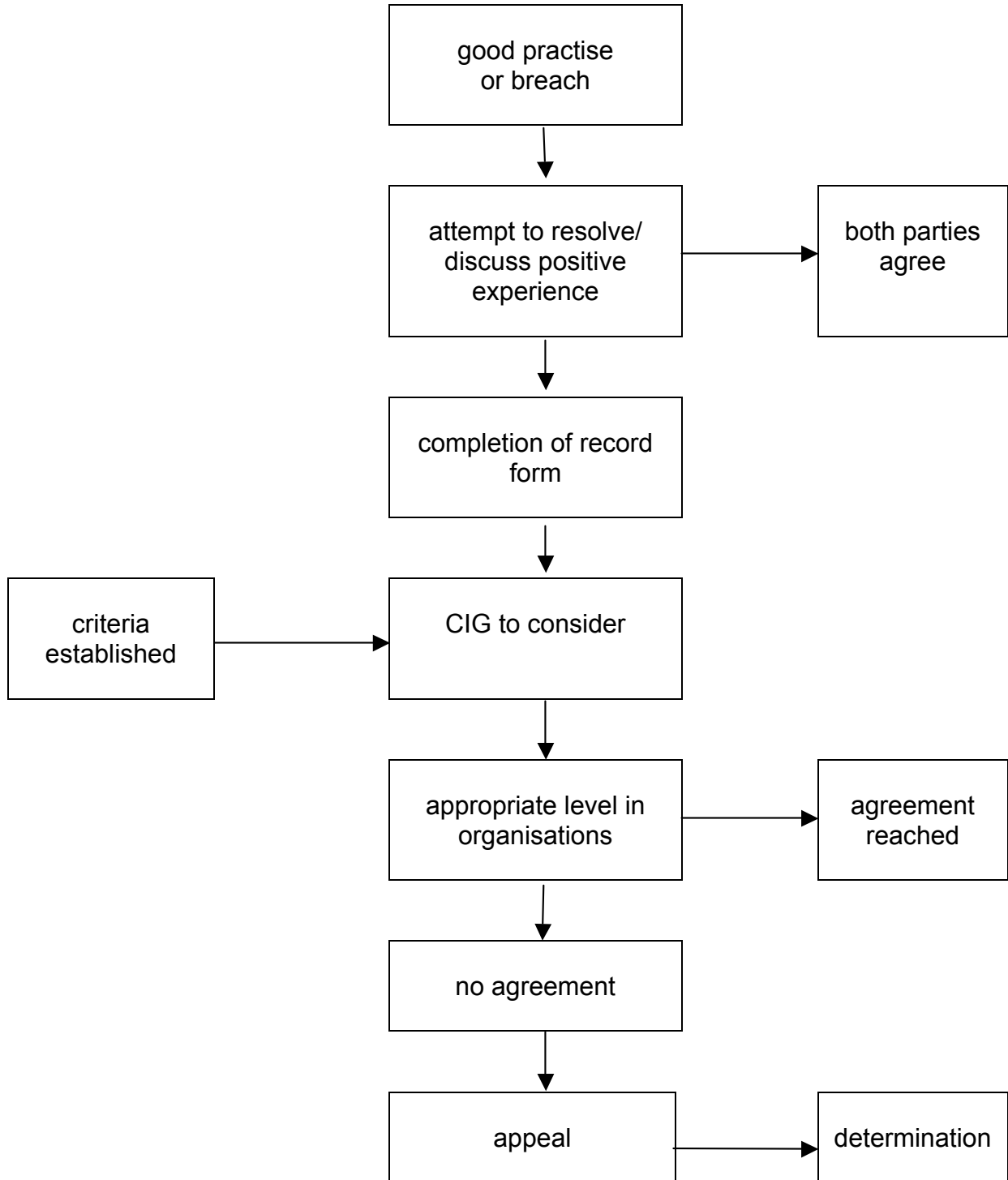
What happens to a completed record form?

- need to avoid league tables of good/bad organisations or departments
- acknowledgement is essential and ongoing updates to people who have submitted a Record Form
- Compact Implementation Group to consider the Record Forms received and agree action to be taken (need to establish criteria for their assessment)
- appeal process to be established.
- When do you fill it in?. Recommend a positive approach to resolve any issues first. Talk first! It's **NOT** a complaint form, **NOT** a weapon of last resort. Use as a comment and record form.
- Complaints procedures of organisations are still operation.

