



## *The Highland Compact*

### **ANNUAL PROGRESS REPORT 2010/11**

#### **1. INTRODUCTION**

The Highland COMPACT Action Plan was developed to support the implementation of the COMPACT across Highland. It is a document which is monitored and reviewed on an ongoing basis and will be updated annually to ensure continuous improvement. This first annual report summarises the progress made on the actions contained in the COMPACT Action Plan. Whilst some actions are now complete, others require further work and the annual COMPACT event will provide an opportunity for the development of new actions.

#### **2. COMMUNICATION AND UNDERSTANDING**

**Key Objectives for the COMPACT relating to Communication and Understanding are to:**

- *Raise awareness of the COMPACT*
- *Generate participation and engagement in the COMPACT and its ongoing development*
- *Promote improved communication between Public and Third sector bodies, in line with the National Standards for Community Engagement*
- *Achieve greater understanding between Public and Third sector bodies*
- *Avoiding the use of unnecessary jargon*

The actions contained in the action plan relating to Communication and Understanding have focused upon promoting and raising awareness of the COMPACT:

- The annual event will be held on 9<sup>th</sup> June 2011 and will provide a forum for updates and discussions to ensure all stakeholders are engaged with the COMPACT. The Annual Report summarises the progress made on the actions contained in the COMPACT Action Plan.
- All COMPACT documents including the Highland COMPACT, Action Plan, Mediator Process and Role of COMPACT Champions can be found at and downloaded from the Highland Life website: [http://highlandlife.net/community/the\\_highland\\_compact](http://highlandlife.net/community/the_highland_compact).



- All of the COMPACT Partners have been **promoting and raising awareness** of the COMPACT through various methods:
  - Voluntary Action Highland on behalf of Third Sector COMPACT Partners has posted COMPACT information on the website, in newsletters, distributed electronic versions of the documents through the Highland Third Sector Forum network and handed out hard copies at various partnership meetings.
  - The Highland Council has raised awareness of the COMPACT by incorporating information on the COMPACT into management briefings undertaken by the Chief Executive, the Council's management development programme and management induction training for new Council managers. The COMPACT has also been highlighted through reports to the Council's Resources Committee and to the Community Planning Partnership Performance Board. The Compact and support for the third sector is included in the Highland SOA and its public performance report.
  - The Board of NHS Highland has fully endorsed the rollout out of the COMPACT as part of standard working practice for all employees who engage with the Third Sector. The COMPACT has since been distributed to all three Community Health Partnerships and it is intended to embed the COMPACT within induction procedures and management development in 2011, as well as raising awareness through the internal newsletter (Highlights) which reaches all staff.
  - Highlands and Islands Enterprise has distributed information about the Compact to all relevant staff, especially those who come into direct contact with Third Sector clients, and provides twice-yearly updates to HIE Directorates.
  
- COMPACT Champions are individuals who have been identified or have volunteered from all public sector and a range of third sector organisations. Champions have a range of roles which include:
  - Raising awareness of the Compact within their organisation and across the sector they work in and acting as a first point of contact for queries about the Compact;
  - Feeding information and concerns back to the Compact Partnership regarding the operation of the Compact;
  - Providing a pivotal role at Stage 2 of the Compact Mediation Approach. They will ensure that any concerns raised are legitimate and attempt to mediate between organisations to resolve concerns and issues with the focus on moving forward and restoring relations within the partnership.
  
- All of the COMPACT Partners have adopted a policy to undertake publicised 12 week consultations to improve stakeholder involvement in the decision making process.



### 3. PARTICIPATION AND REPRESENTATION

**Key Objectives for the Compact relating to Participation and Representation are:**

- *There is clear representation within the Third Sector*
- *The Third Sector has a greater influence in Community Planning*
- *There is closer joint working between the sectors*

The actions contained in the action plan relating to **Participation and Representation** have focused upon representation of the Third sector in terms of the COMPACT and the wider community planning arena:

