

## **DUMFRIES & GALLOWAY COMPACT**

### **NOTE OF THE LAUNCH OF THE DUMFRIES & GALLOWAY COMPACT HELD IN THE DOUGLAS ARMS, CASTLE DOUGLAS ON TUESDAY 10<sup>TH</sup> FEBRUARY 2009.**

**PRESENT:** Paula Cochrane, Community Worker, Age Concern Scotland  
David Dunstan, Auchencairn Community Council  
Iain Campbell, Community Safety, Fire Service  
Freda Lewis, Co-ordinator, SCVS Digital  
Thomas Jacques, Councillor, D & G Council  
Rosalind Hill, Chair, Glenkens Business Association  
Joanne Colquhoun, Business Support, D & G Council  
Des Hadnett, Balmaghie Community Council  
Christine Clarke, Training & Support Officer, Volunteer Action D & G  
Flora McDowall, Project Officer, Southern Upland Partnership  
Clare Walker, D & G Police  
Iain Howie, D & G Police  
Lilian Murray, Secretary, Castle Douglas Community Council  
Ann Gault, Project Manager, WRVS  
Chris Fyles, Manager, CD IT Centre  
Stewart McColm, D & G Police  
Helen McMiken, D & G Police  
Kirsty Peden, Principal Officer, Community Learning & Development  
Archie McNeillie, Recreation Forester, Forestry Commission  
Miriam Owen, Project Support, Accessible Transport Forum  
& Development Officer, D & G Small Communities Housing Trust  
Imran Arain, Health Improvement Officer, NHS

### **GROUP 1**

#### **Partnership Working/Joint Partnership Working**

- Signposted to the right contacts
- Contacts directory
- Better communications and systems
- Good examples
- Community planning and unknown entity
- Shared information at the appropriate time
- Shared projects/joint funding applications
- Clear objectives

#### **Consultation**

- Learn from mistakes and take into account rurality, timings, transport, advertising
- Not all web based access
- One size does not fit all/national standards for community engagement
- Two way process

#### **Representation**

- Contact details of organisations/groups/individuals who have areas of interest
- Target the above
- Work collectively with groups to encourage representation
- Needs to be relevant to them

## **Resources**

- Shared meeting rooms
- Signpost/enquiries/shared usage of premises
- Shared responsibility as well as resources
- Be realistic

## **GROUP 2**

### **Partnership Working/Joint Partnership Working**

- Compact positive as strategic document
- Where is the meat  
 What are the Council going to do at the next level  
 What is expected of the Third Sector  
 Expectations from both sides (detail)
- Third Sector can input and comment – is this equality, why not be involved in the preparation
  - Voluntary Sector good at partnership working – how does the public sector learn from them. Concern this could be one sided. Awareness raising required in public sector
  - Realistic expectations on both sides regarding issues and resources etc.
  - Third Sector have “can do” attitude – good level of trust amongst the voluntary sector – this could be developed better with public organisations
  - Partnership working needs to improve now. Stewartry positive. Community Safety Forum good example. Area Committee, Council and Voluntary Sector – trust relationships make this positive – end result are quickly seen
  - Works well at a local level – we know the area, what’s needed and who can do it
  - Voluntary groups are compelled to work with partners – history of it
  - D & G Council brick wall - which brick to talk to - who is accountable
  - NHS consultation – working well across the region, good mix of health professionals, public and voluntary sector
  - Important to go back to the people who have participated to inform them of progress (delay due to lack of public initially)
  - D & G Council Single Outcome Agreement process – could have learned from the NHS process
  - Joint use of assets/resources – voluntary sector could look at sharing info across the sector

## **Consultation**

- Nice words – where are the actions
- Consultation not a cheap option, innovative ways required
- Reduce the length of reports – produce summaries
- Time – be realistic
- Focus on appropriate partners – have a discussion, involve the right people i.e. OPSG
- Third Sector Area Forums could be a vehicle to agree pre actions at area level – needs to take actions can't be a talking shop. Should be designed to meet the needs of the Third Sector. Public Sector keen as it enables transparency. A vehicle to agree pre actions at area level. Include members of the public to give wider view
- LRP previous consultations, documents too long. How do public sector decide the consultation has been real. Compact helping to increase quality of process
- Important consultees are able to understand the document which has been circulated
- National Standards for community engagement
- Catch peoples attention – make it relevant to individuals/groups. Closures/threats to services attract attention. Lose jargon – challenge info sent by people
- St Area Committee themed meetings good example of engagement
- Support groups/individuals to challenge/express their views
- History – need to move forward positively. Big steps have been taken
- Ensure consultation is co-ordinated