Rough outline of process

Underpinning issues:

1. Feedback all stages
2. Timescales
3. Record on database



Compact Flipchart Notes

Compact Feedback from groups

Morning Session

Partnership Working

- Positive – Commitments
- Opportunity
- Looks good on paper – partners need to ensure all are supported to engage and influence.
- Tokenism?
- Continued momentum & review
- Training about commitments
- How will sectors actually do this? (process needed)
- Resource implications!
- * Clarity & interpretation of what statements mean.
- Voluntary sector not homogeneous – members vs. funders/statutory regulations
- Work in different ways

CONSULTATION

Delete “whenever possible” (under Public Sector Commitments)

Not clear in voluntary sector part – does this mean statutory sector users?

Feed forward/Feed back

REPRESENTATION

Who decides what is ‘appropriate’ in statutory sector?

The Voluntary sector not able to determine who can represent it?

Perhaps Local area voluntary sector forum?

RESOURCES

Delete “we will work towards full cost recovery” and change to -

“We will adopt full cost recovery principals”.

Include “actively promote & review” sharing of resources

“Actively work towards ensuring the stability” etc. rather than “recognising the importance of stability”

Question 2

Partnership Working

Need adequate training & support to be able to be ‘accountable’

Consult

Cynical consultation – surveys set up to find what was being looked for

Representation

Better system of meeting & communication.

RESOURCES

Covered Previously

Why have today in hotel??

Afternoon Session

- How do individual departments of statutory sector sign up?
- How do new organisations get information and get involved?
- Go for it! Processes need to be done and who is going to do it i.e. co-ordinator.
- Improvement, not change i.e. Culture
- How do individuals get involved?
- Equal opportunities?
- Capacity/funding (Full Cost Recovery) to include enabling voluntary sector to progress compact obligations.
- Continuity of champion role in organisations
- Monitoring and reviewing this document
- Standardised – expenses etc. processes of doing it. Not a level playing field.
- Level of work needed if you are a champion
- Unrealistic! Produce paperwork, bureaucracy
- Form doesn't allow statutory/public sector input? Voluntary sector on public sector not other way round!
- Isn't clear statutory sector has champion - only one??
- Confusing re. agency department
I.e. children's service is social services
"More appropriate than agency dept" should be removed.
- Is all this going to create another department i.e. Compact department!
- Is it too much or too little?
- How is this going to be funded over the long term? Whose budget?
- Not a quick fix.

WHAT DO YOU THINK?

- Positive and formalises a way forward for Community Learning and Development (HMIE).
- Fits in terms of funding for Third Sector e.g. contractual agreements.
- Where do the smaller organisations fit, when they are not directly involved? Will it help?
- Would like someone to come and talk to our group. (CPJB)
- Is there training?

EXPECTATIONS/CHALLENGES/MISSING?

- In principle it is a good document. If it 'works' we will have a better relationship.
- We all need to work at this.
- We all need to understand what the issues are.
- Champions in public and voluntary sector.
- No consultation of reports with voluntary sector.
- Our age group is over 60s, succession planning.
- Is this going to be judged on delivery – not words we need action.
- Where do local elected members fit?
- Localised opportunities
- Councillors need to have an understanding of this compact. They should know more!
- Better sign posting between services
- Understanding our responsibilities
- More involvement in report writing/consultation with voluntary sector. This can demonstrate partnership working i.e. joined up working.
- There are too many 'structures' 'landscape too muddy'
 - Third Sector} Where do we go we go to
 - LRP's } communicate/participate?
- Where do RLS fit in this?
- Is this duplication?
- Who has signed up on behalf of the Council – has it filtered to a local level to identify champions?
The champions need to be 'registered' – so we can all see who they are.
- 'We can't sign up and forget about it, we all need to work at this. This is a long term commitment'

PARTNERSHIP WORKING

Working together.

Partnership arrangements for training make it fit for purpose.

- Will create better working relationships
- Who is who register of members of the compact
- Bring the training to the communities

- Common interests
- Who is accountable – what for?
- We need to have an overview, we must not use jargon, we need to share knowledge. Change of culture.
- Champion role must be onerous. We need to see a 'Job Description'
- Believe we can change – must be part of the training.

CONSULTATION

- Committee reports for elected members. Consultation must give an opportunity to voluntary sector (relevant) to comment – create a procedure and process that is more open and transparent
- Area Committee involvement
- Can't consult with everyone. How do we do this?
- Implement consultation at policy level
- Who can be the first point contacts voluntary/public 'how do we do this'
- Share It development - **DON'T OVER CONSULT**

EQUAL OPPORTUNITIES

- Not only IT. Not only one way forward to communicate

RECOGNITION

- Vehicle for voluntary sector to demonstrate their achievements – SMART

REPRESENTATION

We all need to know what our aims and objectives are.

- Like minded organisations

RESOURCES

- Funding – What do big organisations do with their old stuff?
- Who is bringing this together? – Then making sure it is done.
- On going monitoring

JOINT UNDERTAKING

National Standards – does everyone know what they are?