- The COMPACT Partnership is comprised of representatives from the Public and Third Sectors. The Partnership meets on a quarterly basis and provides a forum to discuss relevant issues which are feed into the community planning process. The annual event provides an opportunity for the COMPACT Partnership to promote the Highland Life website and the online Highland Third Sector Blog which allows stakeholders the opportunity to respond to and discuss important issues relevant to the COMPACT.
- A key action related to representation was to increase participation in the Highland Third Sector Forum. The Highland Third Sector Forum has provided past opportunities to allow communication between the COMPACT Partnership and Highland Third Sector. Over the last two years numbers have been increasing however, due to external pressures on many Highland Third Sector organisations, physical meetings have been replaced with regular electronic communications. To ensure that the majority of Highland Third Sector organisations are included on the Highland Third Sector Forum database, Voluntary Action Highland has carried out a mapping exercise. The High Societies online register of Highland voluntary groups and clubs was used to fill gaps within the database and provide better communication coverage.
- With the introduction of the Interface, the third sector is represented on the Highland Community Planning Partnership Performance Board, the Environment Forum and Economic Forum. This is in addition to the direct representation many third sector organisations and groups have in other forums with the public sector, for example in LEADER actions groups, as community care stakeholders, in children's services in the Economic and Environment Forums, in participating at Council working groups and at ward forums.
- Alongside this it is intended to develop clear guidance and protocols for Third Sector representatives on pan-Highland bodies. However, this action has been delayed due to competing pressures on Third Sector Organisations. This action will be reviewed and taken forward when pressures are alleviated.



- Other public sector organisations have been asked to sign up to the Compact. To date both SNH and Northern Constabulary have noted an interest.

## 4. RESOURCING ARRANGEMENTS

### **Key Objectives for the Compact relating to Resourcing Arrangements are:**

- *Third sector organisations know where to access opportunities for funding*
- *Greater awareness amongst the third sector of monitoring, evaluation and reporting requirements*
- *Ensure consistent approaches to assessment, evaluation, monitoring and reporting*

The actions contained in the action plan relating to Resourcing Arrangements have focused upon improving access and understanding to funding streams amongst Third sector bodies:

- Highland Council has introduced a Single Grants Process for all grant funding provided by the Council. This has involved a standard application form, guidance and point of contact for all grant applications in order to improve access and understanding to grant funding streams.
- The tendering process has been promoted across the Highland Third Sector through training events hosted by the Highland Council and Scottish Government and links from the Voluntary Action Highland website to the Public Contracts Scotland website along with information disseminated throughout the Highland CVS network.
- Highland Council has introduced a series of funding principles for working with Third Sector organisations. These include:
  - Contracts should be used for all services commissioned and should normally be for a three year period
  - Performance frameworks should be outcomes focused for contracts and should take into account and not duplicate current quality assurance systems
  - The use of community benefit clauses is supported in the Council's procurement strategy and the appropriateness of such clauses should be considered routinely for contracting.
  - Third Sector organisations should be provided with at least three months notice of any change in funding.
- Other notable achievements in terms of resourcing arrangements with the Council include:
  - The offer of free computers to third sector organisations as the Council's ICT is refreshed from 2010/11



- The Council's management of the EU LEADER programme, providing over £10.4m to over 260 community run projects
  - Further support for maximising the levels of community benefit to be derived from developments to support community projects
  - The community development approach to facilitate more third sector social networks and activities for older people in their communities
  - Staff time to assist third sector bodies bid for external funding such as other EU programmes, the Government's climate change fund and the Lottery
- HIE is committed to raising awareness and directly supporting the important economic role social enterprise businesses play. HIE has been promoting their role with social enterprises which is to support the growth potential of these businesses.
  - A further commitment in year one's action plan was to develop a consistent approach across the Public Sector to assessment, evaluation, monitoring and reporting processes. This action is progressing as the joint commissioning of services develops.

## 5. NEXT STEPS

The Highland COMPACT Partnership has aimed to achieve the outcomes detailed in the COMPACT Action Plan over the past year. These actions have been taken forward in partnership by utilising the COMPACT principles which has provided stronger working relationship across Highland Public and Third Sectors.

The COMPACT however remains new and work is still required to raise awareness of the COMPACT across the Highlands. A number of outcomes remain outstanding and will be included within the Action Plan for year two. The Annual COMPACT event will be vital in identifying where partners across the Highland's believe new actions should be targeted for the coming year.

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