## **Representation**

### Third Sector Forum – strategic representation

- Needs to cascade information and information needs to be fed
- Community Councils part of third sector forum – they know local areas, under utilised, varied reps/ages, legal organisation set up to represent area.
- To what level is representation required? Where useful, where appropriate, message to public agencies is to open up opportunities.
- Voluntary Sector – agree proper processes to ensure representation – good progress being made.
- Need to look at ways groups (i.e. Carer/parents) can participate. Effort from us all to try to involve people who may face barriers to participate. Voluntary Groups could agree to consult e.g. people from that area and then to feed back.

## **Resources**

- Include mention of procurement of services from the Third Sector
- Appreciation from voluntary sector that resources are limited. Third Sector are respectful of each other
- Third sector representation of how decisions are made – SAC scoring panel has third sector representative but is this replicated in other areas and strategically.
- Day Centres – use of OPSG to sound out priorities
- More information on why decisions are taken and why processes happen i.e. payment for partner services (design services)
- More than advice – need to work together so that public agencies understand better – David Road project an example.
- Greater elected member understanding of voluntary organisations and what we do. Stewartry Councillors good at attending Community Councils

- Venues – think differently! – disabled access – charges (joint work should include free access) - good use of fire station – use different venues – vol. sector, heath etc. Better information on what’s available – appropriate venue – be resourceful

Is there reference to Compact in Single Outcome Agreement (SOA)?

## **GROUP 1**

### WHY SIGN UP

- Should be clear what they are signing up to
- So far – D & G Council, NHS, Police, Fire & Rescue
- No burdens attached

### WHAT BENEFITS

- Closely involved with Council priorities
- Involved in decision making
- Contact information – who has signed up – what they do – how can they help

### ROLE

- Will there be training for champions?
- Who has signed up/training organisations
- Record Form – what happens to the information; who will deal with it; what are the process/outcomes; all agencies use form/adapt to comply/two way process
- General comments feedback form – take out complaints
- Local contacts added
- Quarterly target at champions/organisations – encourage feedback
- Sample fest. Record form
- Expectations
- Any other suggestions
- Feedback from form submitted
- Principle very positive
- Recognition – hard to do/dynamics
- Need to work at Compact implementation – won’t happen over night
- Annual conference

## **GROUP 2**

### WHY SIGN UP?

- Best value – share skill, cut costs

What is the Compact?

- Explanation for average group/voluntary organisations
- Who is it for?

- More explanation required – even those involved in preparation find it difficult to understand
- Smaller organisations hesitant to put a champion forward
- Awareness may increase when results are evidenced
- Definition to accompany the term “Compact”
- Members of CVSs likely to come on board first
- Need to sell it i.e. your voice will be heard – what’s in it for you?
- Promote the benefits i.e. information, resources, sharing of information, good ideas. Promote good practice
- Role of Champion – term “Champions” mixed views – is it a representative? – lets just use this term
- Champion implies – a lot of work – not easy to understand/or explain
- Contact/representative – alternative
- Champion – implies doing role – needs to be defined – nervous around taking on the role as its an additional responsibility
- Web Access – issue
- Small Organisations – challenges to sign up – give them printed copies (summary); can there be a paid liaison (district “champion”); local lead officers could act (CLD + Economic Regeneration)
- Some intermediary for small organisations

#### COMPACT RECORD FORM

- Covers key areas – records follow ups. Is it two way? Needs to be amended to allow public sector to comment on voluntary sector agency – needs amended
- Good experiences are rarely recorded
- Area forums need to appreciate use of record form to assist in gathering feedback – positive + negative
- What’s the process? Map on the back, where does it go, how is it fed back, what actions taken?
- How accessible are forms on line? How are these circulated, on line? What format i.e. Word; Use of memory sticks?
- Record Form not on Council web site – nightmare to find – put the full address for the page (hyperlink)
- Get the whole pack down to as few pages as possible
- Balance way information is represented i.e. Third Sector first then Public Sector/ two sides of argument could influence the information pack which can change easily
- Not everything can change immediately due to resources etc. but can be changed in the future